

# Inspection Report

## 2023-2024

**Ruth Johnson**

Childminder

25 March 2024

**Under the Regulation of Care Act 2013 and  
Regulation of Care (Care Services) Regulations 2013**



**DHSC**

We carried out this inspection under Part 4 of the Regulation of Care Act 2013 (the Act) as part of our regulatory functions. We checked whether the provider was meeting the legal requirements, regulations and standards associated with the Act. We looked at the overall quality of the service.

We carried out this announced inspection on 25 March 2024. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Ruth Johnson provides 'childminding' for one or more children under 8 years old by a person at a private dwelling for reward and for more than a total of 2 hours in the same day.

### **People's experience of using this service and what we found**

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

### **Our key findings**

The area of the premises used for childminding was on the ground floor, although there were steps at the front of the house to access the setting. The room was bright, well equipped and spacious. There were 3 (three) children present during the time of the inspection.

The childminder had policies and procedures in place to support the management of the service.

The feedback received from parents was positive and evidenced that they were all happy with the care provided and the level of communication they have with the childminder.

### **Parental feedback comments as follows:**

'We honestly couldn't be happier, Ruth is so great with \*\*\*\*, and as previously said, she has come on leaps and bounds since starting with Ruth!'

'Ruth provides the children with a great range of activities , games and outings ... \*\*\*\* comes home happy and stimulated (and sleeps through the night ) , \*\*\* always speaks about Ruth's family, and she is treated like her own family'

'Extremely happy, Ruth is incredible she genuinely cares for \*\*\*\* and I could not ask for any more'.

'lots of trips out to parks and other activities, photo updates, personal touches like birthday cards are lovely and have all been added to our keep safe box'.

### **About the service**

- 1) The registered person must not look after more than 6 (six) children on the premises at any one time under the age of 8 (eight) years, including the childminder's own children.

Of these 6 (six) children:

- No more than 2 (two) children must be under the age of 1 (one) year
- No more than 3 (three) children must be under the age of 5 (five) years, when childminding either jointly or singularly with fellow childminder Ms Rachel Johnson.

- 2) In addition the provider and Ms Rachel Johnson may not, either jointly or singularly, mind a combined number of children that exceeds the 6 (six) as stated in condition 1.

Ruth lives in Douglas and has been a registered childminder for 3 (three) years. Ruth does not drive but takes the children out for walks or to various activities daily, either on foot or on public transport.

The service operates term time only.

At the time of the inspection Rachel Johnson was no longer child-minding.

### **Notice of Inspection**

This inspection was part of our annual inspection programme which took place between April 2023 and March 2024.

Inspection activity started on 5 February 2024. We visited the location's service on 25 March 2024.

### **What we did before the inspection**

We reviewed information we received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR), notifications, complaints/compliments and any safeguarding issues.

We sent parental questionnaires to parents.

### **During the inspection**

We used an observational framework for inspection; this is a way of observing care to help us understand the experience of people/children.

## SECTION C Inspection Findings

### C1 Is the service safe?

#### **Our findings:**

Safe – this means we looked for evidence that people were protected from abuse and avoidable harm. The service does require improvements in this area.

This service was found to be safe.

#### **Prevention and control of infection**

The childminder described a cleaning routine that was routinely followed and thorough. This involved daily cleaning of the setting, including all toys used. The nappy changing mat was cleaned before and after use, as were the table and highchairs used for eating. The children all used their own cups and utensils and were supported to wash their hands before lunch.

All parents had been informed that there were pets in the household and had signed their acknowledgement of this. The childminder advised that the pets (1 dog, 2 cats and 1 hamster) were not given access to the area where the children are minded but on occasion she will take the dog for a walk with the children as an activity.

Daily snacks and lunches were all provided, with an ice pack, by the parents thereby negating the need for any food storage or preparation within the setting.

There was a sick child policy in place which stated that the childminder followed public health guidelines in regard to exclusion illnesses and periods of time the child must not attend. All parents were made aware of this prior to their child attending and had signed an agreement as such.

#### **Assessing risk, safety monitoring and management**

Written records were seen to show that weekly tests are carried out on the smoke and carbon monoxide detectors. Fire drills had been carried out routinely, although advice was given to the frequency of this. There was a fire risk assessment in place and a written evacuation procedure was displayed in the setting but no evacuation plan.

There were no written risk assessments available to view, although verbally the childminder appeared to have a good understanding of potential risks and how these can be managed.

There were policies in place to support the running of the service, including safeguarding, the administration of medication, record keeping and confidentiality. The policies seen were comprehensive and clear but require the date of all reviews and updates to be recorded. Completed medication and accident forms were seen, all of which were signed and dated by both the childminder and the child's parent.

Individual records for each child were completed by the parents prior to any child starting in the setting however these forms require updating to include information about the child's social, emotional and behavioural needs.

All written records were kept securely and the childminder had registered with the information commission as she uses her mobile phone to communicate with parents.

## Action we require the provider to take

### Key areas for improvement

- Fire evacuation plan to be completed and displayed
- Risk assessment to be completed for both within the setting and any outings
- All policies and risk assessments need to be dated with date of last and next review
- Information about the child's social, emotional and behavioural needs must be included on the child's individual record.

## Inspection Findings

### C2 Is the service effective?

#### **Our findings**

Effective – this means we looked for evidence that people’s care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence. The service does not require any improvements in this area.

This service was found to be effective.

#### **Children’s care and development needs are assessed, supported and promoted**

The childminder reported she promotes child development through the activities she plans and does with the children; activities such as singing and music time, sharing stories and by providing age appropriate toys. Ruth encourages child led learning and offers a variety of toys and activities for the children to choose. In addition the childminder takes the children out most days, weather permitting for a walk, to the park or to another venue such as the family library or Dragons Castle to give them the opportunity to socialise, have new experiences and to support their development in all other areas.

There was a routine to the day which provided consistency and a sense of familiarity for the children, this was planned around lunch and nap times. When possible the childminder stated that she will try and fit with a child’s usual routine, especially when they are new, but also acknowledges that she has to consider the other children attending.

Parents were informed daily about their child’s day, either verbally or via messaging (with photographs), especially if they had mastered a new skill or achieved a milestone. The childminder also provides a ‘scrapbook’ for each child, containing photographs and the date of the activity/ achievement.

All parents reported they were happy with the level of communication they have with the childminder and stated they could talk to her if they had any concerns about their child’s development. The comments included “Ruth provides the children with a great range of activities, games and outings ... [child] comes home happy and stimulated” and another said “She raises any specific progress or problems such as new words, new things she's doing and I feel well informed. [Child] often comes home with bits that she's done during the day such as pictures and crafts.”

During the time of the inspection the childminder interacted with the three children present. She engaged in their play, building bricks and colouring in, by offering encouragement and praise. When appropriate she joined in but supported them to play independently. The focus activities were changed when the children became bored with them and there were other different toys available for the children to choose for themselves.

## Inspection Findings

### C3 Is the service caring?

#### **Our findings**

Caring – this means we looked for evidence that the service involved people and treated them with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring.

#### **Ensuring children are being treated with kindness, respect and compassion, and are given emotional support when needed.**

In the provider information return (PIR) the childminder wrote; "Children in my care are always spoken to in a gentle manner and are encouraged to do the same. Hugs are very important to a child's development and I make sure hugs are given out so long as they are wanted. Children are encouraged to share and be kind."

Within the parental feedback received one parent reported that they feel their child is treated like one of the family, stating; "[Child] always speaks about Ruth's family, and she is treated like her own family." This suggests that the care is kind, warm and affectionate.

Observations made during the inspection indicate that the childminder is kind and respectful. She was heard talking to the children, her tone was calm, she verbally explained, in age appropriate language what they were going to do and she helped the children to tidy away the toys while giving them praise and encouragement to help with the task. The childminder showed understanding when one child was weary of a new person being present and gave verbal reassurance to the child as well as allowing her to be comforted (with the dummy) initially.

The childminder reported that she believes that the information gathered from the parents was paramount in understanding the child's home life and personal history. Prior to a child starting in the setting the parents were asked to complete a form detailing the child's routine, likes, dislikes and any specific needs. Parents were also asked to inform the childminder of any significant events or changes in the child's life so she can understand and support the child if necessary. For example, one of the children currently attending was about to have a baby sibling.

#### **Maintaining children's privacy, dignity and independence respected.**

The childminder had an intimate care policy which was shared with the parents and which states that all children will be treated with kindness, dignity and respect.

Nappies are changed in a corner of the setting that allows privacy for the child being changed whilst providing the childminder the opportunity to keep an eye on the other children present.

All confidential written information was kept in a locked box and security measures were in place to ensure information stored electronically was not accessible to anyone else. The childminder was data protection registered with the Information Commissioner.

The children were encouraged to grow their independence through play and by doing different activities. The childminder provides a variety of toys in the setting and the children have lots of free play time to choose for themselves what they want to do thereby increasing their

confidence and ability to play independently for an appropriate period of time. In addition the children are supported to try to do things for themselves, such as blowing their nose, feeding themselves and putting on their coat.

The childminder was observed to give praise to the children and noticed when one child was helping another.



## Inspection Findings

### C4 Is the service responsive?

#### **Our findings:**

Responsive – this means we looked for evidence that the service met people’s needs. The service does not require any improvement in this area.

This service was found to be responsive.

#### **Delivering personalised care**

Parents were asked to provide information about their child’s needs, likes and dislikes prior to their commencement in this day care setting, including specific health, cultural, dietary or language needs. The childminder also requests to be kept up to date with any changes or events that may impact the child. The child’s information was reviewed with the parents routinely and updated when necessary.

The childminder reported that she includes learning about the environment in daily activities; she also tries to celebrate different world festivals and holidays as well as the traditional Christian events; recently they had celebrated Chinese New Year by doing craft activities, stories and tasting some Chinese food.

Diversity, inclusion and equality was promoted throughout the childminders policies and the toys and books that were available to the children reflected difference, both within family situations as well as ethnicity, culture and ability.

If areas of improvement have been identified the provider will be required to produce an action plan detailing how the areas of improvement will be rectified within the timescales identified. The R&I team will follow up and monitor any actions undertaken.