

# Care service inspection report

**Herron, Tracy**

Child Minding

Clarkston

Inspected by: Jacqueline Clark

Type of inspection: Announced (Short Notice)

Inspection completed on: 4 August 2011



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### Service provided by:

Tracy Herron

### Service provider number:

SP2010979633

### Care service number:

CS2010272123

### Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good

### What the service does well

The childminder had developed good communication systems to keep parents updated on their child's care and development. She provided a flexible service which took account of the individual needs of both parents and children.

### What the service could do better

The childminder good further develop parental involvement by allowing parents to grade her service under the quality themes and statements.

### What the service has done since the last inspection

This was the childminder's first inspection since registration.

### Conclusion

The childminder was committed to developing and improving her service. She had utilised the internet to source information to enhance her service. The childminder should implement the recommendations within this report to further improve the service provided.

### Who did this inspection

Jacqueline Clark

# 1 About the service we inspected

The childcare service was provided from the childminder's home in the Clarkston area of East Renfrewshire. The service was registered by the Care Commission in March 2011 then transferred to Social Care Social Work Improvement Scotland on April 2011. The childminder is registered to care for six children under sixteen. These numbers are inclusive of the childminder's own family. The childminder currently care for one minded child.

Through viewing the aims and objectives of the service it was noted that the childminder aimed to provide a "safe, happy and very homely environment."

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 4 - Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

This report was written following an announced inspection which took place on the morning of 4 August 2011.

The care service did not submit an annual return. The service completed a self assessment document.

We issued two parental questionnaires to parents using the service one of which was returned before the inspection took place.

During the inspection, evidence was gathered from a number of sources including:

- \* Discussion with childminder
- \* Viewing policies and procedures including aims & objectives, infection control, sleep safe, health & safety, child protection, behaviour, equal opportunities and food hygiene
- \* Observation of practice
- \* Observation of the environment and resources

### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

### **What the service has done to meet any recommendations we made at our last inspection**

This was the first inspection since registration.

### **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** No

### **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the childminder. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The childminder highlighted the strengths of her service and identified areas for further development.

### **Taking the views of people using the care service into account**

On the day of the inspection visit there was one minded child present and the childminder's own child. The young child was observed to be happy within the childcare setting. He readily accessed a variety of resources and interacted positively with the childminder's own young child.

### **Taking carers' views into account**

There is currently only one parent accessing the childminder's service. Written feedback received from the parent was of a positive nature. The parent "strongly agreed" that the childminder had involved her in developing the service.

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 4 - Good

#### Statement 1

I ensure that parents and families participate in assessing and improving the quality of care and support provided by the service.

#### Service strengths

The childminder provided parents with regular opportunities to be involved in assessing and improving the quality of care and support offered. A range of methods used included:

- Daily verbal feedback
- Weekly written report
- Parental questionnaires
- Written communication records
- Text messages
- Open door policy
- Newsletter

The childminder provided parents with copies of her policies and procedures before their child started at the service.

The parent using the service was asked by the childminder through a questionnaire if she was happy with the amount of feedback provided. The parent responded "yes I hear all about what he has been up to." She was also asked if there was anything that the childminder could do to improve which she replied "No I am happy with the service provided.

The weekly written report provided by the childminder provided parents with the opportunity to record a comment about their child's care, support and development.

The parent who returned our questionnaire "strongly agreed" that the childminder listened to and acted upon her views about her child's development needs, interests and personality.



### Areas for improvement

The childminder should date her questionnaires to evidence frequency of which they are undertaken. (See recommendation 1)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### Recommendations

1. Questionnaires should be dated to evidence frequency.  
National Care Standards for Early Education and Childcare up to age 16. Standard 13:1 Improving the Service

### Statement 3

I gather information about the child and their needs.

### Service strengths

Prior to the children attending the childminding service information regarding the child's medical and dietary requirements were discussed and recorded. This included emergency contacts and an illness information sheet. The childminder requested a written daily routine for young children to ensure their individual needs were being met.

The parent who returned our questionnaire "strongly agreed" that they were confident that the childminder treated any information about her child as confidential. Parents were made aware by the childminder of the importance of keeping information updated and discussing any changes to their child's care routine.

The weekly report written by the childminder detailed children's experiences and progress.

### Areas for improvement

Information kept on minded children must include contact details for their GP including address and telephone number. (See recommendation 1)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

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## Recommendations

1. Registration forms should include contact details for child's doctor.  
National Care Standards for Early education and Childcare up to age 16. Standard 3:7 Health and Wellbeing.

## Statement 7

I have a process in place to ensure meaningful communication and information sharing with children and parent(s).

## Service strengths

Before the children start at the service parents had the opportunity to discuss and share information about their child with the childminder.

The childminder had developed an "all about me" document which included children's likes, dislikes, favourite foods, toys and family members. These details were used to assist with the settling in process.

A welcome pack was given to prospective parents which included policies and procedures relating to the service.

A written complaints procedure was in place which had been shared with parents. The parents who responded to our questionnaire "strongly agreed" that they were confident that the childminder would deal effectively with any concern or complaint they made about the service.

Children profiles included photographs of children taking part in activities and outings. Children's progress was discussed with parents on a regular basis.

## Areas for improvement

The childminder should review her complaints procedures to include contact details for Social Care Social Work Improvement Scotland. (See recommendation 1)

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. The childminder should review her complaints procedures to include contact details for Social Care Social Work Improvement Scotland.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 4 - Good

### Statement 1

I ensure that parents and families participate in assessing and improving the quality of the environment within the service.

#### Service strengths

The methods of service user consultation and participation reported in Statement 1:1 remain relevant to this statement.

Through the questionnaire issued by the childminder the parent was asked if she was happy with the amount of toys and equipment provided. The parent commented "yes, he loves playing with the toys."

The parent who responded to our questionnaire "strongly agreed" that the childminder's home was a safe, secure, hygienic, smoke free, pleasant and stimulating environment.

#### Areas for improvement

The childminder should continue to seek ways to involve parents in assessing and improving the quality of the environment provided.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 4

I ensure children have access to fresh air and exercise and make best use of outdoor space available to me.

#### Service strengths

Through discussion with the Inspector the childminder acknowledged the importance of children having regular access to fresh air and energetic play.

The inspector viewed photographs that evidenced the minded child participating in local outings. The parent who returned our questionnaire "strongly agreed" that her child had regular access to fresh air and energetic play.

The childminder made good use of her enclosed back garden which had a good range of resources.

The childminder had developed and implemented an outdoor play policy which was shared with parents.

Parental consent forms were in place for minded children to participate in local outings. If the childminder was going outwith the local community an extended outings forms was completed.

The weekly report given to parents detailed any outings undertaken by their child.

### **Areas for improvement**

Through the self assessment document the childminder stated that she would continue to access information about local amenities.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 5**

I have appropriate equipment to keep children I care for safe.

### **Service strengths**

Observations made by the Inspector on the day of the visit confirmed that the childminder had appropriate equipment in place to keep minded children safe.

Car seats, buggies and highchairs were clean and well maintained. The childminder had suitable car insurance to transport minded children in the family car. She had developed and implemented a transport in the car policy which had been shared with parents.

Risk assessments were carried out and recorded on a daily and monthly basis. There was a written record that evidenced that resources were cleaned regularly.

### **Areas for improvement**

The childminder should continue to maintain her equipment to ensure children's safety.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 4 - Good

### Statement 1

I ensure that parents and families participate in assessing and improving the quality of the service.

#### Service strengths

The methods of service user consultation and participation reported in Statement 1:1 remain relevant to this statement.

The parent who returned our questionnaire "strongly agreed" that overall she was happy with the quality of care her child received.

#### Areas for improvement

The childminder should continue to seek ways to involve parents and children in assessing and improving the quality of the service provided.

**Grade awarded for this statement:** 4 - Good

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 2

I understand my role and responsibilities in relation to child protection and provide a service that promotes the health, nutrition and safety of the children in my care.

#### Service strengths

The childminder offered a daily routine which encouraged children to learn personal safety and hygiene.

Although the childminder does not provide any food for the minded child attending her service she had an understanding of food hygiene and had developed a written policy.

The childminder had a good understanding of her role and responsibility in relation to child protection. A written policy was in place which included contact details for local social work and police station.

A good range of policies and procedures had been developed which took account of the children's health and safety. These included infection control, health & safety and sleep safe. The childminder keeps a written record of when policies are issued to

parents, reviewed or updated.

Satisfactory procedures were in place for the storage, administration and recording of medication given to minded children.

The parent who returned to our questionnaire "strongly agreed" that the childminder was flexible and responsive to her child's individual needs.

### Areas for improvement

To update her knowledge the childminder should access training in relation to child protection. (See recommendation 1)

The childminder should develop a written emergency procedure which should be agreed with parents. (See recommendation 2)

The childminder evidenced to the Inspector that she was booked on a training course for food hygiene.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The childminder should access child protection training.  
National Care Standards for Early Education and Childcare up to age 16. Standard 3:2 Health and Wellbeing
2. The childminder should develop written emergency procedures.  
National Care Standards for Early Education and Childcare up to age 16. Standard 3:7 Health and Wellbeing

### Statement 3

I offer flexible activities, within a planned routine, which take account of the individual needs and interests of the children.

### Service strengths

The childminder stated that she planned activities which took account of the individual needs of the young child attending. Observations on the day of the inspection visit evidenced that resources were age and stage appropriate.

The Inspector viewed photographs of the minded child participating in a range of activities.

The weekly report provided to parent detailed some of the activities and outings undertaken by the minded child.

Through discussion the childminder demonstrated that she knew the minded child well and was aware of his interests.

### **Areas for improvement**

The benefits of the childminder keeping an activities diary for evaluation purposes were discussed.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).



## 5 Summary of grades

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
Statement 7	4 - Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	4 - Good
Statement 4	5 - Very Good
Statement 5	4 - Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 3	4 - Good

## 6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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