SCSWIS
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Care service inspection report

Abdullah, Jennifer

Child Minding

Falkirk

Inspected by: Patricia Bunyan

Type of inspection: Announced (Short Notice)

Inspection completed on: 26 January 2012

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Service provided by:

Service provider number:

SP2008970952

Care service number:

CS2008181916

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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	5	Very Good
Quality of Environment		N/A
Quality of Staffing	4	Good

What the service does well

Mrs Abdullah provides a caring and homely environment for the children in her care. We found that she meets the needs of children very well and she and her family have formed very good relationships with the families using the service.

There are very good opportunities for parents and carers to be involved in influencing the quality of the service.

What the service could do better

We have recommended that the service further develop service policies and methods for ensuring access to most recent legislation and good practice guidance.

What the service has done since the last inspection

The service has only recently recommenced following an extended period of inactivity.

We found that the service had prepared well for returning to child minding and for introducing children and families to her service. Prior to recommencing the service, Mrs Abdullah had notified the Care Inspectorate of her service becoming active again, renewed her child minding insurance, reviewed and updated record-keeping systems policies, procedures and risk assessments. This evidenced a responsible approach in management and contributed towards the safety and well-being of children in her care.

Conclusion

Overall we consider that Mrs Abdullah is providing a safe, secure and welcoming environment for the children attending. She knows the children in her care very well and provides a wide range of activities which the children enjoy and are interested in.

Who did this inspection

Patricia Bunyan

1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social care and Social work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

Mrs Abdullah is registered to care for a maximum of 8 children under the age of 16, with no more than 6 children under the age of 12 years of whom no more than 3 are not yet attending school and no more than one under one year.

The service operates between the core hours of 8am and 6pm Monday to Friday.

Overnight care is not provided to minded children.

At the time of the inspection Mrs Abdullah was providing a child minding service to a total of two children.

There were twp children present during the time of the inspection, one of whom was Mrs Abdullah's own child of 6 months.

The child minding service operates from Mrs Abdullah home which is situated in the New Carron area in Falkirk.

The main aims of the service are:

- To provide a professional child minding service offering childcare in a small family setting. The emphasis is on learning through play in a safe and happy environment.
- To offer a flexible service where children have all the comforts of home setting as well as other children to play and socialise with. Care is tailored to meet the individual needs of each child.

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

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - N/A
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 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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

We wrote this report after a short announced inspection on 25 January 2012, between 9:15am and 10:30am. A further visit to complete the inspection and provide feedback was made on 26 January between 9:15am and 10:15 am. The inspection was carried out by Inspector, Patricia Bunyan.

The service submitted an Annual Return as requested by us. The service sent us a self-assessment.

We issued twp care service questionnaires via Mrs Abdullah for completion by families using the service, both of which were completed and returned to us by the time of the inspection.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- supporting evidence from the up to date self assessment service
- service welcome information given to parents, including policies and procedures
- children's files, diaries and information records
- all about me forms
- permission forms
- photographs of children at play
- certificates of insurance
- certificate of registration
- a range of relevant reference literature and magazines.

We observed Mrs Abdullah interacting with minded children and considered the general environment and equipment used in the provision of the child minding service.

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

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

Four recommendations were made as a result of the last inspection. Mrs Abdullah had acted upon all recommendations as indicated in the service action plan .

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: Yes - Electronic

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 from the service provider. They had provided relevant information under each of the headings that we grade them under.

We also advised the childminder on the increasing importance of self-evaluation as part of the inspection process and advised that the childminder focus her self-assessment on the ways in which children benefit from their time spent within the service.

Taking the views of people using the care service into account

The minded child present during the inspection was observed to be very comfortable in the childminder's home and played very happily with a variety of resources available to him. He was too young to share information about his time spent with Mrs Abdullah.

From discussions we learned that Mrs Abdullah was very familiar with the care needs and preferred routines of the minded child. We saw that she managed her time effectively to meet the needs of all children during the inspection process.

Taking carers' views into account

Out of the two care service questionnaires issued to parents, both were completed and returned to us prior to the inspection. Parents strongly agreed that they were very pleased overall with the quality of service including communication, provision of activities, safety and security and involvement.

Comments included,
" I am very happy with the quality of care that my child receives."
"I am very pleased with the quality of care my child gets from Jenny"

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

Grade awarded for this theme: 5 - Very 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

We found that Mrs Abdullah has established a very good approach to involving children and families in assessing and improving the quality of care and support being provided. We decided this following a review of relevant documentation, talking with Mrs Abdullah, observing practice and taking account of the responses in the questionnaires completed by parents.

Discussion with Mrs Abdullah shows her understanding of the importance of effective communication with parents and children and the service policies and procedures outline how this will be promoted this in the service.

A range of systems are in place so that families and the childminder can communicate and easily share information and make decisions about the care of the children. These included,

- Families are provided with detailed written information about the child minding service, including policies and procedures so everyone using the service can make informed choices about using the service.
- daily verbal discussions and use of phone calls and texts to ensure ease of communication about the care of the children
- the childminder gathers and shares information with parents through the use of diaries, photographs and written records of children's routines, activities and experiences during their time with her.

We found that Mrs Abdullah used a range of methods to seek the views of children and parents about the quality of care provided and that she actively encouraged their suggestions for improvements.

For example,

- use of parent questionnaires to obtain their feedback on aspects of the service. Mrs Abdullah uses this information to evaluate and review quality based on the experiences of those using the service.
- 6 monthly review meetings to discuss children's well-being and progress, with brief records to show matters discussed and agreed.

In response to a suggestion by one parent Mrs Abdullah takes children to a music group locally and has found this to be a very good facility for young children.

Completed questionnaires issued by the childminder and by the Care Inspectorate showed that parents were overall very satisfied with their opportunities to be involved in the service.

They strongly agreed that the childminder involved them and their children in developing the service.

Areas for improvement

Mrs Abdullah has plans to develop newsletters to keep parents fully informed about service developments and plans.

We have recommended that Mrs Abdullah further develop her participation policy to to show how she intends to include children's views and suggestions in improving the quality of the service. She should give additional consideration to how she will seek the views of very young children.

The childminder should continue to maintain and build on the very good practice observed at this inspection, using consultation with parents and children to develop and improve the service.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 5

I support children and their families through changes in their lives.

Service strengths

From the evidence gathered during the course of the inspection, we found that Mrs Abdullah had a very good approach to supporting children and families through changes in their lives.

During our time spent in the service, we noted good interactions between Mrs Abdullah and the child in her care. The child present during the inspection was observed to be very happy and comfortable. He had access to a range of toys, resources and planned activities which he enjoyed.

We observed that Mrs Abdullah had a positive approach in her interactions with the child and towards managing behaviour.

Mrs Abdullah informed us of some of the ways that she has supported children and their families through changes. For example, we heard about the flexible and accommodating approach taken to support a child and family through a parental separation. Through our discussions, we saw that Mrs Abdullah had been sympathetic to the change in circumstances, flexible in accommodating changed arrangements and had provided care and consistency for the child concerned.

We learned that Mrs Abdullah will as necessary, tailor activities to take account of changes in children's circumstances. For example, where one family were due to have another baby, Mrs Abdullah provided story books about 'becoming a big sister' and provided doll and prams to encourage children's role play and discussions about caring for babies.

As a result, we concluded that children and families are very well supported by Mrs Abdullah and that children benefit from a consistent and flexible approach as well as consideration for their individual circumstances.

The provision of regular opportunities for discussions ensures that parents are able to discuss and confide in the childminder about matters affecting their children and we found that Mrs Abdullah respects confidentiality of information provided to her by families using her service.

Our discussions with Mrs Abdullah showed that she had an understanding and sympathetic manner and a clear understanding of her role to support children and families through changes.

Feedback from parents using the service confirms their satisfaction with the service, "I am very happy with the quality of care that my child receives".

Areas for improvement

Mrs Abdullah should continue to develop and assess her systems for supporting individual children and their families, taking account of recognised good practice guidance documents. She could for example obtain a copy of the document, The Early Years Framework (Scottish Government, 2008) and consider how this might be used to inform her practice.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment - NOT ASSESSED

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

From all the evidence gathered during this inspection, we found that Mrs Abdullah's approach to involving children and families in assessing and improving the quality of the service is very good.

Information detailed in Quality Theme 1, Statement 1 is also relevant to this quality statement and has been taken into account in grading this statement.

Parents are well informed about the childminder's background and experience; her values and opinions through ongoing informal discussion and through the provision of written information about the service.

Mrs Abdullah states that she keeps parents informed about child minding activities and developments in the service through regular discussion

Parents are advised about the registration and process of inspection of the service and are encouraged to participate in the grading of the service and to view inspection reports, which are made available to them.

Parents have access to policies and procedures including the service complaints policy.

Areas for improvement

Mrs Abdullah should continue to develop procedures which encourage the participation of children and families in influencing the quality of the service and assess outcomes.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 8

I keep up-to-date with legislation, national and local guidelines and the Scottish Social Services Council code of practice.

Service strengths

From all the evidence examined as part of the inspection process and our observations, we consider that Mrs Abdullah has a good approach in relation to this quality statement and that this leads to good outcomes for children and families using the service.

Our discussions with Mrs Abdullah showed that she operates her business responsibly. She is aware of her statutory responsibilities including the completion of Annual Returns, self-assessments and action plans following inspection. We found that good systems used for accurate record-keeping relating to the service she provides and that valid insurances are in place.

We found that Mrs Abdullah has a sound knowledge of good child care practice and uses a number of ways to ensure that she keeps up to date with recognised good practice. As a member of the Scottish Childminding Association, (SCMA) she receives monthly magazines which contain important up-to date information. Mrs Abdullah also maintains good links with other childminders, local nurseries and schools all of which help her to continually keep up to date and assess her service in relation to current guidelines.

We saw that Mrs Abdullah had a number of good practice documents held on file for reference. These included the Scottish Government pre-birth to three document and SCMA child protection documentation.

Areas for improvement

Mrs Abdullah was confident that she had a copy of the relevant National Care Standards and Nutritional Guidelines although we did not see these. As Mrs Abdullah has only recently returned to child minding, we discussed that she should review the good practice reference documents that she has available for consultation and ensure that she has copies of the legislation that applies to her service. See recommendation 1.

From viewing service policies and procedures, we have advised that the policy on infection control needed to be expanded. The current policy focuses mainly on arrangements for preventing spread of infectious conditions and we have advised that the childminder set out her arrangements for other infection control measures for example, hand washing, toileting and nappy changing procedures and food hygiene. In developing her infection control policy Mrs Abdullah should take account of up to date infection control guidance, Infection Prevention and Control in Childcare Settings: March 2011 Health Protection Scotland. See recommendation 2.

We discussed with Mrs Abdullah the range of useful information available on-line and agreed that she could include this form of reference and research as part of her personal development. We also advised that Mrs Abdullah becomes more familiar with the content of the Care Inspectorate website, for example in relation to some of the changes for childcare providers brought about by new legislation, specifically in relation to notifications, care plans and records that registered services must keep. See recommendation 3

We agreed with Mrs Abdullah that access to further training and personal development was an area for improvement and while we have no concerns in relation to current practice, we have advised that the childminder prioritises training in child protection and food hygiene in the first instance. We note that training for childminders is increasingly difficult to access and advised that Mrs Abdullah could also further develop current knowledge and skills in the interim through personal reading using recognised guidelines and internet websites as previously mentioned. See recommendation 4.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 4

Recommendations

1. The childminder should review her access to information on legislation and good practice guidelines relevant to the service she provides.
   National Care Standards for Early Education and Childcare up to the age of 16: Standards 12.2 Confidence in staff, 13.1 Improving the service and 14.2 Well-managed service.
2. The childminder should further develop her policy on infection control taking account of infection control guidance.
   National Care Standards for Early Education and Childcare up to the age of 16: Standards 2.4 A safe environment and 14.2 Well-managed service.
3. The childminder should access training in child protection and food hygiene.
   National Care Standards for Early Education and Childcare up to the age of 16: Standards 3.2, 3.7 Health and Wellbeing and 14.6 Well-managed service.
4. The childminder should become familiar with information for service providers contained on the Care inspectorate web-site.
   National Care Standards for Early Education and Childcare up to the age of 16: Standard 14.6 Well-managed service.

4 Other information

Complaints

To 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

N/A

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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 5	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 4 - Good	
Statement 1	5 - Very Good
Statement 8	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
25 May 2010	Announced	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good Not Assessed

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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