SCSWIS
social care
and social work
improvement scotland

Care service inspection report

Duncan, Silke

Child Minding

Edinburgh

Inspected by: Alison Precup

Type of inspection: Announced (Short Notice)

Inspection completed on: 23 January 2012

HAPPY TO TRANSLATE®

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	9
4 Other information	22
5 Summary of grades	23
6 Inspection and grading history	23

Service provided by:

Service provider number:

SP2010979327

Care service number:

CS2010271168

Contact details for the inspector who inspected this service:

Alison Precup
Telephone 0131 653 4100
Email enquiries@scswis.com

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	3	Adequate
Quality of Environment	3	Adequate
Quality of Staffing	4	Good

What the service does well

Mrs Duncan runs a warm and welcoming childminding service. This was evidenced during the inspection. The children present had a variety of toys and activities they could do and Mrs Duncan was very attentive to their needs. Mrs Duncan's home was clean and well maintained and Mrs Duncan was warm and caring towards the children she was caring for.

What the service could do better

Mrs Duncan should look at further developing her polices and procedures. She should look at how she can gather the parents and children's opinions on her service. Mrs Duncan must keep accurate records on the individual children

What the service has done since the last inspection

This was Mrs Duncan's first inspection

Conclusion

Mrs Duncan provided a safe, secure and welcoming environment for the children attending. The minded child present at the inspection was seen to be happy, confident and settled as the child played with the range of toys available. The varied programme of activities included indoor and outdoor play. All the parents indicated that they are very happy with the quality of care their children receive from Mrs Duncan.

Who did this inspection

Alison Precup

1 About the service we inspected

Mrs Duncan was registered with Social Care and Social Work Improvement Scotland (the Care Inspectorate) on 1 April 2011. Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, the Care Inspectorate, 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, the Care Inspectorate.

Mrs Duncan is registered to provide a care service to a maximum of 6 children at any one time under the age of 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. This includes Mrs Duncan's own children. There are four children on the register at present all part time. Two children were present during the inspection. One of these children was Mrs Duncan's own son, both of the children were playing happily with the variety of activities available.

Mrs Duncan's child minding service is provided from a tenement flat located in the Marchmount area of Edinburgh. Minded children have access to the living room, toilet and a can use one bedroom. Children can also access the communal garden supervised by Mrs Duncan.

A statement of aims and objectives about the service are in place.

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

Quality of Care and Support - Grade 3 - Adequate
Quality of Environment - Grade 3 - Adequate
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 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

We wrote this report following a short notice announced inspection which took place on 23 January 2012. The inspection was carried out by Alison Precup, Inspector.

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

Discussion with Mrs Duncan regarding the operation of her service
A review of a range of policies, procedures, records and other documentation including the following:
- Childminding Policy Leaflet;
- Aims and Objectives;
- Child Protection Policy;
- Certificate of Registration;
- Certificate of Public Liability Insurance;

The Inspector also considered the general environment and equipment used for the childminding service and observed Mrs Duncan working with the minded child present.

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

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: Not requested due to date of registration

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.

A self assessment form was submitted by Mrs Duncan. This provided some information for each of the Quality Themes and Statements. Mrs Duncan identified some strengths of her childminding service and some provided evidence of service user involvement. Mrs Duncan should look at adding more information to her self assessment and adding areas for improvement, so that it truly reflects her childminding service.

Taking the views of people using the care service into account

The Inspector observed that the minded child was happy and content in the care of Mrs Duncan. Mrs Duncan was kind and responsive in her interactions with the children.

Taking carers' views into account

Five questionnaires were sent to Mrs Duncan and two were returned to Social Care and Social Work Improvement Scotland. Both parents strongly agreed that they were happy with the quality of care they received for their children. Comments included:

"My child is extremely happy with the range of activities and toys that the childminder provides for him. He gets excellent healthy, home cooked food and never comes home hungry"

"My child is given lots of stimulating indoor and outdoor activities"

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: 3 - Adequate

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 saw some ways children and their parents were involved in improving the service.

Mrs Duncan asked for regular verbal feedback about her service from parents.

Mrs Duncan told us that she talks to the parents every day about what the children have been doing. Mrs Duncan contacts the parents via text and email.

All the parents had copies of Mrs Duncan's policies and procedures and Mrs Duncan was happy to hear any comments from parents about these.

Mrs Duncan told us that she talked to the children every day about what they wanted to do and that they chose the activities and toys they wanted to play with on a daily basis.

Mrs Duncan told us that the children suggested ideas for activities and things they wanted to do.

Parents who responded to the Care Standard questionnaire agreed that Mrs Duncan involved them in the development of her service.

Areas for improvement

Mrs Duncan should continue to look at how she could further involve parents and children in the evaluation of her service. We discussed a number of ways she could do this, for example, developing questionnaires to ask the parents their opinion on all aspects of her service. Using the Two stars and one Wish system would give Mrs Duncan a snapshot of how parents felt about her service. This could also be used to get the children to evaluate any activities they do.

Photographs could be taken and linked to the children's development and these could be shared with parents.

Younger children could have daily diaries detailing what Mrs Duncan has done with them and how they have been during the time spent with her. Parents could use these to pass any relevant information onto Mrs Duncan. Recommendation 1

All of Mrs Duncan's polices should be changed to reflect the change from the Care Commission to the Care Inspectorate. Recommendation 2

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Further formal ways should be introduced to gather the views and opinions of the children and parents who use the childminders service. National Care Standards Early Education and Childcare up to the age of 16. Standard 13 Improving the service.
2. Policies should be updated and reviewed and display the change from the Care Commission to the Care Inspectorate. National Care Standards Early Education and Childcare up to the age of 16. Standard 13 Improving the service.

Statement 2

I provide opportunities for visits prior to any child starting and prepare current children for new arrivals.

Service strengths

Mrs Duncan's settling in procedure was good. She worked with parents to enable new children to settle.

Mrs Duncan arranged for new children and their parents to spend time with her. She used this initial contact to explain about her service and to seek information about the family and individual children.

We saw that Mrs Duncan kept some relevant information about each child. This ensured continuity of care between the home and Mrs Duncan and made certain that she could meet the child's needs.

Mrs Duncan informed that once the child was registered with her service, she kept parents well informed about day to day events by continuous verbal feedback.

Parents are provided with a full set of policies and procedures.

Other children were told that a new child would be starting and Mrs Duncan made sure that everyone was introduced to the new family using her service.

Areas for improvement

Mrs Duncan confirmed that she will continue to ensure that all relevant information is gathered before children are placed with her.

Mrs Duncan should develop a settling in policy and share this with parents. Recommendation 1

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. A policy describing the settling in process should be developed. National Care Standards Early Education and Childcare up to the age of 16. Standard 1 Being Welcomed and Valued

Statement 3

I gather information about the child and their needs.

Service strengths

Mrs Duncan gathered some information on the child before they stared with her.

This included basic information on:
medical information,
emergency contacts.
child's health and daily routines.

Mrs Duncan said that she verbally gathered more information during the settling in process.

Areas for improvement

Although Mrs Duncan did have the basic information about the child some of these records were not complete, for example, some of the parent's had not completed the section on medical information. We discussed the importance of the childminder having this information in case she needs to take the child to hospital in an emergency. Requirement 1

We discussed with Mrs Duncan the need to collect developmental information on children who attend her service for longer periods of time. We talked to Mrs Duncan about the type of information which should be collected and the need to update this regularly. Recommendation 1.

Mrs Duncan should also gather more detailed information on the children she minds. For example an "all about me" sheet which would gather information on the child's likes or dislikes, information on who the child lives with i.e. pets, grannies/grandads. Having this information allows the childminder to get a full picture of the child and therefore she can prepare for their time with her. Recommendation 2

Grade awarded for this statement: 3 - Adequate

Number of requirements: 1

Number of recommendations: 2

Requirements

1. Mrs Duncan must ensure that she has the correct and up to date information on each of the children she cares for. All records must be accurate, and completed by the parent. This is in order to comply with SSI 2011/210 regulation 5(1) - a regulation with regard to personal plans and National Care Standards Early Education and Childcare up to the age of 16. Standard 3 Health and Wellbeing. Timescale: One month from receipt of this report.

Recommendations

1. All the children's records should be completed fully, updated and reviewed on a regular basis. National Care Standards Early Education and Childcare up to the age of 16. Standard 3 Health and Wellbeing
2. The childminder should develop a simple system to help her record children's individual needs. National Care Standards for Early Education and Childcare up to the age of 16. Standard 4 - Engaging with children.

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

The evidence for the grade awarded in this statement is included in Statement 1.1

Mrs Duncan provided adequate opportunities for parents to be involved in assessing and improving the quality of the service.

Areas for improvement

Mrs Duncan should look at how parents and children can comment directly on how they find Mrs Duncan environment. .

See areas for improvement in quality statement 1.1

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 0

Statement 2

My home is safe, hygienic, smoke free, clean and tidy for children using the service.

Service strengths

On the day of the inspection Mrs Duncan's home was seen to be, clean, tidy and ready for the children to arrive.

Access to the home was secure, and the children could use the enclosed back garden.

Mrs Duncan had an infection control policy in place and this was shared with parents. Mrs Duncan explained how she kept all the toys and equipment clean on a regular basis.

Children could access the toilet which was supplied with a hand towel and liquid soap for the children to wash their hands with. Hand washing is encouraged after coming in from outside and before eating any meals or snacks.

Risk assessments were carried out on all aspects of Mrs Duncan's home on a regular basis.

Accidents and incidents are recorded and shared with parents.

Medication policies were in place.

Mrs Duncan takes the children out for regular walks and the children could also access the local parks.

Areas for improvement

On the day of the inspection Mrs Duncan had just arrived home from the music class she takes the children to. Her Flat was a bit cold and Mrs Duncan said that she would normally have the heating on. Mrs Duncan should keep a thermometer so that she can gage the temperature of the room to ensure that it is a suitable temperature for the children she cares for, particularly the very small children who cannot move around as much. Recommendation 1

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. A thermometer should be used to monitor the temperature of the house. National Care Standards Early Education and Childcare up to the age of 16. Standard 3 Health and Wellbeing.

Statement 4

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

Service strengths

Mrs Duncan provided good opportunities for the children to access fresh air and exercise. She discussed with the inspector the importance she placed on outside play, and giving the children the opportunity to get plenty of fresh air.

Mrs Duncan has a communal back garden which she could use on a regular basis.

There are a number of local walks around Mrs Duncan's house and she often takes the children out for walks. Mrs Duncan accesses the local mother and toddler group. The meadows is very close by and Mrs Duncan walks everywhere with the children.

Areas for improvement

Mrs Duncan should continue to keep providing opportunities for the children to access fresh air and exercise on a regular basis.

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 evidence for the grade awarded in this statement is included in Statement 1.1 and 2.1

Mrs Duncan provided adequate opportunities for parents to be involved in assessing and improving the quality of the service.

Areas for improvement

See areas for improvement in quality statement 1.1 and 2.1

Grade awarded for this statement: 3 - Adequate

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

Mrs Duncan had a child protection policy in place which had some of the relevant information required, this was shared with parents. Mrs Duncan had undergone Child Protection training in February 2011.

Mrs Duncan provides snacks throughout the day and cooks for some children while others bring their own meals. Parents are encouraged to provide healthy based lunches. Children also had access to drinks throughout the day, these included milk, and water.

Hand washing is encouraged and children have access to liquid soap and a hand towel.

A range of policies were in place to promote children's health and wellbeing.

Risk assessments were carried out on all aspects of Mrs Duncan's home on a regular basis.

Accidents and incidents are recorded and shared with parents.

Medication policies were in place.

Mrs Duncan takes the children out for regular walks and the children could also access the local parks.

Public Liability Insurance was in place.

Regular safety checks were undertaken and recorded to ensure that the environment was safe for children.

Areas for improvement

Mrs Duncan had not registered with the Food Standards Agency. Information was given to her on the day of inspection to enable her to do this. Recommendation 1.

Mrs Duncan should download the latest guidance on Infection prevention and control in Childcare settings. Available from http://www.hps.scot.nhs.uk Recommendation 2

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The childminder should register with the Food Standards Agency. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.4 - A safe environment.
2. Mrs Duncan should download the latest guidance on Infection prevention and control in Childcare settings. National Care Standards Early Education and Childcare up to the age of 16. Standard 2 A safe environment

Statement 10

I am committed to continuing professional development

Service strengths

Mrs Duncan is a member of the Scottish Child Minding Association and can access the variety of courses they provide.

Mrs Duncan is keen to keep her training up to date and has been on the following training:
Child Protection training
First Aid
Challenging Behaviour
Promoting the principals of play.

These courses have helped Mrs Duncan in working with the children and she is keen to keep up with any future training she can access.

Areas for improvement

Mrs Duncan is thinking of registering with the Food Standards agency so that she can continue to provide meals for the children. She should therefore access a food hygiene course so that she is prepared for that register. Recommendation 1

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. In order for Mrs Duncan to be ready to be registered with the Food Standards agency she should access training in food hygiene. National Care Standards Early Education and Childcare up to the age of 16. Standard 3 Health and Wellbeing

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

Quality of Care and Support - 3 - Adequate	
Statement 1	3 - Adequate
Statement 2	4 - Good
Statement 3	3 - Adequate
Quality of Environment - 3 - Adequate	
Statement 1	3 - Adequate
Statement 2	4 - Good
Statement 4	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	3 - Adequate
Statement 2	4 - Good
Statement 10	5 - Very 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.

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by SCSWIS. You can get more copies of this report and others by downloading it from our website:
www.scswis.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت گزارش پر دیگر شکلوں اور دیگر زبانوں میں دستیاب ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذا المنشور متوافر عند الطلب بتنسيقات وبلغات أخرى.

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527
Email: enquiries@scswis.com
Web: www.scswis.com