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Care service inspection report

Peace, Margaret

Child Minding

Bathgate

Inspected by: Joanne Shaw

Type of inspection: Announced (Short Notice)

Inspection completed on: 30 January 2012

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Service provided by:

Peace, Margaret

Service provider number:

SP2003906278

Care service number:

CS2003012556

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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		N/A
Quality of Staffing	4	Good

What the service does well

Mrs Peace provides a good service which is flexible and meets the needs of the children and their families. She provides stimulating and varied activities for the children in her care which meet the age and stage of their development.

What the service could do better

Mrs Peace should amend her policies and procedures to take account of the change to the regulatory body from Care Commission to Care Inspectorate on 1 April 2011. She should also develop a written settling in policy to inform new parents of the process before they begin to use her service.

What the service has done since the last inspection

Mrs Peace has joined her local library and goes with the children to look at and enjoy the different books.

Conclusion

Mrs Peace provides a service which meets the individual needs of the children in a welcoming and caring environment.

Who did this inspection

Joanne Shaw

1 About the service we inspected

Social Care and Social Work Improvement Scotland (Care Inspectorate (CI)) regulates care services in Scotland. It awards grades for services based on the findings of inspections. These grades, including any that services were previously awarded by the Care Commission, are available on www.careinspectorate.com.

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

Mrs Peace is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. An additional child aged over 12 months and not yet attending primary school may be cared for on Monday and Tuesday from 10.30am to 12.30pm and Tuesday and Wednesday from 8.00am to 12.30pm until 31 August 2012. Maureen Beagley is employed as an assistant to provide emergency cover.

Mrs Peace provides her childminding service from her terraced home in Armadale, West Lothian which is close to local amenities. At the time of the inspection Mrs Peace has eight children registered with her service and are aged between 4 years and 10 years. They all attend part time.

Mrs Peace's aims and objectives for the service include the following statement:

'To create a home environment where children are safe, valued and looked after in a friendly welcoming manner when their parents are at work.'

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 - 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 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 Monday 30 January 2012 between the hours of 9.30am and 11.00am.

The inspection was carried out by Care Inspectorate (CI) inspector, Joanne Shaw.

As requested by us, Mrs Peace completed an electronic self assessment form. We issued three CI care standards questionnaires to the service to hand out to parents. One was completed and returned to us before the inspection took place.

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

* Certificate of registration
* Records of children's' attendance
* Children's' files
* Public liabilities insurance
* Evidence from the services self assessment
* Observing the childminder with the children present during the inspection
* Discussion with the childminder
* Discussion with the children
* Observation of the resources, toys and environment.

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

Mrs Peace had three recommendations made at her last inspection.

1. As discussed, Mrs Peace should continue to develop effective ways to get feedback from parents and children to assess and improve the quality of care and support provided by the service.
National Care Standards early education and childcare up to the age of 16
Standard 13: Improving the service

This recommendation has been met as Mrs Peace has introduced questionnaires and informal meetings for parents and regularly seeks the views of the minded children about activities and resources.

2. It is recommended that Mrs Peace should consider devising an age appropriate questionnaire to obtain the views of the children who attend her childminding service.
National Care Standards early education and childcare up to the age of 16
Standard 5: Quality of experience

This recommendation has not been met and has been made again in Quality Theme 3 Statement 3.

3. It is recommended that Mrs Peace should consider involving the children in devising a plan of activities in which they participate.
National Care Standards early education and childcare up to the age of 16
Standard 5: Quality of experience

This recommendation has been met as Mrs Peace seeks the minded children's' views when planning activities. However, she does not record her planning or the children's' involvement which has resulted in a recommendation under Quality Theme 3 Statement 3.

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.

Each year all care services must complete a self assessment document informing us how their service is performing. We check to ensure this assessment is accurate.

We received an electronic self assessment from the Mrs Peace. She had completed this with some relevant information for each of the headings we grade her service under. Mrs Peace identified things she thought she did well, some areas for development and changes she planned for their service.

At the inspection we discussed with Mrs Peace that she should include more information about her service under the different statements to give us fuller and more detailed information. We also discussed that Mrs Peace should explore, in more detail, ways she could develop and improve her service.

Taking the views of people using the care service into account

The children present during the inspection were observed playing with a variety of toys and drawing pictures. Mrs Peace supported them in their play. She interacted appropriately with them and responded to their needs in a kind and caring manner. The children were observed to be happy, relaxed and busily involved with the activities on offer. They were too young to give their views on the service.

Taking carers' views into account

A review of the returned CI care standards questionnaires indicated the parent 'disagreed' with the following statements:

* There is enough space for the children to play and get involved in a range of activities.
* The childminder asks for my child's views about this service and uses them to plan the activities.
* The childminder has involved me and my child in developing the service, for example asking for ideas and feedback.

These comments were discussed with Mrs Peace who agreed to look at how she informed parents about how she gathered their views and those of the children. We saw at inspection how Mrs Peace made best use of the space available.

The parent 'agreed' they were happy with the quality of care their child receives in this 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

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

We found that Mrs Peace ensured there were good opportunities for parents and families to participate in assessing and improving the quality of care and support provided. She used parent questionnaires to gather parents' views on topics such as communication, activities, menus and they were able to comment on the service. Mrs Peace verbally gave feedback to the parents to show she valued their views.

Parents were able to visit the service with their child before they started using it. Mrs Peace used these meeting to inform them about her service and gather information about their child's care needs. Mrs Peace used registration forms to gather information about the child, their parents, emergency contacts and the child's medical history with details of their Doctor. She also recorded any dietary requirements and general likes and dislikes.

Children were able to attend trial visits to ensure they felt happy and settled with Mrs Peace. Parents attended the first visit with their child to allow them to become familiar with her and her home.

Informal meetings were held with parents where Mrs Peace renewed their contract, discussed their childcare needs and discussed the service she provided. This gave parents an opportunity to give their views on the service and update their details.

Mrs Peace kept in contact by telephone and text messaging. She made time at the end and beginning of the day to chat with parents to inform them about their child's behaviour and activities they had participated in. This was also an opportunity for parents to comment on the service provided.

The completed CI care standard questionnaire indicated the parent agreed with the statements that:

* My child and I were able to visit the service before starting to use it.

Areas for improvement

Mrs Peace verbally informed parents about the process she followed to settle their child. However, she did not have a written settling in policy in place to inform them how she would work with them to ensure their child felt safe and secure in her care. Mrs Peace agreed to develop a policy and this will be followed up at the next inspection.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

Statement 7

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

Service strengths

Mrs Peace had a process in place to ensure meaningful communication and information sharing with children and parents.

Evidence related to this statement can also be found in Quality Theme 1, Statement 1.

Mrs Peace used the telephone, text messaging and e-mails to keep in contact with the parents as these were the methods they preferred. She used text messaging to pass on basic information to parents.

There was a complaints policy in place which was shared with parents to inform them of the process she would follow if they raised a concern with her.

Mrs Peace planned to share her inspection report with parents and welcomed their comments on it.

Areas for improvement

Mrs Peace should update her complaints policy to take account of the change to the regulatory body from Care Commission to Care Inspectorate on 1 April 2011.

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

The strengths under Quality Theme 1 Statement 1 also apply to this statement.

Mrs Peace's parent questionnaires included questions on the service provided and gave parents an opportunity to share their views.

Areas for improvement

The comments made under areas for improvement in Quality Theme 1 Statement 1 also apply to this Quality Statement.

Grade awarded for this statement: 4 - Good

Number of recommendations: 0

Number of requirements: 0

Statement 3

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

Service strengths

We found Mrs Peace had good systems in place to offer activities, within a planned routine, which took account of the individual needs and interests of the children.

Mrs Peace ensured children were able to choose from a range of activities which were varied and stimulating. These were appropriate for the age and stage of development of the children in her care.

Mrs Peace planned her daily activities after consultation with the children when they arrived in the morning. Daily planning was also dependent on the minded children attending each day. Art and craft activities were available daily for the minded children.

Mrs Peace took photographs of the children engaged in activities and shared them with parents.

The completed CI care standard questionnaire indicated the parent agreed with the statements that:

* The childminder is flexible and responsive to my child's individual needs.
* My child appears happy and confident with the childminder.

Areas for improvement

Mrs Peace should devise an age appropriate questionnaire to obtain the views of the children who attend her childminding service. This was a recommendation made at the last inspection and has been made again. See Recommendation 1.

Mrs Peace should develop a system on recording her planning of activities and show how the children have participated. A recommendation was made about this. See Recommendation 2.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Mrs Peace should consider devising an age appropriate questionnaire to obtain the views of the children who attend her childminding service.
   National Care Standards early education and childcare up to the age of 16
   Standard 5: Quality of experience

2. Mrs Peace should develop a system to record her planning of activities and to show the participation of the minded children.
   National Care Standards early education and childcare up to the age of 16
   Standard 4: Engaging with children
   Standard 14: Well-managed service

4 Other information

Complaints

There have been no complaints upheld or partially upheld about this service since the commencement of the Care Inspectorate on 1 April 2011. Since the service was last inspected there had been no complaints which the Care Commission upheld or partially upheld.

You can find information about complaints that have been upheld or partially upheld on our website www.careinspectorate.com.

Enforcements

There has been no enforcement action taken against this service since the commencement of the Care Inspectorate on 1 April 2011.

Since the service was last inspected there has been no enforcement action which the Care Commission took.

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 - 4 - Good	
Statement 1	4 - Good
Statement 7	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
2 Feb 2011	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good Not Assessed
8 Feb 2010	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate Not Assessed
26 Nov 2008	Announced (short notice)	Care and support Environment Staffing Management and Leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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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