SCSWIS
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Care service inspection report

Tibbetts, Gillian

Child Minding

Uphall

Inspected by: Frankie Lumsden

Type of inspection: Announced (Short Notice)

Inspection completed on: 23 January 2012

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Service provided by:

Tibbetts, Gillian

Service provider number:

SP2008969621

Care service number:

CS2008174923

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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

Mrs Tibbetts provides a welcoming family environment and has developed warm and caring relationships with the children in her care.

What the service could do better

Risk assessments for the garden and outings are to be developed.

What the service has done since the last inspection

This was the first inspection of Mrs Tibbetts service since she registered as a childminder in March 2011.

Conclusion

Mrs Tibbetts provides children and families with a caring and friendly service. Children are provided with a range of play activities and have regular opportunities for active play outdoors.

Who did this inspection

Frankie Lumsden

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) known as 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, SCSWIS.

Mrs Tibbetts is registered to provide a service for a maximum of six children under 16 years of age with a maximum of six children under 12 years, of whom no more than three children are not yet attending primary school of whom no more than one child is under 12 months. Numbers are inclusive of children of the childminder's family.

Mrs Tibbetts provides the service from her own home in an area to the west of Edinburgh City. Children have access to the sitting room and dining area and upstairs bathroom. There is a large garden which is equipped to promote active physical play.

Mrs Tibbetts had a set of aims for the service which included :
"My service will promote and respect service users independence and give them choice in how the service is provided to them."

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 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 made a short notice inspection visit on 2e January 2012. During the visit we gathered information for this report through:

observation of the childminder's interactions with the minded child present
speaking with the childminder about the service she delivers
review of policies and procedures relevant to the Quality Themes of this inspection visit
review of the accommodation in relation to cleanliness and safety

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: 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.

A self-evaluation had been submitted and this outlined areas the childminder felt were strengths and ideas for further developments. This document was used to inform the inspection process.

Taking the views of people using the care service into account

The young child present was settled and comfortable in Mrs Tibbetts care and played happily throughout the inspection visit.

Taking carers' views into account

No questionnaires had been returned to the Care Inspectorate at the time of writing this report.

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

Parent's were provided with written information prior to starting. This included information about the policies and procedures supporting the delivery of the service.

Mrs Tibbetts told us she aimed to develop positive relationships with parents and that she took time at the end of each day to talk to parents about their child's activities while in her care.

In addition to informal chats, parent's were also provided with written information of their child's day.

Mrs Tibbetts planned to provide parents with an opportunity to review their contract on an annual basis so that it could be updated to meet their needs and requirements. One family had already benefited from this process. This review provided parents with opportunities to make suggestions or raise any concerns they may have.

Mrs Tibbetts had a responsive approach to children's needs and requests enabling children to have some influence the service provided for them.

There was a complaints policy in place which encouraged parents to talk with the childminder should they have any concerns.

Areas for improvement

Mrs Tibbetts told us that as her service grew she would develop more formal ways of providing parents with opportunities to make suggestions. We discussed evaluation questionnaires that reflected the four Quality Themes of this inspection process. Mrs Tibbetts planned to use the information gathered to inform any adjustments or developments to her service. See recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Formal evaluation opportunities should be developed for parents. Standard 13: Improving the service - National Care Standards early education and childcare.

Statement 3

I gather information about the child and their needs.

Service strengths

We saw good evidence of how Mrs Tibbetts gathered information about a child's needs and used this to inform her practice.

When registering with the service parent's are asked to complete an information sheet about their child's needs which included handy medical information, their likes and dislikes and daily routines. Mrs Tibbetts told us that she also made notes during this meeting to ensure she had a full picture of the child's needs.

Mrs Tibbetts told us in her self evaluation that she encouraged parents to inform her of any changes in circumstances at home that might affect their child so that she could make adjustments to meet the child's needs.

Mrs Tibbetts kept a daily diary which recorded children's activities and routines. This provided very good information for parents.

Mrs Tibbetts described a flexible settling in process which allowed children to gradually become used to her care. This process enabled further discussion with parents about their child's needs and interests and supported the development of a positive relationship with parents and their child.

We saw that Mrs Tibbetts had a warm and caring relationship with the child in her care and that her sensitive approach was effective in responding to the child's care and support needs.

Mrs Tibbetts had a qualification in childcare and a good understanding of child development . She told us in her self evaluation that she was flexible to meet the changing needs of children as they developed.

Mrs Tibbetts told us that she felt working in partnership with parents and obtaining their views and opinions was a key part of providing a successful service to meet the needs of children and families.

Areas for improvement

Mrs Tibbetts had identified an area for improvement in her self evaluation as developing initial settling in questionnaires so that more information was gathered. We agree with this area for development.

The Public Service Reform (Scotland) Act 2010 states that within 28 days from the date a child starts, the service must prepare a written personal plan which sets out how they will meet each child's health, welfare and safety needs. These plans must be reviewed every six months. Developing the systems Mrs Tibbetts already has in place will enable her to meet this requirement.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 0

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

Mrs Tibbetts had developed a range of informal methods as identified under Quality Theme 1.1, to enable parents and families to evaluate her service.

Areas for improvement

We discussed developing questionnaires to enable parents to make a more formal assessment of the service they received. Mrs Tibbetts agreed to develop these.

Grade awarded for this statement: 4 - Good

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

We saw that the accommodation was clean, tidy, smoke free and safe for use by children.

Mrs Tibbetts was aware of effective measure to minimise cross infection and carried out appropriate procedures to ensure the environment was kept in a hygienic and clean condition.

The accommodation had been risk assessed and actions taken such as keeping all potentially hazardous equipment and cleaning materials in the bathroom, out of the reach of children. There were child-safe locks on the kitchen cupboards and children could only access this area under supervision.

Mrs Tibbetts told us that she had complied with all recommendations made by the Fire Service. A mains operated fire alarm had been installed and a log was kept of fire alarm tests.

Areas for improvement

Risk assessments should be developed for the garden area and for taking children on outings. Mrs Tibbetts agreed to do this. See recommendation 1.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Risk assessments should be developed for the garden and for outings. Standard 3 Health and Wellbeing - National Care Standards early education and childcare.

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

Mrs Tibbetts had developed a range of informal methods as identified under Quality Theme 1.1, to enable parents and families to evaluate her service.

Areas for improvement

We discussed developing questionnaires to enable parents to make a more formal assessment of the service they received. Mrs Tibbetts agreed to develop these.

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

There was good evidence to show that Mrs Tibbetts was promoting safe and healthy lifestyles of the children in her care.

A copy of the Nutritional Guidelines for young children was in place and Mrs Tibbetts had drawn up a list of healthy food choices which included fresh fruit and vegetables, homemade soup and yogurt with low sugar content. Mrs Tibbetts told us that she intended to encourage children to try new tastes.

There were regular opportunities for active play in the garden. This was equipped with resources such as a wooden climbing frame, tunnels and wheeled toys to encourage active physical play in the fresh air. Children also had opportunities to go on local walks and visit the park.

Mrs Tibbetts told us that she always took a First Aid travel kit with her on outings and the contact numbers for each child. Children were encouraged to be aware of traffic and learn pavement rules when on outings.

There was a system in place to record medicine given If parents wished their child to receive prescribed medication while attending the childminder. This included recording the date, type of medicine, dosage and time given. Parents were asked to sign this record.

Mrs Tibbett had attended Child Protection training when she worked as a childcare practitioner in a nursery. Through discussion she demonstrated an understanding of her role in keeping children safe and was aware of the actions she should take should she have concerns about a child's welfare.

Mrs Tibbett had a range of activities to encourage children's play and support their development. These included playdough, materials for collage, cutting and gluing and a range of painting materials. Mrs Tibbett told us that she developed folders with photographs showing children engaged in these activities. These had been sent home with the child at Christmas so that they could be shared with parents.

Areas for improvement

We discussed using the Nutritional Guidelines for young children to develop an information sheet with ideas for healthy packed lunches to share with parents when they registered with the service.

Mrs Tibbetts agreed to use a child monitor if children slept in their pram in the back garden. It was agreed that the front garden was not secure enough for sleeping children.

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

Quality of Care and Support - 4 - Good	
Statement 1	4 - Good
Statement 3	4 - Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 4 - Good	
Statement 1	4 - Good
Statement 2	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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