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Care service inspection report

Anderson, Maureen

Child Minding

Doune

Inspected by: Olive Mills

Type of inspection: Unannounced

Inspection completed on: 25 January 2012

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Service provided by:

Anderson, Maureen

Service provider number:

SP2009972740

Care service number:

CS2009193296

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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	5	Very Good
Quality of Staffing	5	Very Good

What the service does well

Mrs Anderson provided a caring, fun environment for children. She valued parents' and children's views on how to improve her service.

Mrs Anderson is professional in her approach to her job.

What the service could do better

Mrs Anderson should obtain the latest booklet on Infection Prevention and Control in Childcare Settings (Day Care and Child minding Settings) & put a statement in place on infection illness of children when attending her service. These documents will support her already good practise.

What the service has done since the last inspection

Mrs Anderson has developed her polices and procedures and shared these with her parents. She is always looking for new ideas to do with the children.

Conclusion

Overall, since becoming a registered childminder, Mrs Anderson has clearly developed her service in terms of developing policies and her approach to working with families.

She should continue to develop in her role.

Who did this inspection

Olive Mills

1 About the service we inspected

Mrs Anderson provides a child minding service in the village of Doune. Her premises are well located for local amenities, such as, primary school, library, park and shops.

Mrs Anderson's home is an end of terrace two storey house on the main street in Doune.

The children use the garden to the back of the house supervised by Mrs Anderson. Due to the recent storms there is no dividing fence between the two houses.

Mrs Anderson is registered to provide a care service to a maximum of 6 children at any one time under the age of 16. There should be no more than 6 children under 12 years, with no more than 3 not yet attending primary school. There should only be one child under 12 months. Numbers are inclusive of Mrs Anderson's own family.

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, now known as the Care Inspectorate.

The main aims of her service are the following:

'To provide a safe home environment for children and provide a flexible service. She wants to provide for the changing needs of the families and children'.

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 - Grade 5 - Very Good
Quality of Staffing - Grade 5 - Very 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 following an announced inspection that took place from 12:15 to 1:45 pm on the 25 January 2012.

This inspection was carried out by Olive Mills, Inspector.

As requested by us, the care service sent us a self assessment form.

We issued three questionnaires to parents who used the service and two were returned to us before the inspection.

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

- Supporting evidence from the up-to-date self assessment
- Parents and Carers questionnaires returned to us
- Children's folder
- Service welcoming brochure
- Activities undertaken
- Photographs
- A selection of policies relating to the statements examined
- Certificate of Registration

We observed how Mrs Anderson worked with the children throughout the inspection process.

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: 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 document from the service provider. 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 service provider identified what they thought they did well, some areas for development and any changes they had planned.

Taking the views of people using the care service into account

Two children were present during the inspection. One child was Mrs Anderson's own child and the other was a four year old boy Mrs Anderson childminded.

Mrs Anderson managed the children throughout the inspection in a calm and caring manner and saw to the children's needs.

Taking carers' views into account

The two questionnaires returned to us indicated parents were very happy with the service provided and the results of these are reflected in the report.

One parent commented in the questionnaire returned to us:
"We are delighted with the level of care provided for both our children. I am confident that the children are well cared for, stimulated and safe in Maureen's Care.
She is friendly and approachable and most importantly the children are happy and comfortable in her care. We would be lost without her!"

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

Mrs Anderson involved parents, carers and children in assessing and improving the quality of the care and support by using a variety of methods and processes, for example, questionnaires were issued to parents and children. The outcome of these informed Mrs Anderson of any areas she needed to improve upon.

There was evidence to show she consulted with children, such as, asking children what they would like to do when they arrived at her service. Suggestions made by the children were included in the activities offered.

Overall Mrs Anderson had very good methods and processes in place to obtain the views of parents, carers and children. Therefore, the grade for this statement is very good.

Areas for improvement

Mrs Anderson should continue to maintain and build upon the very good service offered.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

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

Service strengths

Mrs Anderson invited families considering using her service to visit her home. During their visit they had the opportunity to comment on the suitability of the premises in meeting their child's needs. Where suggestions are made; such as, the need for a stair gate, this is put into place.

Prospective families were provided with a very good information pack which outlined the policies and procedures used by Mrs Anderson. This information helped parents to understand Mrs Anderson's service.

Evidence showed Mrs Anderson worked closely with new families to plan a suitable settling in period tailored to that families needs.

Mrs Anderson took into consideration the needs of the children already in her care to ensure that new children were introduced with the minimum of disruption to existing routines. Families already using the service were aware of new children attending the service.

Overall, Mrs Anderson provided very good opportunities for visits prior to any child starting her service and prepared current children for new arrivals. The grade for this statement is very good.

Areas for improvement

The childminder should continue to maintain and build upon the very good practice in relation to this statement.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

Evidence identified in Quality Theme 1, Statement 1, also applies to this statement.

Information was gathered from parents that included the environment and any changes that needed to be made were undertaken by Mrs Anderson.

Parents were made aware of policies and procedures, for example, child protection policy. Parents had the opportunity to comment on Mrs Anderson's policies and procedures.

Overall, the evidence sampled showed that parents had the opportunity to participate in assessment and improving the quality of service. The grade for this statement is very good.

Areas for improvement

Mrs Anderson should continue to maintain and build upon her practice in relation to this statement.

Grade awarded for this statement: 5 - Very 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

Mrs Anderson's home is child friendly and children had space to play.

There was a wide range of efficient and effective methods in place to support Mrs Anderson in providing a safe, clean environment for children.

Risk assessments and cleaning records were in place and were kept up to date.

Overall, the evidence sampled showed Mrs Anderson standard was very good when providing a hygienic, smoke free, tidy childcare service. The grade for this statement is very good.

Areas for improvement

Mrs Anderson should obtain the latest booklet on infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) & a policy on infection illness. These documents will support her already good practise (Please see recommendation 1).

The side gate to the side of the house should be made secure to protect children at all times.

Due to the recent bad weather the fence between Mrs Anderson's house and her neighbours house blew down. Mrs Anderson's will now need to make the garden secure when children have access to it. (Please see recommendation 2).

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. Mrs Anderson should take all measures to control the spread of infection and by referring to good practice documents this will support her in her role.
   National Care Standards, Early Education and Childcare up to the age of 16 - A safe environment - Standard 2.4

2. The garden to the back of the house should be made secure while child minding children have access to it.
   National Care Standards, Early Education and Childcare up to the age of 16 - A safe environment - Standard 1.1

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

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

Service strengths

Evidence identified in Theme 1 and 2, Statements 1, also applies to this statement.

Overall, Mrs Anderson offered opportunities for parents and children to influence improvement in the service she provides. The grade for this statement is very good.

Areas for improvement

The childminder should continue to maintain and build upon her good practice in relation to this statement.

Grade awarded for this statement: 5 - Very 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

Mrs Anderson had relevant policies in place to support her do her job effectively, such as, Child Protection, Behaviour Management and Infection Control. These policies provide Mrs Anderson with guidance in how she operates her service. Parents were aware of these policies through the information provided to them by Mrs Anderson.

Mrs Anderson was particular in ensuring that children are provided with a healthy snack when attending her service. Parents had an input into what is provided.

Overall, we found that Mrs Anderson had a very good understanding of child protection and provided a service that promoted the health, nutrition and safety of the children in her care. The grade for this statement is therefore very good.

Areas for improvement

The childminder should continue to maintain and build upon her very good practice in relation to this statement.

Grade awarded for this statement: 5 - Very 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

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 2	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings	
17 May 2010	Announced	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very 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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