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Care service inspection report

Clark, Deborah

Child Minding

East Kilbride

Inspected by: Lynn Clements

Type of inspection: Unannounced

Inspection completed on: 2 February 2012

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Service provided by:

Clark, Deborah

Service provider number:

SP2008971349

Care service number:

CS2008183662

Contact details for the inspector who inspected this service:

Lynn Clements
Telephone
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		N/A
Quality of Staffing	3	Adequate

What the service does well

The minded children present at the inspection were content in the childminders care.

Minded children have a good relationship with Mrs Clark's family.

Policies and procedures are applied.

What the service could do better

There should be sufficient light in the lounge at all times.

Toys, equipment and activities should be available for the children at all times.

The complaints procedure should be updated to include current SCSWIS guidance.

What the service has done since the last inspection

A 7 seater vehicle has been purchased for business use.

Conclusion

At this inspection two quality themes were inspected again, each containing two quality statements. We awarded a grade for each statement.

For the statements considered at this inspection this service is currently performing at

an adequate level for two quality statements and at a good level for two quality statements.

Who did this inspection

Lynn Clements

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 Clark provides a childminding service for up to six children at any one time. An assistant is employed and more children can be cared for during this time.

The service operates from the Mrs Clark's home in East Kilbride, South Lanarkshire.

The aim of the service is to provide a quality childminding service.

The full aims and objectives statement is available to people who use the service.

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 - N/A
Quality of Staffing - Grade 3 - Adequate

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

Basis of report:
This report was written following an unannounced inspection visit carried out by Lynn Clements SCSWIS Inspector on the afternoon of Thursday 2 February 2012 between the times of 4:15 pm and 5:30 pm.

Before the Inspection:
The Annual Return
The service submitted a completed annual return as requested.

The Self-Assessment Form
The service submitted a completed self assessment as requested.

Views of service users
We issued 3 care standard questionnaires to the childminder for distribution to carers prior to the inspection. Three care standard questionnaires were returned to us before the inspection.

Regulation Support Assessment
The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the SCSWIS Inspector which considers complaints activity, changes in the provision of the service, nature of notifications made to SCSWIS by the service (such as absence of a manager) and action taken upon requirements. The SCSWIS Inspector will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process:

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

* policies and procedures,
* public and employers liability insurance certificates,
* registration certificate,
* the self assessment,
* contracts
* photographs.

Discussions with various people included the childminder, the childminders assistant and the children present.

The Inspector also observed practice, the general environment and resources.

The inspection also took account of The Social Care and Social Work Improvement Scotland (Requirements to care services) Regulations 2011.

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

We made one recommendation in the last inspection report.

1. Further strategies should be developed for consultation with children and parents.

This recommendation has not been addressed. Please see the recommendation in quality statement 1.1.

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 completed self assessment document from the childminder. Strengths were identified and the childminder recorded a grade under each quality statement. We have advised the childminder that the information in the self assessment includes outcomes for children following the use of methods currently in place.

Taking the views of people using the care service into account

The children present during the inspection were content, happy and relaxed in the staff's care. The intervention and care provided was appropriate.

Taking carers' views into account

We sent out 3 care standard questionnaires to the childminder for distribution to carers. Three were returned to us before the inspection visit. People who use the service made positive and complimentary comments including:

"There are great activities provided in a warm happy environment".
"My child goes on trips and outings; there is a great range of toys".

Three people using the service strongly agreed that they were happy with the quality of care their child received.

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 considered how parents and children assessed care and support. We found that since the last inspection people who use the service now give their views verbally. The outcome being that the parents were able to give views about the service.

In the care standard questionnaires returned to us three parents said they were satisfied with the service.

Parents wrote in the care standard questionnaires,

"Deborah is a fantastic childminder, my child loves going everyday and looks forward to it".

Children are encouraged to give their views about the service verbally. Children decide what they want to play with. During the inspection the children were confident and talkative.

Areas for improvement

After a review of documentation presented, discussions with staff and observation of practice we have found the service to have an adequate performance in relation to this quality statement.

All though the service is performing at an adequate level the grade for this statement has not been maintained since the last inspection. Parents were further involved previously and gave their views in writing.

We found that the childminder should continue to progress and improve. Mrs Clark said parents were happy with this level of involvement. Although parents are consulted we have recommended that this is improved.

They should be further encouraged by the childminder to assess care and support, the environment and the work of the childminder.

A recommendation made at the last inspection had not yet been addressed. The childminder should further demonstrate how children and parents assessment of the quality themes impact on the outcomes for children and improves the care they receive.

We advised Mrs Clark how to gain informal feedback in writing from parents by using the methods in place. We have recommended that this is addressed.

At the start of the inspection the SCSWIS Inspector observed that there were limited resources and toys available for the children. An activity was provided for the children after the SCSWIS Inspector raised this with the childminder. The childminder informed that there had been a sickness bug and that the toys were being sanitized. We recommend that there should always be sufficient toys available for the children. Children accessed the lounge area. The childminder informed that the conservatory was usually accessed but the lounge was warmer. The inspection occurred late afternoon, one lamp was used to light the lounge and we found that there was not enough light in the lounge at this time. We have advised the childminder about this.

Grade awarded for this statement: 3 - Adequate

Number of requirements: 0

Number of recommendations: 2

Recommendations

1. The childminder should further demonstrate how people who use the service assess care and support, the environment and herself. The childminder should also show the outcomes for the children following assessment. National care standards for early education and childcare up to the age of 16, standard 13 - improving the service.
2. Toys and equipment should be available for the children at all times. National care standards for early education and childcare up to the age of 16, standard 13 - improving the service and standard 5 - quality of experience.

Statement 7

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

Service strengths

We considered how meaningful communication was and how the childminder shared information with children and parents. We found that communication and information sharing occurs.

In the care standard questionnaires returned to us parents informed that the childminder seeks their child's views about activities. Mrs Clark speaks to parents as they drop off and collect their children. Mobile telephones are in use to promote effective communication.

A range of policies and procedures including complaints and equal opportunities are established and applied. In conclusion we found that methods in use support communication and information sharing.

Children are involved in deciding what they want to do. A range of methods to ensure successful communication with the children is used. During the inspection the staffs' communication and interaction was appropriate. The outcome being that communication enabled the children present to participate confidently resulting in a positive ethos through out.

After a review of documentation presented, discussions with staff and observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

All though the service is performing well for this statement we found that childminder should continue to progress and improve. We examined policies and procedures and found that the complaints procedure had not been updated in accordance with current SCSWIS guidance. We recommend that this is improved.

Grade awarded for this statement: 4 - Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. The complaints procedure should be updated in accordance with current SCSWIS guidance. National care standards for early education and childcare up to the age of 16, standard 14 - well managed service.

Quality Theme 2: Quality of Environment - NOT ASSESSED

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

Statement 1

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

Service strengths

We considered how parents and children participate in assessing and improving the service.

See strengths in quality statement 1.1.

Areas for improvement

After a review of documentation presented, discussions with staff and observation of practice we have found the service to have an adequate performance in relation to this quality statement.

All though the service is performing at an adequate level the grade for this statement has not been maintained since the last inspection. Parents were further involved previously and gave their views in writing.

See the area of improvement and recommendation in quality statement 1.1.

Grade awarded for this statement: 3 - Adequate

Number of recommendations: 0

Number of requirements: 0

Statement 10

I am committed to continuing professional development

Service strengths

We considered how the childminder continues professional development and found that since the last inspection Mrs Clark has attended further training to assist her in her business. There are also plans to update first aid training.

The childminder displayed eagerness to progress her service in relation to use of documentation to encourage parents and children to be further involved. The childminder also informed that she planned to source training for her assistant.

After a review of documentation presented, discussions with the childminder and

observation of practice we have found the service to have a good performance in relation to this quality statement.

Areas for improvement

All though the service is performing well for this statement we found that childminder should continue to progress and improve.

In the self assessment returned to us outcomes for children were not recorded. We have advised that this is improved.

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 - 3 - Adequate	
Statement 1	3 - Adequate
Statement 7	4 - Good
Quality of Environment - Not Assessed	
Quality of Staffing - 3 - Adequate	
Statement 1	3 - Adequate
Statement 10	4 - Good

6 Inspection and grading history

Date	Type	Gradings	
19 Oct 2010	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	4 - Good Not Assessed Not Assessed Not Assessed
20 Oct 2009	Announced (Short Notice)	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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Telephone: 0845 600 9527
Email: enquiries@scswis.com
Web: www.scswis.com