

Childminder inspection report

Dickson, Deborah
Edinburgh

Service provided by: Dickson, Deborah

Service provider number: SP2004937204

Care service number: CS2003039432

Inspection Type: Unannounced

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1 Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all services is available on our website at www.careinspectorate.com.

Mrs Dickson (referred to as the childminder throughout this report) is registered to provide a care service to a maximum of eight children under 16 years, of whom a maximum of six will be under 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder provides this service from her terraced home in the centre of Edinburgh. The parts of her home used by minded children are the living room, kitchen and family bathroom.

The childminder has aims which include the following:

"I aim to provide a safe, stimulating, happy environment where children can develop and learn, where each child will be treated as an individual and respect given to his, or her individual culture and faith. I will provide play experience appropriate to the needs and development of each individual child."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form

the basis of GIRFEC are- safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

What we did during our inspection

We wrote this report following an announced inspection, which took place on Thursday 3 September 2015.

We issued 4 questionnaires, however, we received no returns prior to the inspection.

As part of the inspection, we took account of the completed annual return that we asked the childminder to complete and return to us. The childminder did not return an up to date self assessment.

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

- *observation of the childminder working with the minded child
- *watching how the child engaged in the activities provided
- *speaking with the childminder about the service she delivers
- *reference to records recording children's needs and progress

- *policies and procedures
- *review of the accommodation in relation to safety and cleanliness

Views of people using the service

There was one child present during our inspection. They were too young to give an opinion about the service provided. However, they seemed relaxed and content in the childminders care.

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

The childminder had not returned a completed self assessment prior to the inspection. We spoke about this during the inspection.

We discussed with the childminder how she should complete future self-assessments taking into account the SHANARRI (Safe, Healthy, Active, Nurtured,

Achieve, Respected, Responsible and Included) indicators to demonstrate how she improving outcomes for children using this model.

What the service did well

The childminder delivered a homely service to families. She was flexible to the families needs. She had begun to address the recommendations made in the previous report.

What the service could do better

The childminder should now begin to document how she will support the children's next stage of development. These should be reviewed at least every six months or before if required.

The childminder should familiarise herself with the national best practice document 'Building the Ambition' and use this to develop and inform her practice.

2 The grades we awarded

We grade the quality of care and support, the quality of the environment and the quality of management and leadership. If the childminder employs an assistant, we also grade the quality of staffing. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	
Quality of management and leadership	3 - Adequate

3 Quality of care and support

Findings from the inspection

The childminder provided a good standard of care and support to children and their families. We assessed this through looking at how the childminder provided positive outcomes for children using the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) outcomes

which were developed by the Scottish Government. Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

Working in partnership with parents helped to promote consistency in the children's care. The childminder spoke with parents every day and encouraged them to pass on information in the child's daily diary. She felt this helped her provide a service that was nurturing to the children as it met their individual needs. The childminder also asked for formal feedback on the service she provided. Parents completed questionnaires and the childminder told us that she would implement any relevant ideas or suggestions. A parent confirmed "Debbie seeks feedback on the service she provides and incorporates any suggestions we make to help her respond to our child's needs".

We saw the daily diaries that went home each evening telling parents about their child's day and general information such as sleep routines what they eaten and activities they had taken part in. This demonstrated that the childminder was aware of each child's different care needs and could share this with parents.

The childminder told us about her settling in process which was depended on the families needs. The childminder was experienced and had a good knowledge of the children in her care. She had a range of paperwork that included all relevant information on the children.

We saw that the childminder had begun to write observations on the children. She should now demonstrate how she intends to support any gaps in each child's development. This would enable her to keep up to date records on the children's development stage. This information would help her to plan future activities to support the children's individual learning. We discussed examples of how these could look. The childminder was keen to put these in place. This had been a recommendation in the previous report. The care plans still need to be developed therefore, we have changed the recommendation to reflect this. (See recommendation 1)

Parents were provided with a welcome leaflet and copies of all policies when they came for an initial visit. This provided them with some information to help them assess whether the service would suit their child.

The childminder told us what steps she would take if she had a concern about a child's welfare. We found that she had included a statement on her Child Protection Procedures in her policies given to parents. She had also taken part in an online child protection course. Which she told us was worthwhile and she felt more confident in keeping children safe. This had been a recommendation in the previous report.

We saw that the childminder was affectionate and nurtured the child in her care. We supported this approach and shared information on further information about the importance of attachments. A parent confirmed "Debbie is able to meet my child's changing needs and promote his development through the care she provides and by communicating with me and my husband regularly".

The childminder told us that she had read the latest guidance on nappy changing. We did not observe the childminder changing a nappy. However, she told us the procedure she would follow. This had been a recommendation made at the last inspection.

Grade

The quality of care and support is graded 4 - Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The childminder should further develop the children's care plans by demonstrating how she will support the children's next stage of development. This would allow parents to see children's progress and support the childminder to extend children's development and learning.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 3 - health and wellbeing
Standard 6 - Support and development

4 Quality of environment

Findings from the inspection

We found that the childminder's home was child friendly, well maintained, clean, warm and welcoming for children attending the service.

There was appropriate lighting, heating and ventilation in her home which made it a comfortable environment. Smoking was not allowed in the childminders home.

We saw that there was a good range of well-balanced toys and resources available; we found these to be clean, in good condition, accessible and appropriate for children's individual age and stage of development. We found no dog hair on the resources and the childminder had updated her cleaning procedure. This had been a recommendation in the previous report.

To ensure the safety of the children within the service, the childminder told us how she checked her home daily to make sure her home was hazard free, safe and child friendly. She told us that she cleaned with anti-bac spray. Further infection control measures were in place as the childminder encouraged the children to wash their hands after using the toilet and prior to eating. We discussed the Hand Washing guidance, which can be found at www.hub.careinspectorate.com.

A procedure for recording accidents and incidents was in place and shared with parents. The childminder told us she recorded any accidents and would share these with the parents when they collected their child.

The childminder told us that she like to get the children outside everyday. They would go on walks to the park and visit the botanic gardens. This meant that the children were being provided with fresh air and exercise. The childminder also had the use of a small courtyard at the front of her property. A parent confirmed "Debbie regularly takes my son to the park and to toddler groups in the community".

A parent confirmed "I feel my child is engaged in a wide range of fun and stimulating activities and his day is well structured. Toys are varied, educational and fun and I have no concerns about safety or equipment".

Grade

The quality of environment is graded 4 - Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

We only assess this where the childminder employs an assistant.

6 Quality of management and leadership

Findings from the inspection

The childminder had continued to keep herself up to date with childcare practice and legislation through her membership with the Scottish Childminding Association. Since the last inspection, she had accessed child protection training. She had also accessed various websites to ensure her practice was current. We discussed that the childminder should continue to access training that develops her practice and improves outcomes for children in her care. The childminder spoke to us about accessing first aid training and we asked her to update her knowledge when a course became available. This had been a recommendation in the previous report. We will carry this recommendation forward. (See recommendation 1)

We spoke about Getting it Right for Every Child (GIRFEC), which is now national policy in Scotland. This is the model used to ensure that any service working with children and their families put their needs at the centre of their service delivery. We advised the childminder that she should increase her knowledge and understanding in this area and begin to think about how her service is improving outcomes for the children in her care using the SHANARRI well-being wheel.

The childminder had limited knowledge of 'Building the Ambition' (this is the newest best practice document developed by the Scottish Government to support all practitioners who are delivering early learning and childcare in different settings and areas of Scotland). Information relating to this can be found via the following link: http://www.educationscotland.gov.uk/earlyyearsmatters/b/genericcontent_tcm4838406.asp
(See recommendation 2)

The childminder told us how daily chats with parents allowed for her to gain feedback about the service in an informal way. She told us that she is always available to parents to chat and would seek the views of parents on any plans for improvement.

The requirement made at the last inspection about notifying the Care Inspectorate immediately when a person living at the premises used for childminding becomes 16 years of age has been met.

The childminder should ensure that she completes an up to date self assessment. This should demonstrate how she improving outcomes for children taking into account the SHANARRI (Safe, Healthy, Active, Nurtured, Achieve, Respected, Responsible and Included) indicators.

A parent confirmed "Debbie provides an excellent childminding service for me and my child...my child thoroughly enjoys his time with Debbie".

Grade

The quality of management and leadership is graded 3 - Adequate

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 2

1. The childminder should bring her knowledge of first aid up to date by attending relevant training.

National Care Standard Early Education and Childcare up to the age of 16:

Standard 3 - Health and Well-being

Standard 12, Confidence in staff.

2. We recommend the childminder familiarise themselves with Building the Ambition, GIRFEC and the children's named person for information sharing across agencies. Relevant adults in children's lives should be contacted when the childminder realises there is a need for further support. She should use the SHANARRI well-being indicators (Safe, Healthy, Active, Nurtured, Achieving, Responsible, Respected and Included) to help her assess individual children. This will ensure the childminder adheres to new legislation surrounding the Children and Young People (Scotland) Act (2014) available at URL:

<http://www.legislation.gov.uk/asp/2014/8/contents/enacted> and help to keep children safe.

National Care Standards for Early Education and Childcare up to the age of 16:
Standard: 3 – Health and wellbeing.

7 What the service has done to meet any recommendations or requirements we made at our last inspection

Previous requirements

1.

It is a requirement that the provider notify the Care Inspectorate immediately when a person living at the premises used for childminding becomes 16 years of age or ceases to live at the premises or when another person begins to live at the premises.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI No. 210, 12(2)(a)(b)(c),(3) – Childminding.

This also relates to Standard 12, Early Education and Childcare up to the age of 16, Confidence in Staff.

This requirement was made on 05 February 2015

The childminder notified us that her son had turned 16. A completed PVG form was submitted and no issues identified.

Met – Within Timescales

Previous recommendations

1. In line with current legislation, the provider must further develop children's personal plans to demonstrate how they plan to meet each child's health, well-being and safety needs. These plans should be reviewed with parents at least once every six months, or before if there are changes in a child's needs.

This recommendation was made on 05 February 2015

The childminder had begun to observe the children and identify their next steps. However, she needs to further develop these to show how she is supporting the children's next stage of development.

This is reported on under quality theme care and support.

2. The provider must ensure that she reads and follow the newest guidance related to nappy changing and infection control.

This recommendation was made on 05 February 2015

The childminder told us that she had read the latest guidance on nappy changing. We did not observe the childminder changing a nappy. However, she told us the procedure she would follow.

3. The provider should review cleaning procedures to ensure that children's toys and equipment are clean and free from animal hair.

This recommendation was made on 05 February 2015

We found no dog hair on the resources and the childminder had updated her cleaning procedure.

4. The childminder should bring her knowledge of child protection and first aid up to date by attending relevant training.

This recommendation was made on 05 February 2015

The childminder had undertaken online child protection training. However, she informed us she had found it difficult to access first aid training. We have changed the recommendation to reflect this.

8 Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

9 Enforcements

No enforcement action has been taken against this care service since the last inspection

10 Other issues

None

11 Inspection and grading history

Date	Type	Gradings	
5 Nov 2014	Announced (Short Notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not Assessed
		Management and Leadership	3 - Adequate
26 Nov 2010	Announced	Care and support	Not Assessed
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
20 Jan 2010	Announced (Short Notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good

Childminder inspection report

		Management and Leadership	Not Assessed
27 Jan 2009	Announced (short notice)	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	Not Assessed

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