

Henderson, Emma

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 24 November 2016

Service provided by:

Service provider number:
SP2009975071

Care service number:
CS2009231084

The service

Introduction

Emma Henderson registered with the Care Inspectorate on 2 September 2010, to provide a care service to a maximum of 6 children at any time under the age of 16, 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 the childminder's family.

The childminding service is located in the centre of the village of Kemnay and is within walking distance of schools, shops and parks. Children using the service have access to the lounge, dining kitchen, bathroom and a small playroom. They also have access to very good range of toys and activities.

The childminder's statement of aims include to:

- "Create a warm, fair, stimulating and happy home from home environment where children feel welcomed whilst they play and learn
- Encourage friendship and trust with all children in my care
- Work in partnership with parents/carers on every aspect of their child's care and routine".

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report after a short notice announced inspection that took place on 24 November 2016. We completed our inspection and gave feedback to the childminder at the end of the inspection. The inspection was carried out by one Inspector from the Care Inspectorate.

We issued three questionnaires to parents of children who used the service and all three were returned before our inspection.

As requested, we received an annual return. We considered the information within this document as part of the inspection process.

We observed the parts of the premises used for childminding purposes and observed the interaction between the childminder and the minded children. We sampled children's records and viewed the service policies and other relevant written documentation.

Views of people using the service

All three children who were present during our visit were happy, relaxed and content in the childminder's care. The childminder knew them well. Children were happy to talk to us about how they spent their time with the childminder in her home and in their community. They told us:

- "I was jumping on the blue bit, trying to do a big jump. I did a massive jump".
- " I want to paint. I'm going to paint a flower and a rainbow too".
- "I like playing with the Barbie dolls best".

Parents/carers who completed the care standards questionnaires 'strongly agreed'/'agreed' that they were happy with all aspects of the service. They described the daily routines, activities and outings enjoyed by their children. Their comments included:

- "My children are very happy going to Emma's. They're never bored there. I find Emma reliable, flexible and organised".
- "Both my children enjoy going to Emma's and I know while in her care they are well looked after and take part in a wide range of activities".
- "Emma is brilliant. She really puts herself out with the kids and is like a 2nd parent. Very kind and thoughtful".

Self assessment

The childminder did not submit a self-assessment or annual return as is required of all registered services. She should submit a self-assessment now to provide us with information about how her service is run, to evidence her reflection on her service and detail the plans she has for improvement.

What the service did well

The childminder had established positive relationships with the minded children and their families. She was observed to be warm and caring towards the children in her care treating them with consideration and respect throughout the inspection. It was clear from viewing the responses to the questionnaires completed and returned to us that the families using the service were happy with the quality of the service.

What the service could do better

We identified a number of areas where the service could improve. To support improvement, we directed the childminder to current best practice guidance available on The Hub section of the Care Inspectorate website and other media and identified a number of recommendations to support outcomes for children and families.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We found the quality of care and support was good. The children who were present during our visit were happy, content and comfortable in the childminder's home. The childminder demonstrated that she knew the minded children well. She also told us about the other children she cared for. It was clear she knew their individual personalities and their particular skills and talents. This helped the childminder to nurture the children and celebrate their achievements.

We noted that personal plans consisting of 'all about me' records were in the early stages of development and could be improved to show how the individual needs of children are planned and used to support and track children's developmental progress and next steps. The childminder agreed to ensure that children (where appropriate) and parents get involved in this process. **(See recommendation 1).**

We found that the children were provided with good opportunities to mix with peers and develop social skills through the varied weekly programme that made good use of local community facilities. There were regular opportunities for children to be active and benefit from spending time outdoors.

The childminder had attended training to become familiar with NHS Scotland guidance 'Setting the Table'. She told us she now provided more nutritious meals and snacks for children. The childminder provided all meals and snacks for children promoted healthy eating, whilst respecting individual wishes and preferences. Parents told us:

- "She always has yoghurts, fruit, bread as well as other stuff available and ensures that food is well-balanced".
- "A good variety of healthy snacks like fruit, yoghurt, occasionally cereal bars, odd treats like an ice cream in the summer".

Throughout the inspection the childminder ensured that the children in her care were appropriately supervised.. The childminder offered praise and encouragement to children and supported them to participate in their chosen activities. We observed children being encouraged to share and take turns. The childminder told that she would work with parents to ensure that her approach to behaviour management was consistent for children.

The childminder had appropriate arrangements in place to ensure that children's wellbeing was safeguarded. She was very clear about her responsibilities to keep children safe and protected from harm. An appropriate child protection policy was in place to support this; however this did not reference current child protection guidance. National Guidance for Child Protection in Scotland 2010 can be found at: <http://www.gov.scot/Resource/0045/00450733.pdf>. (See recommendation 2).

The childminder told us there were no children attending who suffered from any medical conditions or allergies, however she was able to describe appropriate procedures for administering medication if required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Children's health, wellbeing and safety needs should be effectively recorded in their individual personal plan and regularly reviewed with parents to plan appropriate support and track when changes to their needs are identified.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing.

2. To ensure the safety of children, the childminder should ensure she is familiar with current guidance on child protection issues and make reference to this document in her child protection policy.

National Care Standards Early Education and Childcare Up to the Age of 16 - Standard 14: Well-Managed Service.

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the quality of the environment was adequate. Children spent most of their time in the lounge where they played with the toys and could rest and relax. The dining area had been set up for children to enjoy their meals, do their homework and engage in messy activities. These areas were comfortable, providing sufficient space for them to enjoy their chosen activities. Some play materials were stored in the lounge where children could select for themselves. The childminder confirmed that these were rotated regularly so that the children could experience variety. Parents told us:

- "Good range, even for the older children. Small space but well used. There is always a craft activity, they seem busy all the time. Outdoor play is encouraged".

- "Routine is great. Morning walk to school/nursery. Toddler group Tues/Thurs. Plenty of craft and cooking done at Emma's house. All toys are age appropriate and checked daily. Lots of puzzles, books, blocks, Lego etc".

The childminder told us that children were encouraged to think about their safety and that of others, take risks and develop their social skills.

We encouraged the childminder to continue to ensure that areas are well prepared for children arriving. We also recommended that the childminder regularly updates risk assessments of areas used by children and develop risk assessments for outings and for transporting children by car. Risk assessments should have a record of when they were written and a date for reviewing the information. **(See recommendation 1).**

At the time of inspection the garden was not being used to offer children opportunities for outdoor play. The childminder told us that she was upgrading the front and back garden to make it safer and more suitable for children to play safely. To compensate the children had regular access to fresh air and exercise within the community. This contributed to promoting children's well-being, good health and confidence.

The childminder confirmed that there had been no accidents or incidents since the last inspection; however, she was aware of the need to record details of any such occurrences and to inform parents about what had happened and any action taken.

We observed nappy changing and noted that the childminder only used an gloves. She told us that she was awaiting a new supply of aprons. We also saw that the changing mat was burst in several places posing a risk of contamination. We discussed best practice and the childminder stated that she would change her practice accordingly. **(See recommendation 2).**

We confirmed that the childminder held appropriate public liability insurance for the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to support the childminder to ensure the safety of children detailed risk assessments should be in place for outdoors, outings and travelling by car.

National Care Standards, Early Education and Childcare up to the Age of 16 -
Standard 2: A Safe Environment.

2. To keep the children safe and well measures need to be in place to minimise the spread of infection. PPE (Personal Protective Equipment) should always be used during nappy changing. In addition, the service infection control policy needs to be updates to ensure that it takes account of current best practice in relation to hand washing and nappy changing.

National Care Standards Early Education and Childcare Up to the Age of 16 - Standard 2: A Safe Environment and Standard 3: Health and Wellbeing.

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found the quality of management and leadership was adequate.

The childminder told us she kept up to date with good practice through using the internet to read and research. She also used the quarterly magazines and web site for the Scottish Childminding Association (SCMA); and the Care Inspectorate magazine Care News.

The childminder demonstrated her commitment to her own professional development. Since her last inspection she had completed a SCMA online training course on child protection and had undertaken training on food hygiene, setting the table and behaviour management. She had also applied to update her knowledge in first aid.

There were a good range of policies that were well presented and clear. The policies detailed how the childminder operated her service and had been shared with parents. This meant parents had clear expectations and gave a basis for parents to evaluate the service. We advised the childminder of the need to update policies for behaviour management and infection prevention and control inline with current best practice. **(See recommendation 1).**

We found that the main method of assessing the quality of her service was to take account of the views of parents and children. The childminder told us that she respected the views of children and parents and used their views to improve the service where possible.

We discussed how the childminder could improve her approach to assessing the quality of her practice and outcomes for children and families. We directed the childminder to current best practice guidance and legislation available on the Care Inspectorate website. **(See recommendation 2).**

In the completed CSQs received from parents/carers using the service we noted a high level of satisfaction. Parents told us:

- "Emma always takes my views into account when caring for my children".
- "She asks parents for input and listens. The asks kids the same and reports answers".

We highlighted to the childminder the importance of completing a self-assessment for the Care Inspectorate when asked to do so. This is part of assessing her service and helps services identify what is good about their service, what they need to improve further and how they intend to do it.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should review and develop a number of policies and procedures to ensure they contain relevant, up-to date information and follow best practice. These should be shared with parents and carers.

National Care Standards, Early Education and Childcare up to the age of 16 - Standard 14: Well-managed Service.

2. The childminder should review and improve the way in which she evaluates what she does. This should include formally gathering the views of parents and children. Where areas for improvement are identified, including any arising from inspection, the childminder should ensure that these are addressed, in order to improve the overall quality of the service.

National Care Standards, Early Education and Childcare up to the age of 16 - Standard 13: Improving the service and Standard 14: Well-managed service.

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The childminder should formally and actively involve parents and children in the assessment of the service.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service.

This recommendation was made on 19 December 2012.

Action taken on previous recommendation

At this inspection the childminder told us that she listened to the children and their parents and took account of their views. She had not yet implemented any formal measures involving parents and children in assessing and improving the service. This recommendation therefore has not been met. A further recommendation has been made in the Quality of Management and Leadership section of this report.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
19 Dec 2012	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Aug 2011	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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