

Young, Gaynor Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 27 January 2017

Service provided by:
Young, Mrs Gaynor

Service provider number:
SP2003908201

Care service number:
CS2003009480

The service

Introduction

This service has been registered since 2002.

The service is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Minded children cannot be cared for by persons other than those named on the certificate.

The childminder provided the service from her terraced home close to shops and local amenities in the town of Hawick.

Aims and objectives of the service included:

'I will strive to:

Provide a safe environment for your child

Provide a clean environment in which your child can play, learn, develop and grow

Provide a wide variety of stimulating activities that are appropriate to the age of your child

Encourage creativity, self-expression and imagination through various games and activities

Be a positive role model and promote social skills, encouraging courteous behaviour and respect for others'.

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 sent the childminder two care standard questionnaires to give to parents who used the service. None were returned before the inspection as the childminder's service had very recently become active again.

There was one very young minded child present at the inspection.

At this inspection we gathered evidence from a number of sources including:

The most recent annual return

Relevant policies and procedures

Children's personal information recording system

We chatted with the childminder and listened to them telling us about the service. We observed their interaction with the child. We also looked at toys, equipment and the environment.

Views of people using the service

The minded child was of a very young age and unable to comment.

Self assessment

We did not receive a self-assessment from the childminder. We discussed this with them and they agreed to submit a self-assessment to us and reflect the service provided.

What the service did well

The service had very recently become active again and had just started caring for the minded child. The childminder was caring, warm and nurturing with the child and interacted with them very well throughout the inspection. The child seemed happy and content in her care.

What the service could do better

The service should work towards meeting the one requirement and three recommendations made in this report.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We saw the childminder was warm, caring and nurturing towards the child throughout the inspection. The child was attending on their settling in period, this being their second visit. They seemed happy and content in the childminder's care.

The childminder described the settling in procedure for the child, for example their care routines, and how she met these. This reflected the procedure in the policy. This meant the childminder was familiar with the child's health and wellbeing needs and met them accordingly.

Parents had been given appropriate forms to complete about their child, for example contact details, child's health care needs and their daily routine. However these were not available at the inspection. This information would allow the childminder to become familiar with the child's needs and ensure continuity in their care. The childminder was familiar with SHANARRI and the wellbeing indicators. They told us they would use these to devise personal care plans. The childminder should put personal care plans in place for each child, including their daily routine and how their health and wellbeing needs would be met. These should be updated at least every six months in consultation with parents. This was a requirement at the previous inspection. (See requirement 1).

The childminder had a good knowledge and understanding of child protection and gave us confidential examples of this. The child protection policy had been updated to reflect who she would contact should she have any concerns.

Requirements

Number of requirements: 1

1. The childminder must ensure personal plans are in place for all children using the service. These should be reviewed when there is a significant change in a service user's health, welfare or safety needs; and at least once every six month period.

This is in order to comply with SSI 2011/210 Regulation 5 (1) a provider must, after consultation with each service user and where it appears to the provider to be appropriate, any representative of the service user, within 28 days of the date on which the service user first received the service prepare a written plan ("the personal plan") which sets out how the service user's health, welfare and safety needs are to be met.

Timescale: One month from receipt of this report.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We found the childminder's home to be a warm, nurturing environment for children, promoting their safety and wellbeing. Policies and procedures were in place to support this, for example health and safety and house rules.

There was a good range of toys and activities available, suitable to all ages and developmental stages of children. The childminder offered the child various toys, making sure they were stimulated and included. We found the toys and equipment were clean and in good condition. The childminder told us they were cleaned regularly, making them safe for children while helping to prevent the risk of the spread of infection.

We could see the child was safe as the childminder had appropriate equipment and safety measures in place, for example a secure fireguard and safety gates. However, there was no written risk assessment in place for the home.

(See recommendation 1).

Through discussion with the childminder it was clear children had a lot of opportunities to be healthy, active and get lots of fresh air. For example regular outings to local parks, walks by the river to feed the ducks and soft play. However, there was no written risk assessment in place for these outings. This would ensure children were safe and any hazards identified.

(See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should develop written risk assessments for the home and regular outings make sure she is aware of any identified hazards and to ensure the safety of the children.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 2 - A safe environment, Standard 3 - Health and wellbeing.

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Through discussion with the childminder we found they had not regularly kept up to date with best practice guidance and legislation. We advised them to look at Care Inspectorate website and HUB for resources and best practice guidance - <http://hub.careinspectorate.com/>.

The childminder had access to Scottish Borders Council Continuing Professional Development website where she could access training. We advised her to look at this and identify training she was interested in to keep her up to date with current best practice and further develop her service. The childminder had attended refresher courses on first aid and child protection. She recognised the need to update her training on elementary food hygiene. She should also attend training on infection control.
(See recommendation 1).

The childminder had updated all the policies and procedures, including information on her family, experience and the service provided. This meant parents knew what the service offered and if this was suitable to their needs. However, she did not have a copy of the current Care Inspectorate registration certificate available, as previously recommended.
(See recommendation 2).

The childminder told us she always welcomed ideas/suggestions from parents so she could improve the service and done this verbally. We discussed other ways in which she could get feedback on all aspects of the service, for example questionnaires. This would enable her to evaluate the service and identify any areas for improvement.
(See recommendation 3).

The complaints procedure/policy was clear and let parents know they could contact us if they had any concerns.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should continue to identify and access any training opportunities to enhance her knowledge and keep up to date with best practice guidance, including accessing training on elementary food hygiene and infection control.

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

2. The childminder must obtain a copy of her Registration Certificate and ensure this is on display in the service.
National Care Standards for Early Education and Childcare up to the age of 16: Standard 14 - Well-managed service.

3. The childminder should consider further ways to involve parents in evaluating the service, including any ideas/suggestions for improvement.

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

Requirement 1

The childminder must ensure personal plans are in place for all children using the service. These should be reviewed when there is a significant change in a service user's health, welfare or safety needs; and at least once every six month period.

This is in order to comply with SSI 2011/210 Regulation 5 (1) a provider must, after consultation with each service user and where it appears to the provider to be appropriate, any representative of the service user, within 28 days of the date on which the service user first received the service prepare a written plan ("the personal plan") which sets out how the service user's health, welfare and safety needs are to be met.

Timescale: One month from receipt of this report.

This requirement was made on 16 June 2014.

Action taken on previous requirement

The childminder has been inactive since the last inspection and only recently becoming active. She had just started caring for one baby and had not yet put personal plans in place. This requirement has not been met and remains a requirement in this report.

Not met

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

Previous recommendations

Recommendation 1

We recommend the childminder should review and further develop her Child Protection policy and procedures to support her service. These should outline her role in protecting children and demonstrate how she would deal with, and who she would contact if any child protection concerns should arise.

National Care Standards early education and childcare up to the age of 16: Standard: 3 Health and wellbeing
Standard 14 Well-managed service

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

The child protection policy/procedure has been updated to reflect this.

This recommendation has been: **met**.

Recommendation 2

The childminder should look at ways to apply and implement the Getting It Right For Every Child (GIRFEC) framework, aimed at improving outcomes for children and their families into the information she records for individual children, including personal plans and her daily practice.

NCS 3 Health and Well Being

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

She is familiar with GIRFEC and has attended training. She will use her knowledge and learning to apply this in her practice.

This recommendation has been: **met**.

Recommendation 3

The childminder should undertake a refresher course in Child Protection, First Aid and Food Hygiene training to support the delivery of her service and to ensure that her practice is in line with current legislation and best practice guidance.

NCS 3: Health and Well Being.

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

The childminder has done refresher courses on child protection and first aid. She has yet to attend elementary food hygiene training which is recommended in this report.

This recommendation has been: **partially met**.

Recommendation 4

Mrs Young should obtain copies of good practice guidance as recommended at the previous inspection.

These included:

Scottish Social Services Codes of practice

Birth to three – Supporting our youngest children

Nutritional guidance for early years

Food safety guidance

NHS Borders Communicable diseases and infection control.

NCS 3: Health and Well Being.

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

The childminder has obtained good practice guidance as stated above.

This recommendation has been: **met**.

Recommendation 5

The childminder must update her Complaints policy to include the Care Inspectorate, (CI) and the CI contact details.

NCS 14: Well-managed service

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

The complaints policy has been updated to reflect this.

This recommendation has been: **met**.

Recommendation 6

The childminder must obtain a copy of her Registration Certificate and ensure this is on display in the service.

NCS 14: Well-managed service

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

The childminder had not obtained a copy of the registration certificate.

This recommendation had: **not been met** and remains a recommendation in this report.

Recommendation 7

The childminder should review her policies and procedures and general paperwork to ensure there use and exactness. We recommend she develops a 'welcome leaflet' to provide useful information for new families taking up a place in the service.

NCS 14: Well-managed service

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

All policies and procedures have been updated and information on the service is available to parents.

This recommendation has been: **met**.

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	
16 Jun 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
2 Jul 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
22 Jun 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed
10 Nov 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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