

## Care service inspection report

**Bowey, Sarah**

Child Minding

Kirkcaldy

Inspected by: Sharon Stocks

Type of inspection: Announced (Short Notice)

Inspection completed on: 18 March 2013



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### Service provided by:

Sarah Bowey

### Service provider number:

SP2003904107

### Care service number:

CS2003007101

### Contact details for the inspector who inspected this service:

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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	4	Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good

### What the service does well

This childminder provides a caring and homely environment for the children. She has written information about her service for parents and shares this with them on a regular basis. The childminder has developed good relationships with children and their parents and plans well to provide play opportunities which met the individual interests of children in her care.

### What the service could do better

The childminder intends to continue to involve parents and children and to access further training.

### What the service has done since the last inspection

During the last inspection we recommended that the childminder consult with parents and use this to further develop the service.

### Conclusion

This childminder provides a good standard of care to children and parents are happy with the service.

### Who did this inspection

Sharon Stocks

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at [www.scswis.com](http://www.scswis.com).

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it needs to do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service based on best practice or the National Care Standards.
- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 ('the Act'), or a condition of registration. Where there are breaches of the regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is provided from the family home in a residential area of Kirkcaldy, close to school and nursery provision.

Aims and objectives for the service were seen to be in place.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 4 - 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.careinspectorate.com](http://www.careinspectorate.com) or by calling us on 0345 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

This report was written following a short notice announced inspection by Care Inspectorate, Inspector Sharon Stocks. A short notice visit was carried out on 11 March 2012 between 9:30am and 11:30am to review documentations.

As requested by us, the care service sent us an annual return. The service also sent us a self assessment form.

We issued six questionnaires to relatives or carers of children who use the service. Two questionnaires were returned following the inspection.

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

- children's personal plans
- written policies and procedures
- questionnaires
- training and qualification records
- accident/incident records
- registration certificate.

The inspector spoke with Sarah Bowey and observed the interaction between her and the minded children at a further visit on 18 March 2013 at 1.30pm.

### 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](http://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 planned.

### **Taking the views of people using the care service into account**

There were no minded children present on the day of the first visit. A further visit was made on 18 March when two pre school age children were present. Both were occupied with play resources and were settled and happy in Sarah's care.

### **Taking carers' views into account**

We sent out six questionnaires and two were completed and returned to us following our inspection. When we asked about the overall quality of the services their child receives in this service, comments included:

"My child loves going to see Sarah. They love the two dogs and the other kids that Sarah looks after. I have never had any concerns or complaints about the service. I feel confident that my child is well looked after."

### 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: 4 – 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

The childminder involved children and parents in the provision of the service. We concluded this after we:

- spoke with the childminder and observed how she interacted with the minded children
- examined questionnaires returned to us
- looked at service information
- looked at the ways the childminder gathered views of the children
- examined children's personal details.

The range of approaches that the childminder used to consult with children and parents included:

- asking children and parents to make their views known verbally and in writing
  - daily discussions with parents when they drop off and collect their child
  - information displayed for parents and children
  - telephone and text communication with parents
  - daily discussions with children including planning ahead
  - providing a range of written information about the service to parents at the beginning of the care arrangement which meant they knew how the service operated.
- A complaint procedure meant they knew how to raise concerns about the service.

During our inspection we saw that children were able to choose from a range of toys and equipment. We saw that the children who were present during our inspection had formed a good relationship with the childminder.

In our questionnaires both parents who replied agreed that the childminder had involved them and their child in developing the service.



### Areas for improvement

We discussed children's personal plans and guided the childminder to the regulations relating to these. The childminder agreed to take account of the new regulations and will now develop personal plans for this service.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 3

I gather information about the child and their needs.

#### Service strengths

We found that the childminder had arrangements for gathering information about children and their needs.

We concluded this after we reviewed the written information held about children, discussed how she met children's needs and reviewed information provided by parents via questionnaires returned to the Care Inspectorate.

The range of ways that the childminder gathered information for on children included the following:

- daily discussions with parents and children
- recording a good range of information about child when they started
- updating written information about children as their details and needs changed.

At the beginning of each care arrangement, parents were asked to complete child registration forms, which included all of the information required under legislation. In addition the childminder discussed with the parents details of children's developmental stages, care routines, preferences and interests. This helped the childminder to meet children's individual needs well. Ongoing daily discussion promoted continuity of care for children.

We saw that she responded positively to the young children in her care.

#### Areas for improvement

The childminder indicated that she will continue to review her practice and improve as required.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

### Statement 2

My home is safe, hygienic, smoke free, clean and tidy for children using the service.

#### Service strengths

We found that the childminder had good arrangements for ensuring children were cared for within a safe environment. We concluded this after we:

- spoke with the childminder
- examined questionnaires returned to us
- looked at the ways the childminder promoted safety
- looked at the premises.

We found the childminder's home provided a smoke free, warm, welcoming, hygienic environment for children. The childminder had carried out risk assessments for all aspects of the service. She described the hygiene procedures she undertook to ensure the environment was safe. We saw that the actions the childminder took to limit the risk of injury to children depended on the children attending and this helped her provide a safe environment for them. Regular fire drills were carried out and recorded.

Current Public Liability Insurance was in place.

The childminder had a good range of written policies and procedures to help her maintain a safe environment.

In our questionnaires the parents agreed that the childminder's home was safe, secure, hygienic, smoke free, pleasant and a stimulating environment.

A parent told us:

"My child loves going to see Sarah. They love the two dogs and the other kids that Sarah looks after. I have never had any concerns or complaints about the service. I feel confident that my child is well looked after."

#### Areas for improvement

The childminder told us that she would continue to review her policies.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 – Very Good

### 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

We found that the childminder had good arrangements in place to promote the Health, Nutrition, Safety and Wellbeing of Children in her care.

We concluded this after we;

- looked at relevant policies and procedures
- discussed these arrangements with the childminder
- looked at records maintained by the childminder
- examined questionnaires that parents had returned to us.

The childminder had systems to record accidents and incidents and to record the administration of medication. This meant that written details could be passed to parents.

Children were provided with snacks, and parents provided packed lunches when required. Children's views and preferences were taken into account on the planning of snacks.

We looked at photographs of children at play which the childminder told us were also displayed in a digital frame. We saw from these that children had opportunities to play energetically and to get fresh air. This helped children learn about the importance of healthy lifestyles and exercise. The parent who returned questionnaires to us agreed that their children had regular access to fresh air and energetic physical play.

The childminder had a child protection policy that she shared with parents. This meant that they understood her responsibilities in relation to protecting children. She kept up to date with child protection issues and reviewed her policy and procedures accordingly. The childminder demonstrated a good understanding of child protection and was confident of how she would deal with concerns.

The parents who returned questionnaires to us agreed that they were confident the childminder would protect their child from harm, abuse, bullying and neglect.

### Areas for improvement

The childminder should continue to update policies and practice, to ensure children's protection and wellbeing.

**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 the Care Inspectorate re-grading a Quality Statement within the Quality of Management and Leadership Theme (or for childminders, Quality of Staffing Theme) as unsatisfactory (1). This will result in the Quality Theme being re-graded as unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	5 - Very Good
Statement 3	4 - Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 2	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings
22 Jun 2010	Announced (Short Notice)	Care and support 4 - Good Environment Not Assessed Staffing 4 - Good Management and Leadership Not Assessed
11 Jun 2009	Announced (Short Notice)	Care and support 4 - Good Environment 5 - Very Good Staffing 4 - Good Management and Leadership Not Assessed
13 May 2008	Announced (short notice)	Care and support 5 - Very Good Environment 5 - Very Good Staffing 5 - Very Good Management and Leadership 4 - Good

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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