

Heddle, Diane

Child Minding

Type of inspection: Unannounced
Inspection completed on: 23 January 2017

Service provided by:
Heddle, Diane

Service provider number:
SP2003901036

Care service number:
CS2003002360

The service

Introduction

Diane Heddle has been registered with the Care Inspectorate since 2002 to provide a care service for a maximum of six children at any one 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 children of the childminder's family. The shower room and the childminder's bedroom are not to be used for childminding purposes and overnight service will not be provided.

The childminder provides her service from her own home located in the village of Pitmedden, close to local shops and amenities. The children have access to the living room, kitchen/diner, bathroom and hallway. There is a fully enclosed garden at the rear of the property for outdoor play.

Aims of the service include being "committed to provide flexible childcare in a safe, hygienic, pleasant and stimulating environment".

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on the 23 January 2017 between 8:45am and 12:30pm. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminder and the two minded children present. We observed the care given by the childminder and looked at a number of documents including children's records, health and safety procedures and certificates of training.

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.

Views of people using the service

Two children aged between 2 and 3 years were present during inspection. Although the children were too young to talk to us, they appeared happy and settled in the childminder's care. Both children were confident to show us their toys and involve us in their play.

For this inspection we spoke to two parents. The responses from these demonstrated that parents were very happy with the quality of care their child received. Parents told us that it was a very homely service and their child was very settled. Comments included:

- "I am very happy with the service. Diane is very calm and comforting and makes my child feel at home".
- "Diane is very 'mumsie' and my child has settled in really well. My child has come on leaps and bounds and had grown in confidence".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder.

The childminder identified what she thought the service did well and gave examples of how she helped meet the needs of the children in her care. The childminder told us how the parents and children had taken part in the self-assessment process and how their feedback directed the development of the plans for improving the service.

What the service did well

The childminder had a warm and welcoming manner and provided a very homely service which catered well to the individual needs of the children. The children were able to choose from a range of toys and games suitable for their age and stage of development.

What the service could do better

The childminder should ensure children have access to outdoor play in all seasons to support the health and wellbeing of the child. The childminder should continue to access training and new guidance to support and improve the service.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of environment	5 – Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 – Good

Quality of care and support

Findings from the inspection

We found that the childminder had a good understanding of her role and responsibilities in meeting children's care and support needs.

The childminder had developed friendly relationships with parents, and parents were able to share information when they collected their child. The childminder sent texts and photographs to reassure and inform parents. However, the childminder did not record young children's daily routines to ensure a continuity of care. The childminder told us she would be happy to keep a diary for young children.

We previously recommended the childminder developed detailed personal plans to reflect the current needs of individual children. The childminder kept comprehensive records with details to keep the children safe in the event of an emergency. Information about their likes, dislikes and medical needs were collated before the child started at the service and the childminder kept a record of achievement and progress. All records were reviewed with parents at least every six months. This recommendation had been met.

In order to safeguard children, the childminder had attended child protection training and through discussion was able to tell us the correct procedures to follow if concerned about the welfare of a child. A child protection policy was in place to support this. We asked about children's health needs and we looked at her records for administering medication. A policy and procedures were in place to support the safe administration of medication, however, the forms did not record all the relevant information to keep children safe. We provided the childminder with an updated form and she told us she would be happy to use this when required.

During inspection we observed a very positive, nurturing relationship between the children and the childminder. The childminder modelled good language skills and introduced numbers to the children while supporting them to make jigsaws. The children enjoyed playing with each other and were encouraged to share toys.

Parents provided all meals and snack for the children which appeared healthy and nutritious. The childminder promoted a healthy lifestyle and offered the children water or milk to drink which supported good dental health. Regular opportunities were available for the children to access fresh air and the childminder walked with the children to playgroup. The children were appropriately dressed for cold weather and were safe and warm in a pushchair. However, to support physical development, opportunities to play outside in the winter were limited. **(see Recommendation 1)**. The document My World Outdoors, gives examples of inexpensive outdoor play opportunities. This can be found at: <http://hub.careinspectorate.com>.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support the overall health and wellbeing of the child, the childminder must ensure opportunities are available for running around and exploring outdoors in all seasons.

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

Grade: 4 - good

Quality of environment

Findings from the inspection

We found that the childminder had a very good understanding of practices to maintain a safe environment.

The environment was warm, comfortable and supported children's choice with a variety of age appropriate toys available for play in the living room. Meals and snacks were served in the kitchen. The spacious environment supported children's interests and physical development with plenty of room to move freely, participate in energetic play or to relax and play quietly.

Sleep patterns from home were supported to ensure a continuity of care. However, children slept in either a car

seat or pushchair which is not supported by Sleep safe Scotland. To help ensure the safety of the children, the childminder told us she would discuss this with parents and encourage children to use the travel cot. Further information about sleep for young children can be found at: <http://www.scottishcotdeathtrust.org/skyblucms/resources/early-years-guide-update-july-2012.pdf>

The garden was fully enclosed to keep children safe within the boundaries of the property. A variety of toys to support physical development for example scooters and ride on cars were available for play. Risk assessments had been completed for both indoors and outdoors, helping to identify potential hazards and prevent accidents. We made a previous recommendation to ensure children were familiar with the emergency evacuation procedures. The childminder fully described the procedures she would take in the event of an evacuation and we found a record of a completed practice evacuation. Therefore this recommendation had been met.

The childminder made good use of the local environment and attended various groups for example Mainly Music and Book Bugs. This ensured the children were getting to know their local environment and meet other children, helping them grow into responsible, confident individuals.

We noted the childminder followed appropriate infection and control procedures to keep the children safe and well. The children washed their hands in the bathroom before eating, however individual towels were not provided to prevent cross contamination. We discussed using paper towels or individual flannels and the childminder told us she would be happy to do this. We made a previous requirement to ensure disposable aprons were available to deal with bodily fluids and nappy changing. The childminder described appropriate nappy changing procedures and disposable aprons and gloves were easily accessible for use. This requirement had been met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership was good.

The childminder demonstrated a commitment to providing a good quality service. This was evident in her recently developed personal plans to ensure she met the needs of the children in her care. The childminder was

attentive in ensuring children felt included and respected. The outcomes for children using the service were very positive.

The childminder had reviewed her policies and procedures to ensure they were current and supported good practice guidelines. However, the aims and objectives were not clear and easily identifiable to inform and reassure parents. The child protection policy did not reference recent guidance. The childminder immediately amended the documents after inspection.

To help keep children safe and well, the childminder had completed training in child protection, first aid and food hygiene. She was very knowledgeable about possible child protection issues and procedures to follow if concerned. We discussed further training opportunities to support the needs of the children in her care **(see Recommendation 1)**.

The childminder had completed the Care Inspectorate self-assessment to support improvement to her service. We discussed adding more evaluative statements and ensuring the document identified areas for improvement.

The childminder used a variety of methods to involve parents and children in making improvements to the service. Parents and children were encouraged to complete a questionnaire together and the results were very positive. The childminder told us she had planned extra craft activities from a parent/child suggestion. We discussed making the questionnaire more focused on specific areas and ensuring questions were open ended to fully gain parent's and children's views and opinions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To improve outcomes for children, the childminder should develop her knowledge and skills relevant to the children in her care. The Care Inspectorate online service The Hub, provides information about recent guidance and procedures. This can be found at:

<http://hub.careinspectorate.com/>

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

Grade: 4 - good

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

Previous requirements

Requirement 1

The childminder must implement appropriate infection prevention and control procedures, in order to safeguard and protect children. In order to achieve this, the childminder must ensure:

a) an appropriate disposable apron is worn when changing nappies and dealing with body fluids.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 4(1)(a). National Care Standards for Early Education and Childcare up to the age of 16 – Standard 3: Health and Wellbeing

Timescale: Within 1 week of receipt of this report.

This requirement was made on 1 April 2016.

Action taken on previous requirement

The childminder described appropriate nappy changing procedures and disposable aprons and gloves were easily accessible for use.

Met – within timescales

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

Previous recommendations

Recommendation 1

Personal plans should be:

- Further developed to include more detailed information
- Regularly reviewed to ensure they reflect the current needs of individual children.

National Care Standards Early Education and Childcare up to the age of 16. Standard 6: Support and Development

This recommendation was made on 1 April 2016.

Action taken on previous recommendation

The childminder kept comprehensive records with details to keep the children safe in the event of an emergency. Information about their likes dislikes and medical needs were collated before the child started at the service and the children kept a record of achievement and progress. All records were reviewed with parents at least every six months. This recommendation had been met.

Recommendation 2

The childminder should ensure all children are familiar with the emergency evacuation procedure.

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

This recommendation was made on 1 April 2016.

Action taken on previous recommendation

The childminder fully described the procedures she would take in the event of an evacuation and we found a record of a completed practice evacuation. Therefore this recommendation had 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	
2 Feb 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
10 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate

Date	Type	Gradings	
12 Nov 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Dec 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
25 Mar 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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