

Smith, Wilma Child Minding

Type of inspection: Unannounced
Inspection completed on: 16 February 2017

Service provided by:
Smith, Wilma

Service provider number:
SP2003900726

Care service number:
CS2003002104

The service

Introduction

Wilma Smith has been registered with the Care Inspectorate since 2002 to provide a care service to a maximum of six children under 16 years at any one time, 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. Minded children cannot be cared for by persons other than those named on the certificate. Overnight service will not be provided.

The childminder provides her service from her own home located within the coastal village of Whitehills, close to the town of Banff. The property is well situated to access local schools, parks and amenities. The children have access to the living room, kitchen, bathroom and downstairs bedroom for sleep and rest. There is a spacious garden at the rear of the property for outdoor play.

Aims of the service include being committed to provide "a safe and stimulating home environment in which children can feel happy and secure".

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on the 16 February 2017 between 9:30am 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 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 1 and 2 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.

For this inspection we received two completed Care Standards Questionnaires (CSQs). The responses from these demonstrated that parents were very happy with the quality of care their child received. Parents told us the childminder was very supportive and provided a good range of activities for the children. Comments included:

- "I love reading my child's diary and seeing what they get up to. There is a good mix of inside and outside activities".
- "There are plenty of good quality well maintained toys that are interactive and obviously enjoyed. There is also a toy kitchen which my child loves".
- "Wilma is a fantastic childminder who works well with me and who is adored by my child. She runs lots of activities which have helped my child grow and develop".

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 calm and caring manner which she used to reassure and support the children in their care. The children were able to choose from a range of toys and games suitable for their age and stage of development. There was a fully enclosed rear garden with a selection of outdoor play equipment.

What the service could do better

The childminder should ensure the children's records are fully completed and reviewed regularly with parents to help keep the children safe. She should review her methods of recording the children's progress and development using tools such the wellbeing indicators.

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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

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

The childminder used a variety of methods to inform and reassure parents and had developed friendly and positive relationships. For example a comprehensive daily diary was shared with the parents to ensure a continuity of care.

To help keep the children safe, the childminder collated information including the children's contact details and any allergy or medical needs before the child started at the service. However, not all the children's forms were fully completed and were missing doctor and health visitor details. Children's records were not reviewed with parents every six months as required by legislation (**see Recommendation 1**).

In order to safeguard children, the childminder had completed recent child protection training and was able to tell us the correct procedures to follow if concerned about the welfare of a child. We asked about children's health needs and we looked at her records for administering medication. The childminder kept records of when she administered medication with parental signatures; however these were not in line with current best practice procedures. Immediately after inspection the childminder updated her policies and procedures using the document Management of medication in daycare of childcare services. This can be found at:

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

The childminder kept records of the children's development with a monthly update on their progress and personal achievements. However, the information was identical to the information shared on the daily diaries and was time consuming to complete. We discussed reviewing her methods of recording the children's progress and development using tools such the wellbeing indicators.

We observed a very positive, nurturing relationship between the minded children and the childminder. We saw the childminder read books with the children and play with a variety of interactive toys. The childminder gave the children lots of cuddles and the children appeared very confident and happy in her care.

The childminder promoted a healthy lifestyle and provided a snack and lunch menu based on the nutritional guidelines, Setting the table. However, we did not see the children eat snack or lunch and the children were not offered a drink during inspection. Opportunities to access fresh air were available with daily walks to school or nursery. Photographs were displayed showing the children playing outdoors in the mud and in the local woods. This supported the children's physical development and their knowledge of the world around them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure a continuity of care, help meet children's needs and help keep children safe, the childminder must ensure children's records are complete, reviewed and updated with parents every six months or earlier if necessary.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing and Standard 13: Improving the Service

Grade: 5 - very 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.

Toys for the younger children were rotated monthly and the older children could pick from a variety of games and activities stored in a large cupboard in the kitchen. The spacious living room and hallway supported children's interests with plenty of room to play toys and games or to relax and play quietly. A travel cot was set up in a spare room to support children's sleep patterns from home in a safe and comfortable way.

Children were able to run around and play safely on a selection of play equipment to support physical development in the rear garden. A selection of toys and balls were stored in the shed over the winter to help keep them clean and in good condition. The childminder made good use of the local environment and frequently visited local parks and took the children on outings. This ensured the children were getting to know their local environment, helping them grow into responsible, confident individuals.

Risk assessments had been completed for the indoor and outdoor environments, helping to identify potential hazards and prevent accidents. However, parents gave permission for the older children to walk home from school and a risk assessment had not been completed **(see Recommendation 1)**.

An infection and control policy and cleaning and maintenance record were in place to help keep the children safe and well. However, these referenced using anti-bacterial cleaners which is not in line with current best practice guidance. The childminder described appropriate nappy changing procedures and a changing mat and disposable gloves were available for use. However, the childminder did not use a disposable apron but told us she would order some immediately **(see Recommendation 2)**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To help keep children safe, the childminder must complete a risk assessment for all children walking independently to and from school.

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

2. To help keep children safe and well, the childminder should:

- (a) update her infection and control policy in-line with current guidance
- (b) purchase disposable aprons to deal with any bodily fluids or spillages.

The document Infection, Prevention and Control in Childcare Settings September 2015 should be used to review policies and procedures. This is found at:

<http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare-2015-v2.pdf>

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

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 very good.

The childminder demonstrated a commitment to providing a quality service. Her reassuring manner meant that she provided a service that was supportive and caring to the families she works with. The importance of working in partnership with the children and their families was valued. This led to very positive outcomes for children using the service.

To help keep children safe and well, the childminder had completed training in child protection, first aid and food hygiene. The childminder was a member of SCMA (Scottish Childminders Association) and was aware she can access their website to inform her knowledge and practice.

She had completed various e learning courses including an introduction to How children learn and develop. The childminder had also attended Building the Ambition training and was able to describe this supported her practice. She was more aware of how she met the needs of the children in her care and used this as a self-evaluation tool.

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 annual questionnaires which the childminder changed to make them relevant. The results were very positive and parents felt reassured and involved. Children were involved in choosing toys and activities and their opinions and views were listened to during chats at snack time or when playing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

There are no outstanding recommendations.

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	
14 Feb 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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

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