

Brown, Morna **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 30 March 2017

Service provided by:
Brown, Morna

Service provider number:
SP2003906471

Care service number:
CS2003012752

The service

Introduction

Mrs Brown, referred to as 'the childminder' in this report, lives in a detached house in the town of South Queensferry. The ground floor of the house is used for childminding purposes and the children can use the large enclosed garden.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

A statement outlining the aims for her service was available and this included the following information:

- 'To make a commitment to childminding and the children in my care.
- Keep within the requirements of my registration certificate.
- To provide for the health and safety and happiness of the children in my care.'

What we did during our inspection

We wrote this report following an unannounced inspection followed by a second announced visit. This was carried out by an inspector of the Care Inspectorate. The inspection took place on Friday 24 March 2017 and Thursday 30 March 2017. We gave feedback to the childminder on Thursday 30 March 2017.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent four Care Standards Questionnaires (CSQs) to the manager to distribute to relatives and carers of people who used the service. We received three completed questionnaires before the inspection.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the child present
- the childminder.

We observed and viewed:

- the environment
- the childminder's practice and interactions with the child
- the child playing.

We looked at the following evidence:

- evidence from the most recent self assessment
- children's records
- accident and incident records
- written policies and procedures
- childminder's training certificates
- information for parents
- children's development reports based on SHANARRI
- certificate of registration and insurance.

We took account of all of the above information when we evaluated this service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

Views of people using the service

There was one minded child, aged two, present on the second day we visited. They were happy and comfortable in the childminder's care. The child was confident and enjoyed playing with the dolls, feeding them and dressing them. The child asked the childminder to help and play which the childminder responded immediately to. We observed the child having a positive care experience.

We sent out four Care Standards Questionnaires to the childminder to give to parents of children who attend the service. All three parents strongly agreed that overall, they were happy with the quality of care their child received in this service. Comments included:

'Very happy with the service Morna provides both my children.'

'Morna provides a home away from home. My child enjoys going to Morna's house and it is more like she is visiting an 'aunty'. My child is very relaxed but well looked after there.'

'We would like to confirm that we are very happy with the service Morna provides. She is very accommodating and has went out of her way to assist us. Our children are happy with Morna, she is very kind. They have a secure environment to play indoors and out. Hygiene and safety are excellent. Morna communicates to a higher level than other childminders we have used. We are very satisfied.'

Self assessment

We received a fully completed self assessment from the childminder. We were satisfied with the way this was completed and with the relevant information included. We advised the childminder that this form could be adapted throughout the year so a current self assessment remained available.

What the service did well

The childminder continued to provide a service that parents and children were satisfied with. The relaxed and informal atmosphere made the service more homely and parents welcomed this.

What the service could do better

The childminder must work within the conditions of her registration. Parts of the service could be improved by further self-directed learning about current best practice and national strategies such as 'Building the Ambition' and 'Getting it Right for Every Child'.

From this inspection we graded this service as:

Quality of care and support	4 - Good
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

Parents continued to be happy with the way the childminder interacted with them. Information sharing was achieved through daily chats, calls and text messages. This helped the childminder and parents to plan appropriate care and support each day for the children.

Children verbally told the childminder what they wanted to do and she told us she would always try to meet their requests. The young child present on the day we visited had a range of toys and jigsaws to choose from. This child was able to speak and asked the childminder for the bigger dolls which they got out together. The child asked the childminder for support when required and this need was met.

The childminder had consistently updated the information held on children with parents. This made sure that the children's changeable needs were met. We advised the childminder to continue this good practice. Progress reports were written using the national wellbeing indicators (SHANARRI) as a guide. The childminder did not routinely share these with parents so we advised that she begin to. This would provide an ideal opportunity for parents to inform the childminder of things they would like their child to receive support with. Care plans could then be put in place to show how children's progression was being supported during their time using the service.

The parents supplied the children's snacks, meals and drinks for the day, however the childminder would give them extra drinks when needed. The childminder explained that the parents gave the children healthy foods which they enjoyed. The child present was able to select from her lunch box of choices which meant she could eat the contents throughout the day depending on what appealed to her. This respected the child's preferences.

We discussed how the childminder promoted positive behaviour and found that there was scope for some development to the strategies used. We advised that time out was no longer best practice for early years. We gave the childminder some information on promoting positive behaviour and asked her to update her practice in line with this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder was aware of the need to ensure a safe environment for children. She explained how she checked the front door was locked and carried out a visual check of the house. This helped to ensure that the home was a fit place for children to be cared for and there were no dangerous items left in reach of children.

The children had access to the garden, conservatory, walk-through kitchen and downstairs toilet. The home was clean and tidy when we visited. The childminder explained the hand washing and infection control measures that were in place to help reduce the spread of infection. The childminder had a dog which was kept upstairs when minded children were present. These arrangements helped to maintain the health and wellbeing of the children.

Since the last inspection the conservatory construction had been completed. The children had a good-sized space with a table to do activities and eat at. The couch and rug area provided spaces where children could play and relax in comfort. The unit with toy boxes supplied children with choices of items to play with.

The child present enjoyed sitting on the couch on the childminder's knee and having a cuddle as they chatted together. This relaxing and nurturing time would help the child to feel at ease, comfortable and calm.

The childminder kept registers of the children attending. This helped her to ensure that she kept to the number of children permitted in the home and was useful for fire evacuations which she tested regularly. This meant the children were able to become more aware of their safety and what to do in an emergency.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was a member of the Scottish Childminding Association and had made links with other local childminders. This gave her support and opportunities to discuss current affairs in the childcare sector and seek advice.

We established that the childminder had allowed her husband to drop a minded child off at an after school activity. We informed her that her husband could not help with the children unless he was a named assistant on her certificate and requested that this arrangement stop. The childminder must adhere to the conditions of her registration. See requirement one.

At the last inspection we recommended that the childminder update the child protection policy to include the correct number for her area. This recommendation had been met and we found that the childminder was confident in calling for any advice needed or to report concerns.

Whilst discussing the differences between child protection and wellbeing concerns that would be part of the GIRFEC framework we found the childminder needed to become more informed about GIRFEC and her responsibility as a professional carer for children. See recommendation one.

The childminder had attended some courses since our last visit such as child protection, GIRFEC and 'Building the Ambition'. Whilst it was encouraging that the childminder was attending courses she was unable to identify what added value this had brought to her service and her practice. We advised her to revisit the 'Building the Ambition' document and consider how she could use it to improve the self-evaluation of the service overall. See recommendation two.

Requirements

Number of requirements: 1

1. The provider must adhere to the conditions of the service's registration and ensure her husband does not help to care for the children without being a named assistant.

Timescale: We informed the childminder on the first day of our inspection that this was an immediate requirement.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) - A requirement to make proper provision for the health, welfare and safety of service users

Recommendations

Number of recommendations: 2

1. We provider should familiarise herself with 'GIRFEC' and the children's 'named person' framework for information sharing across agencies. She should continue to use the SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Responsible, Respected and Included) wellbeing indicators to complement her assessment of individual children where relevant. This will ensure the service adheres to new legislation surrounding the Children and Young People (Scotland) Act (2014) available at URL: <http://www.legislation.gov.uk/asp/2014/8/contents/enacted> and help to keep children safe.

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

2. The provider should ensure they use the 'Building the Ambition' National best practice document to inform and improve their practice. Using this document to consider what the service does well and what could be better would help to further improve outcomes for children.

National Care Standards, Early Education and Childcare, Standard 5 - Quality of Experience, Standard 14 - Well-managed Service, Standard 12 - Confidence in Staff.

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

It is recommended that Mrs Brown revise her Child Protection Policy to show clearly the agency she would contact in the event of any child protection concerns.

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

This recommendation was made on 2 July 2013.

Action taken on previous recommendation

The policy had been updated and the correct numbers were noted. This recommendation was 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 Jul 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
20 Jun 2012	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed
16 May 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	Not assessed
26 May 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
1 Jun 2009	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
	Announced (short notice)	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.