

Bleakley, Jessica **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 21 March 2017

Service provided by:
Bleakley, Jessica

Service provider number:
SP2009975730

Care service number:
CS2009233255

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Mrs Bleakley is registered as a childminder to care for a maximum of five children at any 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.

Mrs Bleakley has a current time limited variation to these numbers of children as follows:

From 11 January 2017 to 31 August 2018 on one and a half days per fortnight, care can be provided to a maximum of five children at any time under the age of 16, of whom no more than four 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.

This variation applied to specific named children detailed on the variation application of 26 September 2016.

Mrs Bleakley provides a childminding service from her home in Larbert. The premises are well located for local amenities including primary school, nursery, shops, parks and soft play facilities. Mrs Bleakley currently provides a childminding service for three children ages ranging from 17 months to three years. All children attend on part-time placements. There were two children aged 17 months and two years present during our inspection as well as the childminder's own daughter aged 16 months.

In summary, the main aims of the service are to provide a wide variety of activities to meet the needs of children for their ages and stages of development.

A full statement of aims and objectives is available from the service on request.

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.

What we did during our inspection

We wrote this report following a short notice announced inspection. The inspection took place on Tuesday 21 March 2017 between 9:15 and 11:15 hours. The inspection was carried out by a Care Inspectorate Early Years Inspector.

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

We sent three Care Standards Questionnaires to the childminder to distribute to parents. We did not receive any completed questionnaires before writing this report.

During this inspection process, we spoke to the childminder and the children in her care. We considered the experiences and activities available to children. We looked at some policies, procedures and records that gave some indication of how the childminder managed her service and planned to meet the individual needs of children in her care. We considered how the childminder promoted positive outcomes for children linked to the SHANARRI wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included).

Views of people using the service

There were two children aged 17 months and two years present during our inspection. The children were too young to formally give their views however we observed them to be relaxed and confident in the setting and in their relationships with the childminder. They played well with the toys and activities available including play dough and small world toys.

Self assessment

The childminder did not submit an up to date self-assessment before this inspection. This may have been due to maternity leave arrangements. We agreed that the childminder should ensure that she completes and submits a self-assessment for future inspections.

What the service did well

The childminder provided a flexible and reliable childcare service for families. She provided a warm and nurturing environment for children who were relaxed and happy in her care. She provided a good range of activities and experiences that contributed to children being safe, healthy, active and included in their community.

What the service could do better

The childminder should take forward areas for improvement set out in this report. For example, to improve overall management she should review and update policies and procedures to take account of current good practice guidance. She should start to refresh her skills and learning on early learning and childcare matters, for instance through training, reading and other learning opportunities. She should take forward an application for variation to conditions of registration as highlighted.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We found that the quality of care and support was good.

We found that the childminder knew the children in her care well and planned care and learning experiences to meet their individual needs. She had developed good personal plans that showed how she supported children to achieve new skills or progress through developmental stages. She shared these with parents and worked in partnership with them to promote consistency and continuity of care where appropriate. For example, she had supported children to make the transition from sleeping in a buggy to a cot. This was in line with current good practice guidance from the Scottish Cot Death Trust and helped to keep children safe and healthy. She was supporting children to develop social skills such as sharing and taking turns and with their speech, language and communication. We saw this in practice when she encouraged children to share, engaged them in reading stories and chatted to them throughout their play. Such activities supported children to respect others, to achieve new skills and to be responsible. In some cases, parents had emailed their comments and this showed that they had been consulted on developing and reviewing personal plans. We advised that where this was not possible, then the childminder should encourage parents to sign plans to show agreement or to identify any next steps. We also encouraged the childminder to consider how she could further develop her use of the wellbeing indicators in personal plans and link these to outcomes for children.

We saw that the childminder provided warm, responsive care to the children present during our visit. She supported their play, interaction and communication skills in a positive way. There was evidence that children benefited from a good range of activities and experiences suited to their needs, interests and developmental stages. Activities promoted children's health and well-being and supported them to achieve new skills and learning. For example, children enjoyed a variety of play opportunities outdoors and in the community. These included walks, outings to parks and to soft play. This enabled children to develop their physical skills and co-ordination by being active. They were able to explore and be included in their community. Children also enjoyed various activities at home, including role play, dressing up, baking, play dough and arts and craft, songs and dance. Through these, children were supported to be healthy, respected and responsible, for example, learning to take turns through playing co-operatively together. We discussed how the childminder could collate evidence of children's experiences over the year to show how she promoted positive outcomes linked to the wellbeing indicators, for instance, interactive year book or similar.

The childminder held some useful written information about children, including parent contact details, health needs or allergies. We advised that records must include the name, address and telephone number of each child's general practitioner. The childminder agreed to obtain and record this information on file.

The childminder had a medication policy and procedure in place and advised that she used SCMA forms for record keeping. We sign posted the childminder to current good practice guidance for managing medication in her service and new, updated forms for record keeping. We advised that she should review and update her medication procedures and recording system in line with this guidance. For example, including that she would not give the first dose of a new medication to a child and recording reason for judgement if giving 'as required' medication. The childminder agreed to take this forward.

The childminder had a child protection policy in place and was aware of her responsibilities in this area although it would be useful to update and refresh training. She should add the contact details of relevant agencies to her policy and procedures.

References:

Management of medication in day care and childminding settings available at www.careinspectorate.com or www.hub.careinspectorate.com

Records childminding services must keep and guidance on notification reporting available at www.careinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We found that the quality of the environment was good.

Children were cared for in comfortable, safe and homely surroundings. The childminder made good use of the space available in her home, garden and wider community to provide a range of activities and experiences for children. For example, during our visit, children mainly played in the lounge area where they enjoyed exploring play dough at the table and then building with blocks and playing with small world toys. They cuddled up on the sofa for a story and liked pointing at the pictures and practising their words. The childminder had a good range of toys and equipment suitable for the ages and stages of children in her care. These were accessible to promote children's choice. We sign posted the childminder to some good practice guidance and information about developing natural and sensory play resources for young children and encouraged her to consider how she could further develop this aspect of play.

We saw that the garden area was fully enclosed and suitable for outdoor play. It was evident from photographs that children had good opportunities to be active in the outdoor environment both in the garden and community. We sign posted the childminder to current good practice guidance, 'My World Outdoors' to help her consider ways of further developing outdoor learning experiences.

The childminder had carried out a risk assessment for her home and put some measures in place to reduce risks where possible. For example, she had a fire blanket in place and stored toxic materials out of children's reach. She also had a sick child policy in place which included recommended exclusion periods. These measures should help to keep children safe and healthy. However, the childminder should now develop a clear policy and procedure for infection control. She should detail how she maintains a clean and safe environment and include nappy changing procedures. We sign posted the childminder to current infection control guidance and advised that gloves and aprons should be worn to reduce the risk of infection.

The childminder used SCMA recording systems for accidents and incidents and advised that she would share relevant information with parents as required.

References:

Infection prevention and control in childcare settings (Daycare and Childminding Settings) available at www.hub.careinspectorate.com

My World Outdoors available at www.hub.careinspectorate.com, www.theimaginationtree.com

Building the Ambition available at www.hub.careinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We found that the quality of staffing was good.

The childminder's husband was named on the certificate of registration as an assistant. We discussed his roles and responsibilities and found that there was very limited involvement in day-to-day childminding. This generally consisted of assisting on outings or collecting his children from nursery to enable the childminder to stay at home. The childminder was present to monitor any involvement with minded children to ensure that this was in line with her policies and procedures. The childminder advised that her assistant had relevant skills, experience and training through his work, for example, first aid and child protection. We advised the childminder that she should develop a statement of roles and responsibilities for the assistant and share this with parents as appropriate. Based on the limited involvement and information provided we were satisfied that practice in this theme was good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership of the service was adequate.

The childminder had returned to childminding following a period of maternity leave. She provided a service for two families who were well-known to her and provided reliable and flexible care. The childminder used mainly informal ways of involving parents and inviting their feedback, for example, daily connect app for sharing information and daily discussions. We thought that the childminder could further develop ways of evaluating her service and involve parents and children where possible. This could enable her to look closely at what was working well and if there were things that should be developed or improved. She could consider using the wellbeing indicators and current good practice guidance, 'Building the Ambition' to support self-assessment and planning for improvement.

The childminder had a range of useful policies and procedures in place that provided a framework for managing her service in a professional way. However, we agreed that she should review these and update them to take account of new legislation or guidance. For example, medication, infection control and complaints (the latter still referred to the Care Commission) (see recommendation 1).

The childminder was a member of the Scottish Childminding Association (SCMA). She explained that she got information by post and had access to the internet for training or development. The childminder had done some relevant training in the past, for example, food hygiene and first aid however the latter certificate had expired. We agreed that the childminder should update this as soon as possible. We sign posted the childminder to a range of current guidance and good practice documents and thought that she would benefit from some up to date learning to keep her skills and knowledge up to date. We discussed how she could record her learning to show how she uses this in practice and how this benefits children and families. Working from a position of current best practice should help her to continue to develop her service and contribute to positive outcomes for children (see recommendation 2).

The childminder was granted a variation from 11 January 2017 to August 2018 to be able to care for a maximum of four children not yet attending school (including her own) on one and a half days per fortnight. When we explored current attendance patterns it emerged that whilst she did not care for any more than four children at any one time, due to parents working patterns, this could be on two and a half days per fortnight. Whilst there may have been some confusion over numbers, we agreed that the childminder must be clear about and comply with conditions. We agreed the best way forward was to apply for a variation to have this addressed as soon as possible and gave advice on how to take this forward as a matter of priority.

We were satisfied that there were positive outcomes for children using this service and therefore awarded a grade of adequate. However we recognised that improvements should be made to the overall management of the service as detailed in this report.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should review and update policies, procedures and where appropriate, recording systems to take account of current good practice guidance and information detailed in this report. This would include as a priority:

- Management of medication
- Infection control and Nappy changing
- Complaints procedure
- Child Protection

Reference: National Care Standards Early education and childcare up to the age of 16 Standard 14 Well-managed service 14.2.

2. The childminder should aim to update her first aid training. She should demonstrate how she keeps up to date with current good practice guidance and how this informs her practice.

Reference: National Care Standards Early education and childcare up to the age of 16 Standard 14 Well-managed service and 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

Mrs Bleakley should continue to further develop her work with children's personal plans. These should clearly demonstrate how the service takes account of children's individual needs and interests. Plans should be regularly reviewed with children and parents as needs and interests change.

This recommendation was made on 21 August 2012.

Action taken on previous recommendation

The childminder had taken action to develop personal plans as reported in Quality of Care and Support.

Recommendation 2

Mrs Bleakley should establish a specific infection control policy and introduce a record for cleaning and maintenance of equipment used in the childminding service.

This recommendation was made on 21 August 2012.

Action taken on previous recommendation

There was no evidence to show progress in this area. We report on policies and record keeping in Quality of Management and Leadership and make a recommendation for improvement.

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	
21 Aug 2012	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
24 May 2011	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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