

Crawford, Tracey Child Minding

Type of inspection: Unannounced
Inspection completed on: 5 April 2017

Service provided by:
Crawford, Tracey

Service provider number:
SP2003910582

Care service number:
CS2003016447

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 Crawford is registered as a childminder to care for a maximum of six 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 Crawford provides a childminding service from her home in Polmont. The premises are well located for local amenities including primary school, nursery, shops, parks and soft play facilities. Mrs Crawford currently provides a childminding service for eight children ages ranging from seven months to six years. All children attend on part-time placements. There were three children ages two and six years respectively present during our inspection.

The main aims of the service included:

- To provide a flexible and reliable service designed to meet the needs of children accessing the service.
- To provide care in a warm and stimulating environment, ensuring the social, emotional and educational needs of children are met.

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 an unannounced inspection. The inspection took place on Wednesday 5 April 2017 between 09:20 and 12:00. 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 and self-assessment 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 received one completed questionnaire 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 three children present during our inspection. The children were relaxed in their environment and confident in their relationships with each other and the childminder. Children told us about some of the activities they enjoyed and places they visited. These included; playing football and basketball, hide and seek, going to the park and "playing games and stuff."

In the care standards questionnaire we received, parents strongly agreed that they were overall happy with the quality of care and support their children received at the service. They strongly agreed that they were happy with the range of activities, the quality of the environment and their level of involvement in the service.

Self assessment

The childminder submitted a completed self-assessment for her service. The childminder told us about some of the things she did well and some areas she planned to develop in her service. This provided a useful insight to the service before we carried out our inspection.

What the service did well

The childminder provided a caring and nurturing environment where children were relaxed and enjoyed a range of stimulating activities. She made effective use of the community to support children to be healthy, active and included. She planned well to meet children's individual needs and this contributed to positive outcomes, for example, children learning new skills and developing confidence and independence.

What the service could do better

The childminder should review and update her policies and procedures to bring these in line with current good practice guidance where appropriate, for example, medication. The childminder should continue to look for opportunities to keep her skills and knowledge up to date, for instance, through training, reading or other learning.

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 quality of care and support was good.

In questionnaires, parents strongly agreed that the childminder asked for their views about how they wanted their children to be cared for and involved them in reviewing this information regularly.

We found that the childminder gathered a range of relevant information about the children in her care and used this well to develop routines and activities to meet their individual needs. She had developed personal plans for children that showed how she supported them individually and some of the progress and outcomes achieved. A good example of practice was using makaton cards and signs to support children's communication. This helped children to express their needs better and to ensure they felt respected and included. We sign posted the childminder to some other relevant guidance that could further support this area of work. Other evidence showed children being supported to achieve outcomes such as self-care skills, numeracy and literacy skills and social skills. For example, we saw children learning to share, take turns and play co-operatively during a game of monopoly. We saw them developing mark making and fine motor skills during painting and craft activities. We discussed how the childminder could further develop personal plans to link with the wellbeing indicators. She could also consider using photographs in folders to show evidence of individual experiences linked to the plans in place.

There was a range of evidence to show that children had a wide variety of experiences to encourage them to be safe, healthy and active. For example, they told us that they liked to play outdoors, go to parks and play on the climbing frame and fireman's pole. They were aware of rules to keep safe at home and in the community. Children brought their own snacks and packed lunches, however we saw that they sat at the table and were able to develop their independence and social skills at this time. The childminder was warm and attentive to children's needs during our inspection and it was evident that children were confident and relaxed in her care.

The childminder was aware of her roles and responsibilities in protecting children and had updated her training in this area since our last inspection. The childminder had appropriate record keeping in place for accidents and incidents and shared this information with parents.

We found that medication policies, procedures and record keeping could be further improved. For example, updating the policy to take account of current good practice guidance and clearly stating the dosage to be given whilst at the service. The time of administration of medication should also be clearly recorded. The childminder agreed to take this forward.

(Recommendation 1)

References:

Management of Medication in Day Care and Childminding settings available at www.hub.careinspectorate.com

Ready to Read available at www.careinspectorate.com

Words Up available at www.highlandliteracy.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should review and update her management of medication policy and procedure taking into account current good practice guidance. She should improve recording of medication to ensure that she records:

- a) clear instructions for dosage required within the service times
- b) dosage and times of administration within the service
- c) reason for judgement if giving an "as required" medication

National Care Standards Early Education and Childcare up to the age of 16 years - Standard 3 Health and wellbeing

Grade: 4 - good

Quality of environment

Findings from the inspection

We found that the quality of the environment was very good.

Children were cared for in a clean, safe and comfortable setting. The childminder made very effective use of the space in her home and wider environment to meet children's individual needs and routines. For example, we saw children enjoying a board game in the lounge area before having a snack and then doing arts and crafts in the kitchen. They later played in the play room, making up their own games as well as doing puzzles. Play equipment was varied and accessible to promote children's choice. Children told us that they were going to the Emergency Services Day at the Helix and also visited other parks and soft play areas in the community. Evidence showed that through wide and varied experiences, children were given opportunities to develop their skills, for

instance, sharing and taking turns, fine motor skills and physical skills and co-ordination. This contributed to positive outcomes linked to the wellbeing indicators, for example, children being active, respected and included.

The childminder had a wide range of safety measures in place to help reduce any risks to children in her home. For example, she used safety gates at appropriate points within the home and stored toxic materials in a safe place. She had a pet policy in place and described procedures designed to keep children safe, for instance supervised contact and ensuring the garden was free of any dog mess before children used this area. Children were familiar with fire drill procedures and told us what they would do in an emergency. There were also learning skills to keep safe in the community, such as road safety and staying together on outings.

We sign posted the childminder to some good practice guidance about sensory and natural play resources for younger children. The childminder was planning to further develop resources and experiences in this area.

References:

www.theimaginationtree.com

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

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 of the service was good.

The childminder used her experience, skills and knowledge well to promote positive outcomes for children and families using her service. She kept core training including First Aid and child protection up to date so that she was working from a position of current good practice in keeping children safe. The childminder also had a range of good practice guidance available that she could use to inform or develop her service. For example, she advised that she planned to further develop sensory play for younger children. Through attendance at a local childminding group, the childminder was able to network with colleagues, share ideas and keep up to date with childcare matters. Children also benefited from attending this group, for example, scope for different activities

and developing social skills. We encouraged the childminder to keep a fuller record of her continuous professional development (training, reading or other learning) to show what she does as a result and how this benefits children and families.

The childminder had a range of relevant policies and procedures in place to support the effective management of her service. However we agreed that these should be reviewed and updated to take account of current good practice guidance and legislation where appropriate. For example, medication and changing references to the Care Commission. We sign posted the childminder to the Care Inspectorate Hub website for ease of access to a range of relevant publications.

We sign posted the childminder to the document: Records childminding services must keep and guidance on notification reporting. We advised that she must submit a notification for 'person on childminding premises reaches the age of 16 years' so that relevant checks could be done. We also advised that she must keep a register of children's attendance in her service.

The childminder used mainly informal methods to seek feedback from parents and children. Children had choice over daily activities and parents could give feedback via the whatsapp system or daily discussion. She also reviewed children's personal plans with parents at routine intervals. This helped to ensure that parents and children's views were respected and that they were included in decisions. The childminder could continue to consider ways that she could evaluate her service against current good practice guidance and new standards when these become available for use.

References:

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

Management of Medication in Day Care and Childminding Services available at www.hub.careinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

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

Previous requirements

Requirement 1

Mrs Crawford must keep a record of the following matters in respect of each service user:-

- a) the service user's name, address and date of birth
- b) the name, address and telephone number of the service user's next of kin or of any person authorised to act on behalf of the service user
- c) the name, address and telephone number of the service user's general practitioner; and
- d) the date on which the service was first provided to the service user

This is in order to comply with SSI 2002/114 Regulation 19(1) Timescale for implementation - within one week of receipt of this report

This requirement was made on 30 April 2013.

Action taken on previous requirement

This had been met.

Met - within timescales

Requirement 2

The provider should improve management of medication in the service. In order to do this the provider should:

- Use the guidance document; Management of Medication in Day Care and Childminding Services to review and update policies and procedures on managing medication. This should bring these up to date and in line with current good practice guidance.
- Ensure that consent to administer medication records include the date, dosage, time and reason for giving the medication. Administration of medication records should clearly correspond with consent or reasons recorded for any deviation. The provider should follow any stated policy and seek parents' countersignature on records where appropriate.

This is in order to comply with SSI 2002/114 Regulation 4(1)(a) - a requirement to make proper provision for the health and welfare of service users. Timescale for implementation - within one month of receipt of this report

This requirement was made on 30 April 2013.

Action taken on previous requirement

Some improvement had been made to recording using the Scottish Childminding Association record keeping system however this needed further improvement and policies and procedures had not been updated. We report on this in Quality of Care and Support.

Not met

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	
30 Apr 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
12 Aug 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
4 Aug 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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 ਵਿੱਚ 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.