

# Williamson, Jenny

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 12 May 2017

**Service provided by:**  
Williamson, Jenny

**Service provider number:**  
SP2008972588

**Care service number:**  
CS2008192327

## The service

### Introduction

Jenny Williamson has been registered with the Care Inspectorate since 2009, to provide a care service to a maximum of 4 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school, and of whom no more than 1 is under 12 months. Numbers are inclusive of children from the childminder's family. The upstairs bedroom and the front garden are not to be used for childminding purposes and children using the garden to the rear of the property must be fully supervised at all times. Overnight service will not be provided.

The childminder provides her service from a terraced property located within the Mastrick area of Aberdeen. The property has an enclosed rear garden and is well situated to access local schools, parks and amenities. The children play games and relax in the living area and have access to an upstairs bathroom.

Aims of the service include being "committed to provide children with a safe and stimulating environment that both parents and children are happy with".

### What we did during our inspection

We compiled this report following an unannounced inspection, which took place on the 12 May 2017 between 2:30pm and 5:30pm. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminder, the minded children present and the childminder's grandchildren. 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 minded children aged 4 years and 7 years were present during inspection. The children told us they enjoyed going to the childminder and playing with the toys. Comments included:

- "I like coming to Jenny's. She has lots of toys and I like playing with the Lego. We get healthy food for snacks. Cereal, fruit and sometimes pancakes and donuts for a treat".
- "I like playing with the buggy".

For this inspection we received one completed Care Standards Questionnaire (CSQ). Comments were very positive and parents told us they were happy with the level of care given to their child:

- "Her home is smoke and pet free. She cleans her house a lot and has a variety of toys, including learn and play toys, dolls prams, little kitchen and accessories and a variety of different books. I am very happy with the service".

## Self assessment

The childminder submitted a self-assessment to the Care Inspectorate but this did not provide evidence of how they plan to develop the service in a systematic way. The assessment of the service showed that the childminder had not fully reflected on the quality of service they provide.

## What the service did well

The childminder was caring and had developed positive relationships with the children in her care. Children were able to access fresh air with daily walks to the local school. The childminder had completed recent training to help keep children safe and well.

## What the service could do better

The childminder should develop children's personal files to ensure current and relevant information is recorded to help meet children's needs and keep them safe. The childminder should ensure children are kept safe on the journey home from school and are aware of any dangers.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

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

The childminder knew her families well and shared information when children were collected.

To help keep the children safe, the childminder collated information including the children's contact details and any medical or allergy information before the child started at the service. However, the information recorded for each child was weak and very limited and did not show children's progress, likes, dislikes or preferences to support the welfare of the child and provide a continuity of care. A recommendation had been made at the last inspection to ensure the recorded information was regularly reviewed with parents. This had not been done so we were unable to ascertain if the information was up to date and reflected children's current needs **(see recommendation 1)**.

The childminder had attended recent child protection training and had a basic understanding of child protection issues and the procedure to follow in the event of any concerns. However, the child protection policy was very

muddled and difficult to follow. This meant children were not adequately safeguarded in the event of dealing with a child protection concern **(see recommendation 2)**.

We looked at her records for administering medication. There had been no children requiring medication, however recording forms and a policy were in place to support the safe administration of medication.

We observed a nurturing relationship between the childminder and the children in her care. The childminder chatted with the children when they were playing helping them feel happy, included and part of the family.

The childminder promoted a healthy lifestyle and provided healthy snacks for the children. During inspection, the children chose cereal and grapes for snack after school. The children were offered water or milk to drink which supported good dental health.

Regular opportunities were available for the children to access fresh air when walking home from school. During inspection, the minded child cycled home accompanied by the childminder and other children. The childminder had a weak understanding of ensuring the child was kept safe and well when cycling on busy roads and footpaths. The minded child did not wear a cycle helmet to help prevent head injuries in the event of falling and at times did not hold the handlebars **(see requirement 1)**.

## Requirements

**Number of requirements: 1**

1. In order to safeguard children and to help prevent an accident, the childminder must ensure children are aware of the risks when cycling near roads or on public footpaths and ensure children wear a helmet to protect their head in the event of an accident

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1)(a).

**Timescale: with immediate effect on receipt of this report.**

## Recommendations

**Number of recommendations: 2**

1. To ensure children's care and support needs are met, children's personal plans should be developed to ensure information is available to support the welfare of the child and reviewed 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 14: Well-Managed Service

2. To safeguard the welfare of children, the childminder must update her child protection policy to ensure it is easy to understand.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing and Standard 14: Well-Managed Service

**Grade: 2 - weak**

## Quality of environment

### Findings from the inspection

We found that the childminder had an adequate understanding of practices to maintain a safe environment.

The environment was clean, warm and comfortable. However the sofas were very cluttered and untidy making it difficult for children to relax and play safely. The living room supported children's interests with a variety of toys to play with or a selection of books to relax and read. However, although the older children enjoyed playing with the toys available, there were limited age appropriate resources for older children to play with **(see recommendation 1)**.

The childminder made good use of the local environment and walked to school every day, visited local parks and had regularly attended local playgroup activities organised in the community hall. During inspection we visited the local library. This ensured the children were getting to know their local environment, helping them grow into responsible, confident individuals.

At the last inspection, we made a requirement for the large chute in the garden to be tethered to the ground to help prevent a potential accident. We found this had not been completed. The childminder told us the chute had not been used over the winter and the pegs had been removed for storage **(see requirement 1)**.

As previously recommended, robust risk assessments had not been completed for outdoors to help identify possible hazards which may cause an accident **(see recommendation 2)**.

To help keep the children safe and well, the childminder had attended recent first aid training and was able to describe how to deal with minor scrapes and more serious emergencies. She had a well-stocked first aid kit which was checked regularly for out of date products. Accidents and incidents were recorded appropriately and parents informed.

The children were encouraged to wash their hands in the bathroom before snack. The childminder followed best practice procedures and provided liquid soap and individual flannels to help prevent cross contamination. However, lots of products including mouthwash and shampoo were not stored safely out of children's reach. The childminder told us she would put these away into a box or cupboard.

### Requirements

#### Number of requirements: 1

1. To help prevent an accident and ensure the safety of the children, the childminder must ensure the garden chute is fixed to the ground.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1)(a).

**Timescale: with immediate effect on receipt of this report.**

## Recommendations

### Number of recommendations: 2

1. In order to provide good quality experiences for children, the childminder should ensure that activities and experiences are suitably motivating and challenging.

National Care Standards Early Education and Childcare up to the age of 16. Standard 5: Quality of Experience

2. In order to maximise children's safety, the childminder should ensure that risk assessments are developed, reviewed and updated and appropriate action is taken to reduce/eliminate potential risk to children. Dates of reviews and updates should clearly be recorded. This should include a risk assessment for walking children to school.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment and Standard 14: Well-Managed Service

**Grade:** 3 – adequate

## 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 weak.

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 used their site to help develop her records for the children and the files were kept securely in a locked filing cabinet. This ensured confidential details could not be accessed by unauthorised individuals, ensuring the safety of the children.

To ensure the health and wellbeing of the children the childminder had attended recent training on first aid, child protection, food hygiene and infection control training. However, we were unable to see the impact of the training on the childminder's practice. The childminder had not undertaken other training opportunities or accessed current guidance to improve her knowledge and skills to fully support the needs of children (**see recommendation 1**). Current guidance and documents can be found on the Care Inspectorate Hub found at: [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com).

The childminder had developed a range of policies to support her in delivering her service. However, these had not been updated and small changes advised at the previous inspection had not been made. This meant parents did not have clear information on the service provided to enable them to accurately evaluate the service (**see recommendation 2**).

The childminder completed the Care Inspectorate self-assessment to support improvement to her service. However, the document could have been more evaluative and identified areas for improvement. We advised the childminder apply for a variation to remove an old condition on her registration certificate to ensure the information available for parents is current.

Parents were informed about their child's progress through verbal feedback and text messages. She had issued a questionnaire to parents to involve them in making improvements to her service and overall the comments were very positive.

As previously recommended, the childminder did not fully involve the older children in planning activities or suggesting ways to improve the service. We discussed methods that would further their involvement in the service for example drawings and mind maps. Therefore, this recommendation has been restated (**see recommendation 3**).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. To improve outcomes for children, the childminder should develop her knowledge and skills to help keep children safe and ensure their individual needs are met.

National Care Standards Early Education and Childcare up to the age of 16. Standard 12: Confidence in Staff and Standard 13: Improving the Service

2. To ensure parents have clear and accurate information, all policies should be reviewed and checked to make sure they refer to current guidance and procedures.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service

3. To support improvement to her service, and improve outcomes for children, the childminder should evaluate her practice and seek ways of developing the service. This should include continuing to develop ways of involving children and their families in evaluating and developing the service.

National Care Standards Early Education and Childcare up to the age of 16. Standard 13: Improving the Service and Standard 14: Well-Managed Service

**Grade:** 3 - adequate

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

### Previous requirements

#### Requirement 1

To help prevent an accident and ensure the safety of the children, the childminder must ensure the garden chute is fixed to the ground.

This is in order to comply with Scottish Statutory Instrument 2011/210 Regulation 4 (1)(a).

**Timescale: with immediate effect on receipt of this report.**

**This requirement was made on 6 July 2016.**

#### Action taken on previous requirement

The large chute in the garden was not tethered to the ground to help prevent a potential accident. The childminder told us the chute had not been used over the winter and the pegs had been removed for storage.

**Not met**

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

### Previous recommendations

#### Recommendation 1

To ensure children's care and support needs are met, children's records must be updated 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 14: Well-Managed Service

**This recommendation was made on 6 July 2016.**

#### Action taken on previous recommendation

Children's records had not been updated within the last six months. Records were very limited and did not contain enough information to support the welfare of the child. This recommendation has been restated.

#### Recommendation 2

In order to maximise children's safety, the childminder should ensure that risk assessments are developed, reviewed and updated and appropriate action is taken to reduce/eliminate potential risk to children. Dates of



reviews and updates should clearly be recorded.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment and Standard 14: Well-Managed Service

**This recommendation was made on 6 July 2016.**

#### Action taken on previous recommendation

The childminder did not have risk assessments in place in order to safeguard children. This recommendation has been restated to include a robust risk assessment for children walking home from school.

### Recommendation 3

The childminder should evaluate her practice and seek ways of developing the service. This should include continuing to develop ways of involving children and their families in evaluating and developing the service.

National Care Standards Early Education and Childcare up to the age of 16. Standard 13: Improving the Service and Standard 14: Well-Managed Service

**This recommendation was made on 6 July 2016.**

#### Action taken on previous recommendation

The childminder had completed the Care Inspectorate self-assessment however, this was not evaluative and did not identify areas for improvement.

The childminder had developed questionnaires for parents but the information gathered was very limited. She should further develop ways to involve parents and children in evaluating and developing her service. This recommendation has been restated.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
6 Jan 2017	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 1 - Unsatisfactory
6 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
16 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
28 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
20 Aug 2014	Re-grade	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory Not assessed Not assessed 2 - Weak
19 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate Not assessed
6 Jun 2013	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory Not assessed
8 Aug 2012	Unannounced	Care and support Environment Staffing	4 - Good 3 - Adequate 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
10 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
22 Jul 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak 1 - Unsatisfactory 1 - Unsatisfactory Not assessed

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.