

Ashley James Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 May 2017

Service provided by:
James, Ashley

Service provider number:
SP2011983132

Care service number:
CS2011305079

The service

Introduction

The service is provided from the childminder's own home in the town of Cupar in Fife. The house is a semi detached villa with a fully enclosed garden adjacent to the property. Children using the service have access to the ground floor of the house. The living room is the main play area for the children with occasional use of the kitchen. Access to the garden is through the living room.

The childminder aims to give a high standard of safe, clean, age appropriate care to children ranging from birth to 16 years old, "I will do games, activities and quiet time in my house. I have an enclosed garden for use on nicer days as well as a large park just across the road".

On the day of the inspection there was one young child using the service. The childminder has an additional three children who use her service.

The childminder is registered to provide a care service to a maximum of seven children at any one time under the age of 16 of whom no more than six may be under 12, 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.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 11.00am and 1.20pm on 18 May 2017. The inspection was carried out by a Care Inspectorate Early Years Inspector accompanied by a member of the admin team.

During this inspection we spoke to the childminder and we observed the care given to the one young child who was in the service at the time. We looked at a number of documents including records for individual children, service policies and medication records.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), 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 Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

Following the inspection we spoke to parents who told us that they were very happy with the quality of care received by their children. They told us:

"I am very happy with the way my children were helped to settle in."

"The children have a good range of activities each day and day trips during the holidays."

"I get good verbal feedback each day."

Self assessment

The childminder had not submitted a self-assessment in advance of the inspection.

What the service did well

The childminder offered good outdoor experiences to children. They had regular outdoor play in the childminder's garden and out in the local parks and natural areas around the town. The children were encouraged to plant and grow fruit and vegetables which they then were able to eat in meals and snacks.

What the service could do better

During the inspection we identified a number of areas where we considered the childminder could improve her service. There were areas of recording that were not fully completed and were not up to date.

We saw that the childminder had no way of recording the learning and achievement of the minded children. We asked that the childminder complete training in child protection which would help her to understand the potential risk to children and how to respond in the case of a child protection concern arising.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

The childminder had a kind and warm relationship with the children and families she worked with. She told us that she aimed to provide a "home from home" service to children and families. She met with parents in advance of children coming into her service. She planned a series of meetings and visits which were tailored to meet the needs of the individual children.

She gathered information which was used to help follow the routines of the children. This was recorded on an All About Me sheet which detailed the likes and dislikes of the children. We asked the childminder to add dates to this and review it regularly with parents to ensure that the information was current and accurately reflected the stage and interests of the children. The childminder had contact details and medical information recorded for each child. We reminded the childminder that this information should be reviewed with parents at least every six months. Parents should be asked to sign to confirm that this had been done (see requirement 1).

Consents forms completed by parents for their children to participate in activities should have a full explanation of the activity and how possible risks would be avoided. These should be regularly reviewed and updated.

The childminder spent time each day sharing information with parents. She listened to parents and continued to work with them to offer children a positive experience and to follow routines. We asked that the childminder consider how she could begin to record the learning and achievements of children. This would allow her to be aware of their milestones and to share these with parents. Parents should be consulted about how this recording should be done. Photographs could be a good way of illustrating the experiences and outcomes for children (see recommendation 1). The childminder told us that she was led by the children and provided the activities and outings that they chose.

We looked at the policy and paperwork linked to the administration of medication to children while in the service. This did not follow the current best practice guidance. We advised that the childminder should review this (see recommendation 2).

The childminder promoted a healthy lifestyle for the minded children. She provided healthy snacks and lunches for the children. She encouraged the children to help with planting and growing vegetables and fruit in the garden. By cooking these for lunches the children began to learn about where their food came from.

Requirements

Number of requirements: 1

1. The provider must ensure that the personal information of children using the service is reviewed once every six months or more often as necessary.

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 5 Personal Plans

Timescale: Within a month of receipt of this report.

Recommendations

Number of recommendations: 2

1. To support the children to reach their potential it is recommended that the service establishes personal files that record children's learning and development. These should include the contribution of parents and children.

National Care Standards: Early Education and Childcare up to the age of 16, Standard 6: Support and Development.

2. To support children's health and wellbeing the childminder should develop a permission form on which parents record all the information required for the safe administration of medication within the service. To do this the childminder should refer to current best practice guidance on the safe administration of medication in childminding and child care settings.

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

Grade: 3 - adequate

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

The childminder carried out daily visual checks of her home and garden to ensure that it was safe for children. To help prevent the spread of infection we reminded the childminder of the importance of regular hand washing. This is particularly important where there are pets in the house. Children should always wash their hands before eating. We reminded the childminder that wipes and gel are not a substitute for soap and running water (see recommendation 1).

Nappy changes were carried out following best practice guidance. The childminder was clear about children being excluded from the service when they were unwell. This was shared with parents who respected the guidance.

The childminder used the downstairs area in her house. The main play area was the living room. During the inspection we saw a young child being offered a selection of toys to play with. A few of the toys were stored in drawers which allowed the children to access them for themselves.

The children were able to play outdoors in the childminder's garden. There was a selection of outdoor toys which promoted active play. We advised the childminder about ensuring that the children used the trampoline safely and referred her to ROSPA guidance to do this. The childminder made good use of the local parks and natural areas within the town. The childminder had daily walks to take children to and from the local school and nursery. Children were encouraged to think about how to walk safely. They learned about safe ways to walk and safe places to cross the road.

We asked that the childminder begin to keep a register of the children attending on each day. The childminder had a system to record any accidents and incidents to children. Information was shared with parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support the health of the children and to prevent the spread of infection the childminder should ensure that children wash their hands before eating snacks and meals.

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

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

The childminder had not returned the Care Inspectorate Annual Return which must be completed by all care services. We considered that this reflected poorly on the management and leadership of the service and we have taken this into consideration when deciding on the grades to award. No self-assessment of the service was available for us to consider (see requirement 1).

During the inspection we discussed the necessary policies and procedures, which, as a registered service, she was required to have available. We directed her to the Care Inspectorate website where the necessary information and guidance can be found www.hub@careinspectorate.com
Records childminding services must keep and guidance on notification reporting - Publication code: OPS-1211-104.

The childminder had policies which were shared with parents when they started to use the service. We reminded the childminder that all policies should be regularly reviewed and updated to reflect best practice guidance.

The childminder was happy to research areas of childcare to help her keep updated on current childcare guidance. She was a member of the Scottish Childminder Association. She used their publications for information. The childminder agreed with us that there were areas of her service that would benefit from review and update.

We discussed the importance of having a current training and understanding of child protection. We referred the childminder to possible sources of information and training courses. She should then review her child protection policy to ensure that it follows best practice guidance (see recommendation 1).

She had an informal way of involving parents and children in evaluating her service. She had an open policy and encouraged parents and children to offer suggestions and ideas about how she could improve the service that she offered. She built relationships with the families that she worked with. She spent time every day talking with parents and sharing information.

Requirements

Number of requirements: 1

1. The service must ensure that their Annual Return is completed and submitted to the Care Inspectorate within the required timescales.

This is to comply with: Section 53(6) of the Public Services Reform (Scotland) Act 2010.

Timescale: as required by the Care Inspectorate.

Recommendations

Number of recommendations: 1

1. The childminder should ensure that she completes training in the protection of children to safe guard their health and wellbeing. The childminder must ensure that the service policy is regularly reviewed and shared with parents. The policy should contain details of the local agencies who would offer support and advice in the event of a concern arising.

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: 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

The childminder should ensure that the service's policies and procedures include records required to be kept, and information to be sought within them.

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

This recommendation was made on 16 August 2013.

Action taken on previous recommendation

There was no evidence that the current policies had been reviewed since the last inspection. We identified areas which needed to be updated to reflect best practice guidance.

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	
8 May 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
18 Dec 2012	Announced (short notice)	Care and support	1 - Unsatisfactory
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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