

Robertson, Valerie

Child Minding

Type of inspection: Unannounced
Inspection completed on: 14 March 2017

Service provided by:
Robertson, Ms Valerie

Service provider number:
SP2003906865

Care service number:
CS2003013146

The service

Introduction

Valerie Robertson, (referred to the childminder in this report) operates her childminding service from her home in a residential area of Edinburgh close to local amenities. The areas of her home used for childminding purposes are the lounge, kitchen with supervised access, upstairs bathroom and her daughter's bedroom. There is a fully enclosed back garden.

Valerie Robertson is registered to provide a care service to a maximum of eight children at any one time under the age of 16, of whom a maximum of eight will be under 12, of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

On the day of the inspection two minded children aged four years were present. The childminders also cares for two other children after school.

The childminder's aims for the service include:

'My aim is to support any child in my care to develop to his/her full potential socially, emotionally and intellectually. I will do this in a stimulating and safe environment.'

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>

What we did during our inspection

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 the childminder four questionnaires to give to parents and carers of the children who use the service. One was returned to the Care Inspectorate before the unannounced inspection took place.

During the inspection we gathered information from sources including the following:

- Discussion with the childminder.

- Accident and incident recording systems.
- Some of the policies and procedures.
- We took account of information in the returned Care Standards questionnaire.
- The childminder's annual return.
- Children's personal plans.
- Medication records.
- Registration certificate.
- Information leaflets for parents.
- Public liabilities insurance.
- The childminder's interaction with the minded child
- The resources, toys and environment

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 were two minded children aged four years present on the day we visited. They were too young to comment on their care however they were very comfortable in the childminders home.

We received one completed care standard questionnaire from parents of the children who attended the service. They agreed that overall, they were happy with the quality of care their child received in this service. Comments are included in the body of this report.

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

The Care Inspectorate did not receive a completed self assessment from the childminder. We discussed this with her at inspection.

What the service did well

From observing the environment we could see she provided a warm, homely environment where children could grow, develop and play safely. We found that children were having fun and enjoying access to a range of toys.

What the service could do better

The childminder should:

- Familiarise herself with Getting It Right For Every Child (GIRFEC) and consider how she will use the 'Shanarri Indicators' as a tool to record each child's development.
- Attend training in First Aid.
- Develop ways of formally asking for children and parents ideas to help improve her service.

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	4 - Good

Quality of care and support

Findings from the inspection

The childminder speaks with parents to support children's settling in period and to ensure her care was consistent with the parents' wishes. Prior to settling in, she asked parents to complete a child's personal plan; all about me. This told her about the family and child, which enabled her to plan the care that would build and develop a nurturing relationship with the child. Families wishes were respected as the childminder knew the importance of welcoming and encouraging parents to contribute productively to and engage in their children's care.

Parents who returned our questionnaire told us:

"I speak to the childminder every day and she will ask questions based on the plans for the day. if I ask her to do anything specific she always does it. She always asks how my child is".

It was clear from the interactions with the childminder that the child was very familiar with the home. The child approached her easily for reassurance and cuddles. This helped to make the children feel safe, nurtured and at home within the service.

The childminder told us what steps she would take if she had a concern about a child's welfare. We found that she had included a statement on her Child Protection Procedures in her policies given to parents. This included the appropriate local Social Work Department details

Children were supported to make healthy food choices as they received lunch and snacks from the childminder. We saw the children being offered fruit for snack. She told us she always provides children with a home cooked lunch. She was not aware of the new 'Setting The Table' document which she should make herself familiar with at: www.hub.careinspectorate.com. In addition we suggested she add a sample menu for parents to see what food would be offered to their child.

Parents in our questionnaires told us:

"My child always has toast in the morning and a home-made meal for lunch and he is allowed a snack of a

biscuit or crisps afterwards. In between this he is always offered fruit and he is offered water to drink".

The childminder told us she was aware of Getting It Right For Every Child (GIRFEC). (GIRFEC is the national approach to reforming children's services to improve outcomes for children). We suggested she should now include the 'Shanarri Indicators' which underpin GIRFEC into her information she shares with parents to inform them of how she will follow this whilst caring for their child. We suggested to the childminder that she record observations of children's development and share this information with parents. She should further familiarise herself with the GIRFEC guidance which can be found at: www.scotland.gov.uk/gettingitright (See recommendation one).

The childminder requested that parents completed and signed a form for the administration of medication. This helped to ensure she was informed about the dosage and how often it should be administered. She knew the importance of administering medication safely and was aware that parents are responsible to give their child the first dose of any medication.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure she carries out observations of the children to allow her to track each child and ensure they are reaching their full potential. In order to achieve this she should:
 - Add the GIRFEC information to her welcome pack so service users are aware of it.
 - Use the 'Shanarri Indicators' as a tool to record each child's development.
 - Inform parents of how she will use this whilst caring for their child.
- National Care Standards Early Education and Childcare up to the age of 16.
Standard: 3 Health and wellbeing.

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder provided a welcoming, homely, clean environment where hazards had been minimised to enable children to move safely and independently whether in the home or on outings.

To minimise the spread of infection and common illnesses, the childminder promoted sensible arrangements. Her procedures asked parents to keep ill children off for 48 hours. She told us she understood the importance of good hygiene and would encourage the children to follow good hygiene practices, such as washing hands, after toileting and before meals.

The childminder's daughter's bedroom was used as a playroom and had a variety of resources which were appropriate for the children attending. They were easily accessible and children had a choice of toys to play with.

A procedure for recording accidents and incidents was in place and shared with parents. The childminder told us she recorded any accidents and would share these with the parents when they collected their child.

Children had daily access to fresh air and energetic play. We found that the back garden of the home was safe and secure, offering a very good range of toys and equipment. The parent in our questionnaire told us; "There is a wide variety of toys for the children of all ages. The toys are always in good condition and clean. There is always a good variety of outdoor toys. I feel the house is safe and the children are always encouraged to play outdoors weather permitting. They also have trips to the park".

The childminder told us she talked to the children in order to establish clear boundaries. We discussed that by including the children in developing house rules this would help them understand how to respect each other and her home.

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 kept up to date with best practice through a variety of ways, including being a member of the Scottish Childminding Association (SCMA), The Care Inspectorate publication 'Care News' and magazine articles. We told her about the Care Inspectorate 'Hub' which gave examples of excellent and innovative practice as well as links to legislation, best practice documents and research.

Whilst we acknowledge the childminder had daily discussions with parents about their child's care whilst they were in her home. We discussed ways in which the childminder could seek parents views on a more formal basis to allow families to give feedback and make suggestions for improving the service. (See recommendation one).

The childminder was aware of the need to attend training courses as part of the delivery of her service. She had been actively looking for courses to attend but found it difficult to find training in her local area which fitted in with her childminding service. Whilst we acknowledge the childminder had completed an online course on Child Protection, she had not attended any training in First Aid. We reminded the childminder of the importance of keeping her practice and knowledge up to date whilst increasing her knowledge of new and current best practice.

This recommendation was not met from the previous inspection therefore will be carried over to this inspection. (See recommendation two).

The childminder gave parents the Care Inspectorate contact details and made it clear to them that they could contact us without her knowledge should they wish to do so.

The childminder should make herself familiar with the new 'My World Outdoors' document to further improve children's experiences outdoors. This can be found at www.hub.careinspectorate.com.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To allow parents the opportunity to be involved in the continued development of the service, we recommend that the childminder should develop a formal system for gaining parents views and evaluate the outcomes to help her further improve her service.

National Care Standards Early Education and Childcare up to the age of 16.

Standard: 14 Well-managed service.

2. In order to ensure she is knowledgeable in safe guarding children whilst in her care we recommend that the childminder attend training in First Aid.

National Care Standards Early Education and Childcare up to the age of 16.

Standard: 13 Confidence in Staff.

Grade: 4 - good

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 record information on minded children as detailed in the Care Inspectorate 'Records childminding services must keep and guidance on notification reporting'. This information should be reviewed and updated at least once every six months.

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

This recommendation was made on 23 July 2014.

Action taken on previous recommendation

The childminder showed us the Information sheets she keeps on each child and confirmed these are updated every six months. This recommendation has been met.

Recommendation 2

The childminder should put in place a risk assessment about how the trampoline was to be used and maintained.

National Care Standards early education and childcare up to the age of 16
Standard 2: A safe environment.

This recommendation was made on 23 July 2014.

Action taken on previous recommendation

The trampoline was no longer in place at the childminders home.

Recommendation 3

The childminder should arrange training on child protection, first aid, elementary food hygiene and infection control.

National Care Standards early education and childcare up to the age of 16
Standard 12: Confidence in staff.

This recommendation was made on 23 July 2014.

Action taken on previous recommendation

The childminder had completed an online course on Child Protection however, has not been able to source First Aid training. This recommendation has not been met so is therefore carried forward to this inspection report under Quality Of Management.

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	
23 Jul 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
31 Jul 2013	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	Not assessed
26 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
7 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	1 - Unsatisfactory
		Management and leadership	Not assessed
11 Aug 2010	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
12 Feb 2010	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	Not assessed

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