

Manson, Karen **Child Minding**

Type of inspection: Announced (short notice)
Inspection completed on: 4 May 2017

Service provided by:
Manson, Karen

Service provider number:
SP2004938947

Care service number:
CS2003047222

The service

Introduction

Karen Manson is registered to care for a maximum of 8 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. On a Tuesday, Wednesday and Thursday each week between the times of 11.30am and 2.30pm there may be 4 children who are not yet attending primary school providing there are none who are under 12 months of age. Numbers are inclusive of the children of the childminder's family and no overnight service will be provided.

The service is provided from the childminder's family home in Greenock, Inverclyde. The service is close to local shops, parks and amenities. The areas used to provide the service are on the lower ground floor, with children having access to the living room and toilet. The garden to the rear of the property is enclosed and provided opportunities for physical play and environmental projects.

The childminder aimed to work in partnership with parents to provide a safe and friendly atmosphere where children can learn and have fun. A full copy of this statement can be obtained from the childminder.

What we did during our inspection

We wrote this report following an unannounced inspection which took place on Thursday 4 May 2017. The inspection was carried out by a Care Inspectorate early years inspector and feedback was given to the childminder on the day of the inspection.

During this inspection process we gathered evidence from various sources. We talked to the childminder and observed her practice and interactions with two minded children who were present during the inspection visit. We considered the service's:

- aims and objectives
- certificate of registration
- range of policies and procedures
- personal plans and individual records
- health and safety risk assessments and hygiene and infection controls
- public liability insurance certificate
- training certificates for courses that the childminder had undertaken.

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

During the inspection, we spoke with two minded children aged 7 years and 11 years and members of the childminder's family. The children appeared happy and confidently interacted with the childminder and each other in the pleasant, homely environment.

We spoke to one parent, on the day of the inspection, who praised the support her child had received and the range of activities provided.

We received three care standards questionnaire returned by parents prior to this inspection. These showed that all parents strongly agreed they were overall happy with the quality of care and support their child received. Parents made positive comments about the quality of resources, care and support and range of activities and outings. Parents' comments included:

'My daughter has been going to Karen since she was 10 months old. She now goes after school and holidays. She loves going to Karen and wishes she can go every day. Karen has such a good relationship with both my daughters and our-selves. We are very lucky to have her watching our daughters.'

'I speak with Karen daily when I collect my child and Karen also allocates time on a monthly basis to allow me to discuss any issues. Karen discusses any issues/concerns with me at monthly catch up meetings. This ensures I understand any development issues and allows Karen to understand anything that may be affecting my child's development.'

'Our childminder takes our daughter to parks and outings which our daughter loves. Home, toys and equipment are of high standard. Takes our daughter to local parks, weather permitting, library, museum, arts and crafts workshops. All of which our daughter loves.'

'Karen provides an excellent service and provides peace of mind to me during the times she looks after our son. She has been incredibly supportive over the years and even more so recently. Karen treats our son as her own and provides a caring and safe environment.'

Self assessment

We received a fully completed self assessment from the childminder prior to this inspection.

The childminder identified what she thought the service did well and gave examples of improvements in health and wellbeing and environment. The self assessment identified some key areas that the childminder believes can be improved and showed how she intends to do this.

What the service did well

The childminder provided a caring, homely and nurturing environment for the children in her care. The childminder had developed strong relationships with minded children, their families and other agencies. Through daily communication and sharing relevant information she responded to meet the planned care and support needs of each child.

What the service could do better

The childminder should continue to develop personal plan reviews to assess and track children's progress and positive outcomes observed. The childminder should continue to access current best practice guidance available on The Hub section of the Care Inspectorate website and other media to support outcomes for children and families.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

From the information and evidence sampled, we concluded the service was operating at a very good standard in relation to this theme.

On arrival at the service, we saw that the two minded children present had clearly developed a strong bond with the childminder, her family and each other. They were relaxed and appeared very comfortable in the pleasant, homely environment.

The childminder explained that the majority of families had attended her service for a number of years. We saw that this had strengthened the bond between them and had supported the continuity of care. Parents' comments in the care standards questionnaires confirmed this.

The childminder provided a detailed welcome pack for new parents that included service policies and information about her service and her family. She offered a flexible settling in process based on the needs of each child and family. Inviting parents/carers and children to visit her home prior to starting had helped the childminder gather relevant information to help her meet the individual needs, interests and routines of each child.

The childminder had gained a greater understanding of attachment and anxiety disorders following her attendance at Mind Mosaic Theraplay training. She told us about strategies she had used to help her recognise and plan appropriate support to meet the emotional wellbeing of children during the settling in period and times of change.

We observed that the childminder was very responsive. She praised positive behaviours and provided comfort and reassurance when children were upset. She listened and provided time for children to express their needs and ask questions. We therefore saw that strategies used had promoted positive outcomes for children in her care and contributed to the nurturing, caring ethos we observed.

We looked at personal plans and acknowledged that relevant information and All about me sheets completed by parents were used to inform the planned care and support. These plans included reference to the GIRFEC wellbeing indicators and were in line with the Scottish Childminding Association (SCMA) care plan organiser.

We noted that information was not routinely updated to effectively assess and track each child's progress and the very good outcomes observed. The childminder explained that daily discussions provided opportunities to share and respond to information received from parents/carers. Following discussion, the childminder agreed to routinely update written assessments and undertake six monthly personal plan reviews in line with current legislation.

The childminder was committed to promoting the health and wellbeing of each child. Fruit and water were readily available for children to independently access and parents provided meals and packed lunches, when needed.

The childminder ensured that the children had daily opportunities for fresh air and exercise. Children told us they enjoyed going on outings during the school holidays and playing football in the multi-use games area after school. This contributed to supporting healthy lifestyle choices.

The childminder had a medication policy and procedures in place that she shared with parents/carers. Parents gave written permission prior to the childminder administering medication. SCMA administration of medication recording sheets were completed and held in each child's personal plan.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

From the information and evidence sampled, we concluded the service was operating at a very good standard in relation to this theme.

Since the last inspection, the childminder had moved to a new home located in the town of Greenock in Inverclyde. Children had access to the living room and bathroom on the lower ground floor and kitchen and lounge on the ground floor. An enclosed garden to the rear of the property was used on occasions, as children told us they preferred going to local parks and outdoor play areas after school.

The childminder demonstrated a very good understanding of maintaining a safe environment for minded children. She clearly explained risk assessments that were carried out for the premises and outings to maximise children's safety inside and outside her home. Following discussion, the childminder agreed to further review her risk assessment recording systems to meaningfully track actions taken when actual risks were identified to show how she had maintained a safe environment for children in her care.

We noted that car insurance and relevant documentation was in place to ensure the safety of children being transported. Appropriate car seats and booster seats were available and checked prior to use. Children told us: 'Karen always checks our seat belts.'

The childminder explained that she did not routinely use her car. To further support her knowledge, she explained that she had participated in road safety awareness training and had put in place strategies to help children cross the road safely. Children were therefore developing an understanding of assessing their own personal safety and confidently told us what they do to keep safe at the outdoor play area.

There was very good interaction between the childminder and the children in her care. The flow of the day was very child led. We saw children could independently choose from a range of age appropriate resources, books and arts and crafts materials. Children had opportunities to influence the purchasing of resources to meet their current interests.

We observed children spending time making 'aqua bead' pictures. They asked the childminder for help, when needed, and she encouraged them to make independent decisions about the design and colour of beads they used. This supported the nurturing, inclusive environment observed.

The childminder was very aware of her roles and responsibilities to keep children safe from harm. We saw appropriate information and consent from parents was recorded in personal care plans to enable children to safely participate in a variety of learning experiences.

We observed hygiene and infection controls and found the service to be bright, visually clean and well-maintained. Children were encouraged to wash their hands prior to eating and after toileting. We noted that hand hygiene practices could be better and directed the childminder to the reviewed Health Protection Scotland guidance, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) October 2016, available on the Care Inspectorate website to inform her practice and reduce the risk of cross contamination.

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

The childminder regularly attended local training events organised by Inverclyde Council and the Scottish Childminding Association. The childminder maintained a record of training that she attended to support her role as a childminder and foster parent. She demonstrated her commitment to her own professional development and had accessed online training to support her practice.

Recent training undertaken had included child protection, Mind Mosaic Theraplay and infection control. Throughout this report, we have highlighted how the childminder had used her learning to support the health, wellbeing and safety needs of individual children.

The childminder utilised her membership of the SCMA and demonstrated her commitment to independently seeking training, including e-learning courses to consistently update her knowledge and understanding of early education and childcare practices.

The childminder was very motivated and told us how she welcomed the opportunity to discuss and share best practice guidance with other childminders, parents and children. She explained that she kept up to date with current best practice guidance and legislation available on The Hub section of Care Inspectorate website and other media. We discussed the Scottish Government's Building the Ambition guidance and the childminder shared her intention to seek training to inform her practice.

The childminder described the variety of methods used to obtain children and parents' views and suggestions. She highlighted that daily chats at drop off and pick up times was most effective, although text, phone and Facebook provided more opportunities for parents to receive and respond to information at a time suitable to meet their working lives.

Following discussion, and review of the service's Certificate of Registration, the childminder agreed to apply for a variation to amend condition one, as paragraph two was no longer required.

We found the childminder had a very good understanding and knowledge of early learning and childcare practices and promoted very good outcomes for children and families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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

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	
28 May 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
31 May 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 Jun 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 Jun 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
30 Apr 2008	Announced (short notice)	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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