

Rae, Barbara Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 18 April 2017

Service provided by:
Barbara Rae

Service provider number:
SP2003902024

Care service number:
CS2003003787

The service

Introduction

Barbara Rae operates her childminding service from her semi-detached family home in the Bearsden area of East Dunbartonshire. The service is well-situated to local amenities and schools.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under 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. Numbers are inclusive of the childminder's family.

The children have the use of the accommodation on the ground floor including the toilet facilities. There is an enclosed garden.

One of the childminder's aims is to "provide a safe and stimulating environment in which the children in my care feel happy and secure."

What we did during our inspection

We wrote this report after a short notice announced inspection was carried out by an inspector from the Care Inspectorate. The inspection took place on Tuesday 18 April 2017. As requested by us, Mrs Rae completed and submitted a self assessment form and an annual return to us. During the inspection, we spoke to:

- the childminder
- three minded children.

Throughout the inspection, we gathered evidence from many sources including the relevant sections of policies, procedures, records and other documents including:

- accident and incident recording.
- aims and objectives.
- behaviour management policy.
- car insurance.
- certificate of registration.
- certificate of insurance.
- child protection policy.
- children's records and journals.
- complaints policy.
- medication recording policy and system.
- settling in policy and procedures.

We also observed the interactions between the childminder and minded children.

Views of people using the service

Three children were present during the inspection. We observed the childminder interacting well with the children and providing good care and support.

We issued three care standards questionnaires to the childminder to distribute to parents/carers. Three completed questionnaires were returned prior to the inspection.

Parents' comments included:

"I have used Barbara for over 14 years now. She has had a big part to play in my children's lives and her house is almost a second home to them now."

"Barbara always discusses her plans before taking things forward."

"We talk regularly about my child and her changing needs."

"My children love going out daily for walks and to the park with Barbara."

Self assessment

We received a completed self assessment document from the childminder.

We were satisfied with the way she had completed this and with the relevant information she had given us for each of the headings that we grade her service under.

What the service did well

The childminder demonstrated a very good knowledge of the children she cared for.

She had further developed children's personal plans, recording their individual interests and needs and learning and development. She shared information with parents on a daily basis. The childminder reflected on strong relationships with the families she provided care for.

What the service could do better

The childminder should obtain a copy of the most recent infection control guidance,

'Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings)', Health Protection Scotland, NHS National Services Scotland 2015.

She should continue to access training and good practice documentation relating to her role as a childminder.

From this inspection we graded this service as:

Quality of care and support	4 - Good
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 provided opportunities for parents and children to be involved in the development and improvement of the service.

Parents and children were openly communicated with and their views sought.

Examples of how the childminder gathered parents' and children's views and ideas to help improve the service included:

- daily discussion with parents and children.
- regular informal contact with parents by telephone.
- parents' questionnaires.
- children's questionnaires.
- regular opportunities for minded children to contribute to activity planning.

This approach meant that the parents and childminder had formed a very good working partnership to ensure continuity of care and support for the children attending the service.

Parents and children could visit the service before the children started. The number of visits was dependant on the needs of the family. During this time the parents, children and childminder got to know each other.

The childminder asked parents to complete written information about their children including completing an 'All About Me' booklet. The childminder used this information to shape the children's day-to-day care and experiences.

We looked at children's personal plans with the childminder and found that she had further developed these since the last inspection, in response to a requirement and recommendation recorded. Plans showed children's progress, development and achievements and reflected the principles of Scottish government guidance, 'Getting it Right for Every Child' (GIRFEC).

The childminder also kept a daily note for each child about their development and shared this with parents. She took photos of children involved in activities and shared these with parents using e-mail and Whatsapp. She had obtained feedback about the service from children using questionnaires with symbols to show their thoughts and feelings.

The childminder ensured that the children had regular opportunities for fresh air and exercise. Children regularly visited the park nearby and enjoyed local walks. The children also visited toddler groups, playgroups and the library. There was very good interaction between the childminder and the children she was caring for. The children were praised throughout the visit. This approach contributed to the overall ethos of respect in the childminding service.

We discussed child protection procedures. The childminder was able to explain to us what she would do if she had a child protection concern. The childminder knew who she would contact to discuss these concerns. A child protection policy was in place. The childminder had completed training on Safeguarding Children in April 2016.

The childminder provided snacks and drinks in line with the parents' wishes and the children's dietary requirements. She had discussed the types of food the children liked to eat with the parents.

The childminder had a medication policy and procedure in place that she shared with parents. Parents gave written permission to the childminder to administer medication. The childminder kept appropriate records of medication administered to the children.

We found that the childminder provided child-centred care and she was highly motivated to involve the parents and children in the development and improvement of the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

The childminder provided the service from her family home. She made best use of the space available in her home taking account of the children's ages and stages of development. Children had the use of the ground floor living accommodation and back garden.

Through observation, we found that the childminder was responsive to the individual needs of the children she was caring for. The children were encouraged to make decisions about their day and the activities they took part in. The childminder used this information and daily discussions to help plan the children's day-to-day activities. This nurturing approach confirmed to us that the children were respected and included and that the childminder helped encourage the children to become more independent and responsible for making decisions. The childminder always discussed outings and play experiences with the parents.

The childminder was able to tell us about infection prevention and control procedures; for example the children and childminder washed their hands prior to eating food and after toileting. However, she did not have a copy of the most recent infection control guidance. This recommendation was recorded at the last inspection. We discussed the importance of obtaining this guidance to use when developing an infection control policy. (See recommendation 1).

The childminder had risk assessed her home and cleaned it on a regular basis to ensure that it was clean and tidy. Since the last inspection the childminder had responded to a recommendation and further developed risk assessments for her home and garden and family pets.

The childminder shared information about accidents and incidents with parents.

She did this by making a record of the accidents and incidents and discussed these with the parents when they collected their child. The childminder had purchased a first aid kit to be used for her childminding service.

Appropriate insurance and registration certificates were up-to-date.

The childminder kept a record of attendance of children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider must implement infection prevention and control procedures in order to comply with best practice guidance – Health Protection Scotland 'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)'.

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

The childminder kept up-to-date with best practice in childcare through a variety of ways, for example, the Scottish Childminding Association publications, Care Inspectorate Care News and internet information.

The childminder was keen to continue to develop her skills and knowledge. We again discussed how she could do this using the Care Inspectorate website and the Hub, a resource library containing information and guidance documents. We signposted the childminder to relevant guidance documents that may help her to further develop her service. The childminder had completed training in Paediatric First Aid in June 2015 and training on Safeguarding Children in April 2016.

We discussed, and she agreed that she should continue to access training and good practice documentation relating to her role as a childminder. (See recommendation 1).

The childminder regularly discussed the children's care, support and development needs with the parents. We found that the childminder was very supportive of the families she cared for and listened to the ideas and feedback given from the children and parents to help improve the service.

The childminder had a complaints procedure that she shared with parents.
She recorded accidents and incidents when appropriate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. As discussed and agreed with the childminder, she should continue to access training and good practice documentation relating to her role as a childminder.
National Care Standards Early Education and Childcare up to the age of 16:
Standard 12 - Confidence in Staff.

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The provider must, after consultation with each service user and, where it appears to the provider appropriate, any representative of the service user, within 28 days of the date on which the service user first received the service prepare a written plan which sets out how the service user's health, welfare and safety needs are to be met.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210) – regulation 5, Personal Plans.

This requirement was made on 26 April 2016.

Action taken on previous requirement

Personal plans are in place for children.

Met – within timescales

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

Previous recommendations

Recommendation 1

The childminder should continue to develop the care plans for all the children attending the service. National Care Standards Early Education and Childcare up to the age of 16: Standard 6 – Support and Development.

This recommendation was made on 26 April 2016.

Action taken on previous recommendation

This has been addressed.

Recommendation 2

The provider must implement infection prevention and control procedures in order to comply with best practice guidance – Health Protection Scotland 'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)'. National Care Standards, Early Education and Childcare up to the age of 16, Standard 2, A Safe Environment.

This recommendation was made on 26 April 2016.

Action taken on previous recommendation

This has not yet been addressed and the recommendation is recorded in this report.

Recommendation 3

The provider must review, update and implement her risk assessments to ensure that the home and garden are safe for the children.

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

This recommendation was made on 26 April 2016.

Action taken on previous recommendation

This has been addressed.

Recommendation 4

As discussed and agreed with the childminder, she should continue to access training and good practice documentation relating to her role as a childminder.

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

This recommendation was made on 26 April 2017.

Action taken on previous recommendation

This has not yet been addressed and the recommendation is recorded in this report.

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	
26 Apr 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	3 - Adequate
3 Jun 2015	3	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
30 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	3 - Adequate
3 Aug 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
10 Jun 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Jun 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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