

## Cross, Anne Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 9 June 2017

**Service provided by:**  
Cross, Anne

**Service provider number:**  
SP2003900641

**Care service number:**  
CS2003002019

## The service

### Introduction

Anne Cross has been registered since 2002 to provide a care service to a maximum of 6 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 of the childminder's family. This childminder employs an assistant. The parts of the premises not to be used are 2 bedrooms.

The childminder provides her service from her home located in a residential area of Peterhead, Aberdeenshire. The children mainly play in the dining room, relax and rest in the living room and have use of the downstairs cloakroom. There is a fully enclosed rear garden and the property is well situated to access local schools, parks and shops.

Aims of the service include being "committed to ensure children in my care are safe, happy and content".

### What we did during our inspection

We compiled this report following a short notice inspection, which took place on the 9 June 2017 between 3:00pm and 6:45pm. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminder, her assistant and one minded child present. 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

One minded child aged 4 years was present during inspection. The child was sleeping but appeared warm, comfortable and settled in the childminder's care.

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

- "The childminder asks about my child's routines, so that she works the same after school routine as I do".
- "The childminder will regularly complete homework with my child, draw, paint, play with building bricks, plant flowers in garden, water plants and walk the family dogs".

## Self assessment

We did not receive a self-assessment from the childminder. We discussed the importance of this document and advice was given to ensure it is evaluative and meaningful.

## What the service did well

The childminder provided a warm and cosy environment where the children felt welcomed and included. She had developed very positive relationships with the children and their families and worked flexibly to meet their needs. The large play park to the front of the premises and the vegetable garden at the rear of the property provided children with opportunities to play and learn outdoors.

## What the service could do better

The childminder should develop the children's records with information to help keep the children safe and to show their progress and achievements. She should update her policies and procedures to ensure they are relevant to her service and reference current guidance. The childminder and her assistant should continue to access training and new guidance to support and improve the service.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
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 an adequate understanding of her role and responsibilities in meeting children's care and support needs.

The childminder had developed friendly and positive relationships with parents and shared information at drop off and pick up times. She worked flexibly to meet the needs of her families and provided care to support parents working lives.

The childminder did not have written contracts with parents. We discussed ensuring specified hours of responsibility were agreed with parents to help ensure children's safety (**see recommendation 1**).

To help keep the children safe, the childminder collated some information including the children's contact details and any medical or allergy information before the child started at the service. However, the information was very limited and was not consistent for all children. Very limited information was available to support a continuity of care such as routines, likes or dislikes. Some achievements and progress were recorded by the childminder; however this was very sporadic and did not help meet the needs of the individual child. Children's information

was not reviewed with parents at least every six months, as required by legislation, to support the welfare of the child **(see recommendation 2)**.

The childminder had a good understanding of child protection and discussed previous occasions when she had contacted other agencies to support children. However, neither the childminder or her assistant had attended recent child protection training to further their knowledge in current issues affecting children and families **(see recommendation 3)**.

Although there were no children requiring medication attending the service at present, recording systems and a medication policy were not in place to support the safe administration of medication. We gave the childminder an updated Scottish Childminding Association (SCMA) form and she said she would be happy to use this **(see recommendation 4)**.

During inspection we observed a very positive, nurturing relationship between the minded child and the childminder. The child slept on the sofa and the childminder regularly checked to make sure they were safe and comfortable. However, we discussed that sleeping on a sofa was not the safest or most comfortable place for a young child to sleep for a lengthy period of time. The childminder agreed to review the sleeping arrangements for young children.

The childminder provided all snacks and parents provided packed meals for the children. The childminder was aware of the nutritional guidance, Setting the Table to ensure snacks were healthy. Water was offered to drink which supported good dental health. Regular opportunities were available for the children to access fresh air when playing in the park opposite or helping to plant and water the vegetables in the garden.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 4

1. To help safeguard children, the childminder should ensure she has written records of times of responsibility for when she cares for the children.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing  
Standard 13: Improving the Service

2. To ensure a continuity of care, help meet children's needs and help keep children safe, the childminder must:

(a) Develop personal plans for the children recording information including emergency contacts, health and medical details, routines, preferences, likes and dislikes.

(b) Ensure children's records are reviewed and updated 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  
Standard 13: Improving the Service

3. In order to help safeguard children, the childminder and her assistant must attend child protection training.

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

4. To help keep children safe, the childminder must ensure she has procedures, policy and a recording system in place to support the safe administration of medication. The document Management of Medication in Daycare of Children and Childminding services should be used to help write a safe administration of medication policy. This can be found at: [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com)

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

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

The environment was warm and comfortable and supported children's interests and needs with room to play or to relax and play quietly. In the dining room, children could choose from a small selection of toys, create playdough models or draw and paint pictures. Children could relax and watch television in the living room.

In the park, at the front of the property, children could play with a variety of outdoor toys to support their physical development. For example they could play football, skip or play cricket. The rear garden was fully enclosed to keep children safe within the boundaries of the property. The children had been involved in growing vegetables, developing their understanding of the world around them.

Written risk assessments had not been completed to help identify potential hazards and prevent possible accidents **(see recommendation 1)**.

The childminder had attended recent first aid training and a first aid kit was easily accessible to keep children safe in the event of a minor accident or incident. An accident and incident recording book was available for the childminder to use and she was aware of parents signing and receiving a copy to ensure they were fully informed. However, her assistant had not been on first aid training to help keep children safe and **well (see recommendation 2)**.

The childminder made good use of the local environment and amenities and went for walks with the children to the local parks and on occasion, the harbour area. This ensured the children were getting to know their local environment, helping them grow into responsible, confident individuals.

The childminder followed appropriate infection and control procedures to keep the children safe and well. Liquid soap and a clean hand towel were available for the children to use when washing their hands. The childminder had disposable gloves available to use when dealing with blood or other bodily fluids, but did not have disposable aprons. She said she would order these immediately.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. In order to keep children safe the childminder must develop written risk assessments, identifying any possible hazards and helping to prevent any accidents, for indoors, outdoors, outings and the family pets.

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

2. In order to keep children safe and well, the assistant should attend first aid training.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment and Standard 3: Health and Wellbeing

**Grade:** 4 - good

## 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 adequate.

The childminder demonstrated a commitment to providing a quality service. Her friendly reassuring manner meant that she provided a service that was supportive and caring to the families she works with. The importance of working in partnership with the children and their families was valued. This led to positive outcomes for children using the service.

The childminder employed an assistant to support her service. However, the assistant had very limited responsibilities, mainly supporting the childminder on school pick-ups or playing outdoors.

The childminder had completed first aid training to help keep children safe. In her role as an adult care worker, she had completed training in areas such as nutrition and manual handling; however, she had not accessed other training opportunities such as Getting it Right for Every Child (GIFREC) or Building the Ambition to help meet the needs of children. Although she was a member of the SCMA, the childminder had not accessed their website to help develop her knowledge and understanding to improve outcomes for children. She was not aware of the Care Inspectorate online resource, the Hub to look for current documents or guidance (**see recommendation 1**).

The childminder had developed a range of policies to support her delivering her service. However, these had not been updated recently. The child protection policy did not reference current guidance and did not provide sufficiently detailed information for the childminder to follow in the event of any concerns to ensure children were adequately safeguarded. The complaints policy did not contain the correct information to ensure parents

had clear information on how to make a complaint. Her aims and objectives were not generic to support all families using her service and referenced individuals who no longer used the service **(see recommendation 2)**.

It was clear the childminder enjoyed caring for the children, and had developed good relationships with parents to help support children's needs on a daily basis. As a result, the childminder's practice met the needs of the children in her care. However, there was no clear system in place to evaluate the service and identify areas for development **(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 relevant to the children in her care. The Care Inspectorate online service The Hub provides information about recent guidance and procedures. This can be found at:

<http://hub.careinspectorate.com/>.

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

2. In order to inform parents and to support her service, the childminder must develop her policies and procedures to ensure they are up to date and reference current guidance.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: A 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

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](http://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	
16 Feb 2012	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
11 Aug 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Sep 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed



Date	Type	Gradings	
27 Mar 2009		Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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