

Proctor, Sheena Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 28 August 2017

Service provided by:

Service provider number:

SP2007967706

Care service number:

CS2007166164

The service

Introduction

This service registered with the Care Inspectorate in January 2009.

Sheena Proctor is registered 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. Overnight service will not be provided.

The service is provided from the childminder's semi-detached home, located within the Garmouth area of Moray. In the main, children are cared for in the lounge area, situated on the lower level of the accommodation. The toilet and kitchen are also located on this level, although none of the minded children access the kitchen we were informed. On occasions, the childminder permits older children access to her daughter's bedroom on the upper level, but only when her daughter is home.

The childminder aims to provide:

- a reliable service
- a safe and happy atmosphere
- opportunities for children to develop through play and/or activities
- good hygiene practices that maintain a child's wellbeing
- a mutually respectful relationship with each child.

What we did during our inspection

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.

During the inspection process, we gathered evidence from various sources, including the following:

- the childminder's policies that she shared with parents, including settling in, medication and child protection
- children's records and registration information
- the childminder's training certificates and other documentation
- discussions with the childminder
- observations of the childminder's interactions with the children present at the time of inspection
- the toys, equipment and play spaces available for children.

Views of people using the service

We visited the service on Wednesday 16 August to carry out an announced inspection at short notice. Feedback was given to the childminder throughout the inspection and in a telephone call following the inspection in the evening.

Children were playing together, sharing toys and engaging in small world role play. We saw that they had built strong friendships and played well together, creating their own imaginary worlds. The children who were verbal also told us:

"We play with the bricks and playing with the pirates."

"We go to the park sometimes."

We sent out Care Standards Questionnaires (CSQs) to parents and carers before the inspection. As at 17 August 2017, we had not yet received any responses to these. We saw some evidence of parents being involved in daily discussions and the childminder told us parents were happy with the service they received.

Self assessment

We did not receive a self assessment from the childminder before this inspection. The self assessment allows the childminder to review and evaluate this service, identifying strengths and areas for development. The childminder should ensure that a self assessment is completed when requested to by the Care Inspectorate and submitted within the timescales given.

What the service did well

Children were being nurtured and cared for by the childminder. They had built strong friendships and played well together. The childminder knew children's individual needs and respected their choices. The environment was well maintained and gave children choice over their own play. Use of the local community enhanced their experiences.

What the service could do better

The childminder must ensure that she operates within the conditions of her registration with the Care Inspectorate. There is a legal responsibility for the childminder to adhere to these conditions to ensure children's safety. In addition, she must now ensure that personal plans are in place for each child in the service as a matter of urgency. These plans contribute to promoting children's health and wellbeing and are also a legal requirement. In addition, the childminder should recognise her responsibilities for keeping up to date with recent guidance and make changes to practice where required. Involving parents and children in this process will be essential to the continuing improvement of her practice.

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

2 - Weak

Quality of care and support

Findings from the inspection

Children were happy, confident and relaxed in the childminder's home. They were being offered a variety of play experiences which they chose themselves. They had developed friendships with each other which helped them to feel included. The childminder respected their views and used what she knew about children to plan their time with her. She asked their opinions and listened to their needs and interests to meet their needs.

We observed nurturing relationships between the childminder and the children in her care. They were given cuddles and a sense of fun and laughter was evident. It was clear that children trusted the childminder to care for their basic needs and she responded to their requests quickly. She was respectful in her interactions with them and children appeared comfortable and relaxed in the setting.

The childminder worked with parents to find out more about each child as an individual. She had daily conversations with them about any significant events and changed her plans accordingly. She also worked with other agencies to ensure that children were well cared for. By spending time with other professionals in a child's life, she was able to offer a consistent level of care and respect the work of others. This supported children to achieve and families to feel respected and included.

A requirement was made at the last inspection to develop a personal care plan for each child in the service. We saw that this had been done for two children but that this had not been completed for others. We have continued this requirement in this inspection and added elements to support the childminder in her work (**see requirement 1**).

In addition, a recommendation was made about the use, storage and administration of medication. Changes had been made to the policy for this but the childminder did not yet have the correct consent and administration forms to ensure this was in line with best practice (**see recommendation 1**).

Packed lunches and snacks were provided by parents and we discussed how the childminder could support families to develop healthy eating habits. By providing fruit, vegetables, water and milk as standard additional snack items, the childminder will actively promote healthy lifestyles to support children's physical wellbeing over time.

Requirements

Number of requirements: 1

1. The childminder must develop individualised meaningful personal plans for each child in her service. This should include:

- the service user's name and address;
- the service user's date of birth;
- the date on which the service user started using the service;
- the name, address and telephone number of the service user's next of kin or of any person authorised to act on behalf of the service user;

- records of any medication given to the service user;
- name, address and telephone number of who to contact on behalf of the service user in an emergency;
- the name, address and telephone number of the service user's General Practitioner;
- any additional support needs the service user may have and details of how these needs will be met by the service; and
- details of any allergies the service user may have.
- information about children's development (consider using the wellbeing indicators as a basis for her observations)
- information from meetings with other agencies, where appropriate
- parental involvement and discussions
- at least six monthly updates or sooner where required
- information on children's progress
- information on how the childminder will meet any identified needs.

This will ensure children are kept safe, healthy and achieving in the service.

This is in order to comply with regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

National Care Standards Early Education and Childcare up to the age of 16. Standard 4: Engaging with Children

Recommendations

Number of recommendations: 1

1. We recommend that the childminder develop the consent and record of administration of medication forms to reflect best practice. This will ensure all parties understand their responsibilities in the safe administration of medication in the service.

This will support children to remain safe and healthy.

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

The childminder had created a homely environment for children to be cared for in. The spaces were safe and clean and gave children opportunities to be independent. A variety of toys were available for children to choose from and the childminder told us that she regularly rotated these to ensure children were engaged and enjoying their play. This helped children feel respected, responsible and included. The childminder considered children's needs when planning the resources available for children and ensured these were age appropriate.

While we were confident that the premises were safe, we found that the childminder had not formally identified risks and hazards. Proactively identifying risks and managing hazards would further support the childminder to keep children safe **(see recommendation 1)**.

Children were often out and about in the local community, visiting local parks and paddling in streams. This type of play helped them to remain active and healthy. In addition, it gave them opportunities to understand how to keep themselves safe. Children climbed trees and crossed roads with the support of the childminder. She gave them the responsibility to do this independently and spoke to them about the risks associated with these experiences. Giving them this level of responsibility helped them to achieve and allowed them to assess risk for themselves.

A recommendation was made at the last inspection about infection control, especially in relation to nappy changing. The childminder now carried this out in line with current guidance. We asked that she purchase a nappy changing mat so that children can be changed on a wipeable surface. This will reduce the risk of the spread of infection, keeping children safe and healthy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder develop formal risk assessments to ensure she proactively identifies risks and hazards, supporting her to keep children safe. This should include:

- annual review of risk assessments or when changes to the environment happen
- a clear risk assessment of all areas of the childminder's home where children have access to
- a clear risk assessment for the garden area of the childminder's home
- clear risk assessments for outings to the local community such as parks, streams, climbing trees and other activities
- a clear risk assessment for managing the pets within her home
- a clear policy for parents about how she will proactively minimise risks for children and details on how they can access risk assessments.

Support for this process can be found through the Scottish Childminding Association (SCMA) of which the childminder is a member.

This will ensure children are kept safe and healthy.

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

When we visited the childminder, three children were present and being cared for in the service. During the inspection, four children returned back from school, including the childminder's own child. This totalled seven children in the service meaning that the childminder was working outwith the conditions of her registration. The service is only registered to provide care to a maximum of six children, including her own family. As a result, we have made a requirement for the childminder to operate within the conditions of her registration **(see requirement 1)**. Following the visit, the childminder told us she had made arrangements to ensure the number of children being cared for was within the registration condition. We have sent a serious concern letter to the childminder to ensure that these requirements are actioned quickly and efficiently within given timescales.

A requirement and a number of recommendations were made at the last inspection. Due to personal circumstances, the childminder had not made sufficient progress in these to make the improvements required to bring the service up to the expected standard. This includes legal requirements to be registered as a childminder in Scotland. As a result of this, we have graded the service 'Weak' in this statement. We asked that the childminder put systems in place to ensure the requirements and recommendations made at this inspection are met **(see recommendation 1)**.

The childminder was not yet up to date with the most recent and relevant guidelines which support the work of early learning and childcare practitioners. While she was more aware of 'Getting it right for every child', she still did not have a working knowledge of this. We asked the childminder to be more proactive about her own development and research relevant websites to reflect on and improve her practice. Taking time to read new materials and engage with other childminders on forums will help her to evaluate her work and gain new ideas. This recommendation was made at the last inspection and we have continued it in this report. Elements have been added to support the childminder to improve **(see recommendation 2)**.

While we were satisfied that the childminder held regular discussions with parents, we asked that she formalise her approaches to gaining feedback for the families who use her service. The use of questionnaires can be helpful in asking for their views and helping families feel respected and included in the service **(see recommendation 3)**.

Requirements

Number of requirements: 1

1. By 21 August 2017, you must demonstrate to the Care Inspectorate that you are operating your care service in compliance with the conditions of registration, in particular, condition number one which states that six children can be cared for in the service at any one time, including the childminder's family.

This will ensure children are kept safe and healthy in the service.

This is in order to comply with Section 64(1)(b) of the Public Services Reform (Scotland) Act 2010.

Recommendations

Number of recommendations: 3

1. We recommend that the childminder put in place systems to ensure that the requirements and recommendations made in this report are met within the given timescales. This will ensure that the service is operating in line with current standards and legislation for early learning and childcare. Clear timescales should be set and concise actions identified to achieve these.

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

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

2. We recommend that the childminder reflect on her practice in relation to national guidance, in particular:

- Getting it Right for Every Child, specifically the wellbeing indicators (2010) <http://www.gov.scot/Topics/People/Young-People/gettingitright/what-is-girfec/children-adult-services/practitioners-info-pack>
- Building the Ambition (2015) <http://www.gov.scot/Resource/0045/00458455.pdf>
- Pre-Birth to Three (2010) http://www.educationscotland.gov.uk/Images/PreBirthToThreeBooklet_tcm4-633448.pdf
- My World Outdoors (2016) <http://www.hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>
- Loose Parts Play (2016) <http://www.inspiringscotland.org.uk/media/58451/Loose-Parts-Play-web.pdf>

She should use these documents as the starting point for evaluating her practice and identifying areas for improvement, for example, the use of open ended resources, different types of play and the benefits of risky play outdoors. This will help the childminder to provide richer play experiences for children.

Referring to websites such as the Care Inspectorate Hub and Education Scotland's National Improvement Hub (<https://education.gov.scot/improvement>) will also support the childminder to see recent examples of guidance in practice. Other sites such as Play Scotland (www.playscotland.org) and Minding Kids (www.mindingkids.co.uk) may support her to find practical solutions to any practice issues.

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

3. We recommend that the childminder formalise her approaches to gaining feedback from parents and children. This should be completed at least once in every six months and should allow her to get feedback about the strengths and areas for development for the service. This can be carried out verbally but meetings should be recorded to show how families are included and where they have had the chance to improve the service they receive.

This will help families feel included, respected and responsible.

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

Grade: 2 - weak

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

Previous requirements

Requirement 1

The provider must prepare a written plan ("the personal plan") which sets out how the service user's health, welfare and safety needs are to be met. This must be undertaken initially within 28 days from the service first being provided, and thereafter reviewed at least once within every six months, or more often where there are significant changes to a service user's health, welfare and/or safety needs.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210 Regulation 5 - Personal Plans

Timescale: Within one month of receiving this report.

This requirement was made on 21 December 2016.

Action taken on previous requirement

Personal plans were in place for two children but not all children in the service. We have made a further requirement in relation to this in this inspection.

Not met

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

Previous recommendations

Recommendation 1

The childminder should review her existing policy and procedures on the use, storage and administration of medication in line with current best practice.

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

This recommendation was made on 21 December 2016.

Action taken on previous recommendation

The childminder had changed her policy in line with best practice but medication forms were not yet up to date with current guidance. We have made a recommendation about this in this report.

Recommendation 2

The childminder should familiarise herself with the Scottish Government Programme, "Getting it right for every child" and the National Practice Guidance on Early Learning and Childcare: Building the Ambition.

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

This recommendation was made on 21 December 2016.

Action taken on previous recommendation

The childminder was aware of these documents but these were not yet reflected in her practice. We have made another recommendation about this in this report.

Recommendation 3

The childminder should identify and record potential hazards, including measures to reduce or eliminate these.

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

This recommendation was made on 21 December 2016.

Action taken on previous recommendation

The childminder had not created risk assessments or recorded how she would reduce or eliminate these. We have made another recommendation about this in this report.

Recommendation 4

The childminder should review all aspects of her service relating to infection control in line with current best practice. In addition, she should submit the form sent to her regarding registering her service as a food business to the local authority to determine whether or not she needs to be registered.

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

This recommendation was made on 21 December 2016.

Action taken on previous recommendation

We found that infection control practices had improved and nappy changing was now in line with guidance. We asked that the childminder purchase a wipeable nappy changing mat to further reduce the risk of the spread of infection. In addition, the childminder no longer provided lunches or snacks and, therefore, was not required to register as a food business.

Recommendation 5

Parents and children (where appropriate) should be involved in evaluating the quality of the service provided in a meaningful way, and this should be evidenced through self-assessment documents submitted to us.

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

This recommendation was made on 21 December 2016.

Action taken on previous recommendation

We found that parents were not yet formally involved in evaluating the service. We have made a recommendation about this in this inspection.

Recommendation 6

The childminder should review the information given to parents, ensuring that it is current and in line with best practice and legislation.

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

This recommendation was made on 21 December 2016.

Action taken on previous recommendation

Policies had been updated to reflect recent guidance but this was not yet fully impacting on practice. We have made a further recommendation about this.

Recommendation 7

Effective systems should be implemented to ensure that the childminder is up-to-date with current developments within the childcare sector.

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

This recommendation was made on 21 December 2016.

Action taken on previous recommendation

The childminder did not yet have a clear system in place to ensure she remained up to date with current developments. We have made another recommendation about this.

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	
25 Oct 2016	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	3 - Adequate
14 Dec 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
27 Oct 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
23 Aug 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
22 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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