

# **Tewnion, Jillian**

## **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 16 February 2017

**Service provided by:**  
Tewnion, Jillian

**Service provider number:**  
SP2003901142

**Care service number:**  
CS2003002447

## The service

### Introduction

Jillian Tewnion has been registered with the Care Inspectorate since 1 April 2011 to provide a care service to a maximum of four children at any one time under the age of 16, of whom a maximum of four will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

Numbers are inclusive of children of the childminder's family.

The parts of the premises not to be used are one bedroom and the front garden.

Overnight service will not be provided.

Jillian Tewnion operates the service from her home, a detached property within Huntly. The childminder's home has an enclosed garden and is only a short distance away from local shops and amenities.

The childminder aims state how she plans to "care for the children in a homely, friendly, safe environment. I will protect the child(ren) in my care and see that no harm comes to them. I shall not let strangers into my home at any time unless I see their identity card or I shall phone the number to confirm their identity."

### What we did during our inspection

We wrote this report following an unannounced inspection, which took place on 16 February 2017 between 1.20 pm and 3.30 pm. The inspection was carried out by one Care Inspectorate early years inspector.

Thanks are due to the childminder for her co-operation.

During this inspection we spoke with the childminder and child present. We observed the care given by the childminder and looked at a number of documents including health and safety records, core policies and procedures and training certificates.

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

One minded child was present during our inspection. They were too young to let us know their feelings. However we observed the warm, affectionate and trusting relationship the child and childminder shared as the childminder cradled and spoke with them gently as they awoke from their afternoon nap.

We issued two Care Standards Questionnaires to be circulated to parents; however none was returned to us.

We had the opportunity to speak with one parent during our inspection. They commented positively about the level of communication and friendliness of the childminder.

## Self assessment

We did not receive a self-assessment from the childminder. Issues relating to how parents and children are involved in decisions within the service and the quality of the services health and safety records are considered within the report.

## What the service did well

Warm and affectionate relationships between the child and childminder were evident as the childminder gently spoke with the child, giving reassurance as they roused from sleep. The childminder clearly knew the child she cared for very well and was responsive to their needs.

## What the service could do better

The childminder should:

- further develop children's records, to include chronologies
- further develop administration of medication procedures
- attend a variety of training opportunities to update her knowledge and skills
- develop and review information for parents.

## 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	3 - Adequate

## Quality of care and support

### Findings from the inspection

The child and childminder share a warm and comfortable relationship. She knows the minded child very well and is well aware of the child's likes and dislikes and their preferred activities.

The parent we spoke with confirmed the good relationships they and the childminder shared. The parent also commented on good communication with plenty of information exchanged about her child's day; if they required anything else in relation to their child's care then they would ask.

Children and their families benefit from settling-in visits prior to using the childminding service, establishing

good relationships. The childminder sources and records pertinent information about children before they formally start using the service. This information is updated at the request of parents and formally within the six-month period. Personal plans however should be improved to fully support children's care by expanding on their personal details, such as those for the health visitor and GP, as well as those relating to health, for example any allergies and their triggers. It was recommended following the last inspection, the interests and views of the child (where possible), and parents/carers, should be recorded and kept up to date; however we found no evidence to support that this had been carried out. Chronologies should be in place for all children to record significant events. **See recommendation 1.**

The childminder demonstrated good enough knowledge of how to protect children from the risk of harm, abuse and neglect, although this could be improved. She described appropriate ways of how she kept children safe within and out with her home. **See recommendation 2 in quality theme Management and Leadership.**

Parents supply snacks and meals for their children. However, to ensure the criteria for not registering as a food business is met; the childminder should contact the local authority environmental health team for advice.

The childminder has a copy of the Management of Medication in Daycare of Children and Childminding services. A procedure has been developed for administering medication with provision for parental consent. However further information is still needed to account for safe administration of medication and children's overall health and wellbeing. This should include:

- Making parents aware they have to administer the first dose of any medication in case of reaction.
- What would the childminder do should a child refuse their medication?
- Symptoms of a condition.
- How often can the medication safely be repeated.
- What to do if the medication is not effective.
- Has any training to be undertaken for administering medication?

**See recommendation 2.**

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The childminder should ensure that detailed information about each child is kept up to date so that it remains a true reflection of the child's interests and takes account of the child's (where possible) and parents' /carers' views. This should also include:

- a) health visitor and GP details
- b) more detailed personal information relevant to each child
- c) a chronology.

National Care Standards early education and childcare up to the age of 16 - Standard 6: Support and Development and Standard 7: A Caring Environment

2. To ensure children's health, safety and wellbeing, the childminder should further develop medication administration procedures in line with Management of Medication in Daycare of Children and Childminding services:

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

National Care Standards Early Education and Childcare up to the age of 16 – Standard 3: Health and Wellbeing and Standard 14: A Well-Managed Service

**Grade:** 4 – good

## Quality of environment

### Findings from the inspection

On our arrival, the childminder welcomed us warmly and showed us into her clean and smoke-free home. The living room and conservatory provides bright and spacious areas to allow children to play, relax and learn comfortably. Large, comfy sofas allow children to sit and enjoy quieter activities if they wish.

The toys, books and activities selection is age appropriate for the children attending, are stored at child-height and can be easily reached. Wheeled toys are readily available to support those children learning to balance and walk. A further selection of toys is stored nearby for children's wider choice. The child had participated in a painting activity prior to our arrival; the childminder shared the photograph of their creative achievements with their parents via social media.

The childminder and child go for walks locally and visit the swing park regularly, especially in better weather. This gives them opportunities to experience active, energetic outdoor play in the fresh air. Photographs are regularly taken and shared with parents, providing them an insight into the activities and sociable play opportunities experienced and enjoyed by their children. As the childminder uses photography, we advise she contact the Information Commissioner Office: <https://ico.org.uk/>

To safeguard children, essential safety equipment is available or installed. Precautions are taken and risk assessments have been updated since our last inspection to ensure children's safety both within and out with the premises. The childminder should continue to review and expand on risk assessments as and when required.

Brief infection control guidelines and information for managing sick children are shared with parents. These now reflect the 48-hour exclusion from the service should a child be sick. The childminder has sourced the current infection control guidance which includes the exclusion criteria set out by Health Protection Scotland. This additional information should also be shared with parents as this will further support children's health, safety and wellbeing within the service

We found the service had appropriate hand washing facilities for the children. However the childminder should supply children with their own towel for hand drying to reduce the risk of the spread of infection.

## 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

As a member of the Scottish Childminding Association (SCMA), the childminder uses their publications, along with others, to keep up to date with research, current best practice and changes to legislation. However, in order to become fully up to date, the childminder should extend her reading to include Building the Ambition and Setting the Table. This guidance is pitched at all levels of childcare and should prove beneficial to the childminder's practice. We recommend she regularly access the Care Inspectorate Hub, a 'one stop shop' to a wide range of resources to support improvement and good outcomes for children. **See recommendation 1.**

The childminder has not as yet managed to attend training in first aid, child protection or Getting it Right For Every Child (GIRFEC). By attending this training, the childminder will become more informed about how to keep children safe and protected and have a better understanding about current initiatives. She expressed an interest in undertaking online training and should contact the SCMA for further information. **See recommendation 2.**

There is still limited opportunity for children and parents or carers to formally evaluate the service. The childminder should consider how to record improvements within her service; particularly as a result of suggestions from children and/or parents or carers, perhaps recording key events, activities or changes in the general diary.

The childminder has still to develop key policies such as complaints, child protection and parents/carers involvement; this will form a welcome pack, a means of sharing information with parents/carers. **See recommendation 3.**

Current public liability and car insurances are in place.

## Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 3

1. The childminder to access the Hub <http://hub.careinspectorate.com/> and the following good practice documents for her information and to support good outcomes for children:

- My World Outdoors: [http://www.careinspectorate.com/images/documents/3091/My\\_world\\_outdoors\\_-\\_early\\_years\\_good\\_practice\\_2016.pdf](http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf)
- Getting Ready to Read:  
<http://hub.careinspectorate.com/search/?s=getting+ready+to+read&type=0&view=0&ord=0>
- Practice Guide to Chronologies:  
<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>

National Care Standards Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service and Standard 14: Well-managed service

2. The childminder to access the following training to support her practice and good outcomes for children:

- first aid
- child protection
- GIRFEC

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff and Standard 14: A Well-managed Service

3. The childminder should develop:

A complaints policy, to:

- include the contact details of the Care Inspectorate
- inform the complainant of the action (if any) that is to be taken within twenty working days.

A parents/carers involvement policy to promote formal feedback and suggestions from children and parents/carers as a means of evaluating the service and making improvements.

The childminder should further develop the child protection policy to:

- a) review the emergency contact details for the relevant child protection agencies
- b) make parents aware that they may not be consulted prior to referral of any child protection concerns to an external agency
- c) refer to the National Guidance for updated child protection information.

**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

#### Recommendation 1

The childminder should ensure that detailed information about each of the children is kept up to date so that it remains a true reflection of the child's needs/interests and takes account of the child's view (where possible), and parents/carers.

**This recommendation was made on 10 March 2016.**

#### Action taken on previous recommendation

We found that the child's record had been reviewed; however we found no details regarding the child's interests or the views of the child and their parents. This recommendation has been restated. Further information can be read within the report.

#### Recommendation 2

In order to ensure children's health, safety and wellbeing, the childminder should further develop medication administration procedures in line with Management of Medication in Daycare of Children and Childminding services: <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

National Care Standards early education and childcare up to the age of 16. Standard 3: Health and Wellbeing and Standard 14: A Well-managed Service

**This recommendation was made on 10 March 2016.**

#### Action taken on previous recommendation

We found limited information in relation to this recommendation. This recommendation has been restated. Further information can be read within the report.

#### Recommendation 3

To reduce the spread of infection and ensure children's health and wellbeing the childminder should further develop the infection control guidelines.



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

**This recommendation was made on 10 March 2016.**

## Action taken on previous recommendation

The childminder has updated the guidance to reflect 48 hours exclusion period from the service should a child be sick. She has sourced the infection control guidance and agreed to share this with parents. This recommendation has been met and is ongoing.

## Recommendation 4

The childminder should develop:

A complaints policy to:

- include the contact details of the Care Inspectorate
- inform the complainant of the action (if any) that is to be taken within twenty working days.

A parents/carers involvement policy to promote formal feedback and suggestions from children and parents/carers as a means of evaluating the service and making improvements.

The childminder should further develop the child protection policy to:

- a) Review the emergency contact details for the relevant child protection agencies.
- b) Make parents aware that they may not be consulted prior to referral of any child protection concerns to an external agency.
- c) Refer to the National Guidance for updated child protection information.

National Care Standards Early Education and Childcare up to the age of 16 years - Standard 13: Improving the Service and Standard 14: A Well-managed Service

**This recommendation was made on 10 March 2016.**

## Action taken on previous recommendation

We found no further development in this area. This recommendation has been restated. Further information can be read within the report.

## Recommendation 5

The childminder should access the following training to support her practice and good outcomes for children:

- first aid
- child protection
- GIRFEC
- food hygiene.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff and Standard 14: A Well-managed Service

**This recommendation was made on 10 March 2016.**

## Action taken on previous recommendation

The childminder has not attended any of the training. This recommendation has been restated. Further information can be read within the report.

## 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	
10 Mar 2016	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
15 Jan 2015	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
20 Jan 2011	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Jun 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed

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