

Florence, Judy Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 29 August 2017

Service provided by:
Florence, Judy

Service provider number:
SP2004937892

Care service number:
CS2003046479

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Mrs Judy Florence who is referred to as the childminder throughout this report, is registered to provide a care service for a maximum of eight children at any one time under the age of 16, of whom a maximum of six will be under 12 years, 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.

Ten children currently used the service on a part-time basis throughout the week. There was one child attending the service during the inspection.

The childminder provides the service from her home in the Fairmilehead area of Edinburgh which is close to local amenities and public transport. The downstairs area of the property is used for the purpose of childminding and this includes the living room, kitchen and downstairs toilet. Children have access to the garden to the rear of the house for play.

The aim of the service as stated was to provide 'a quality, safe and flexible service to children aged from three months to 12 years'.

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.

Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

What we did during our inspection

We wrote this report following a short notice inspection on Tuesday 29 August 2017. We gave feedback to the childminder throughout the inspection.

As part of the inspection, we took account of the annual return and self assessment forms that we asked the childminder to complete and submit to us.

We sent three care standards questionnaires to the childminder to give to parents and two of these were completed and returned to us.

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

We spoke with:

- The childminder.
- The minded child.

We looked at:

- The environment, equipment and toys.
- A sample of children's files and records kept.
- Policies and procedures.
- Evidence from the childminder's self assessment submitted to us.
- Medication system.
- Accident recording system.
- Certificate of registration.
- The childminder's interaction with the minded children.
- Information about the training that the childminder had completed.
- The two care standard questionnaires we received from parents.

Views of people using the service

There was one minded child present during the inspection. We observed that they were confident and content in their environment. We saw that they enjoyed a variety of activities with the childminding including doing a jigsaw together and selecting stickers from a book for their picture. The child had a positive rapport with the childminder who interacted with them during their play and responded to their needs in a nurturing, kind and respectful manner.

In the two care standards questionnaires returned to us, parents indicated 'Strongly agree' to the statement 'Overall, I am happy with the quality of care my child receives at this service'.

Some written comments received from those parents have been outlined throughout the report.

Self assessment

The Care Inspectorate received a self-assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information included.

What the service did well

The childminder demonstrated that she provided a professional, nurturing and welcoming environment for children using her service.

What the service could do better

The childminder should continue to review and develop her service on a regular basis in line with best practice guidance and as outlined in this report. This included ensuring that personal plans for all children continue to be developed and reviewed a minimum of once every six months in consultation with parents.

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

The childminder described how she worked in partnership with parents to meet and support children's individual care needs and interests. She spoke with parents on a daily basis to share information about their child's day and completed a daily diary for younger children.

Newsletters, policies and procedures were also shared with parents so that they were aware of the childminder's practice and what to expect. These communication methods helped provide continuity of care and share information.

The childminder had updated her child protection policy in line with best practice. She had also previously completed child protection training to ensure that she understood her role and responsibilities to protect children in her care. We saw that the childminder had a caring, respectful and positive relationship with the minded child.

They sat on the floor together completing a jigsaw and she asked questions and chatted about the picture to further promote the child's learning. She gave praise and encouragement to the child during their play and acknowledged their achievements. This approach helped support the child's self-esteem and confidence. All children's achievements from home or the childminder's were also recognised through the pictorial tree display on the wall.

The childminder gathered information from parents about their child's care needs and she demonstrated that she knew the children that she cared for well. She had progressed with developing children's plan information about their development, interests and activities taking into account the SHANARRI wellbeing indicators.

The childminder was now to continue to develop this system for all children. She should continue to expand on the on the children's individual personal plan information if they have any known allergies or medical needs including clearly recording symptoms to look out for and action. A clearer record should also be kept to demonstrate that parents have reviewed their child's personal plan at least once every six months in line with legislation.

Since the last inspection, the childminder had further developed her medication policy and recording system to use in the event of parents requesting medication to be administered to their child.

In the two care standards questionnaires returned to us, parents indicated 'Strongly agree' to the statements:-

- The childminder asks you for your views about how you want your child to be cared for.
- The childminder regularly involves me in reviewing the information they have about my child.

Some written comments included:-

'Judy hand out questionnaires which always have space for suggestions. We also use the diary to write any instructions or requests in'.

'Judy is always approachable and makes time to speak to me regularly'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should continue to develop all children's personal plan information taking into account the SHANARRI wellbeing indicators in consultation with parents. Where children have any identified allergies or medication needs, detailed information about this should also be clearly recorded along with the symptoms to be aware of and the stepped approach to follow. This information should be reviewed with parents at least once every six months and a record of this kept.

National Care Standards early education and childcare up to the age of 16:-

Standard 3 - Health and wellbeing.

Standard 6 Support and development.

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home was observed to be clean and smoke free for children using the service. The childminder had developed her written risk assessment information and she talked to us about the measures she took to reduce the potential risks around her home and garden. She told us about the appropriate hygiene and infection control procedures she carried out to generally maintain the cleanliness of her home.

Plans were in place to improve the appearance of the patio doors in the livingroom as these had become stained with mildew due to condensation. The childminder told us that the boiler and gas central heating was due to be checked as part of the annual maintenance contract.

We saw that since the previous inspection, the neighbour's garden fence had not yet been reinstated. However the childminder described the measures she had taken to safeguard children when using the garden area and she had assessed this area to be suitable to use with her supervision.

A variety of resources were available in the living room for minded children to choose from. This included a variety of board games, books, toys and arts and crafts. The childminder told us about the opportunities available in the wider community that they enjoyed including after school activity clubs, toddlers, walks and the park. This helped children to be part of the community and maintain their interests and hobbies.

The childminder was aware of and described how she had taken into account the 'My world outdoors' document. Outdoor experiences helped children to learn to manage hazards in a variety of settings to help them to keep themselves safe with the support of the childminder.

The childminder had renewed her First Aid training. There was also a system in place to record any accidents or incidents and the action taken as a result.

In the two care standards questionnaires returned to us, parents indicated 'Strongly agree' or 'Agree' to the following statements:-

- The childminder's home is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- The childminder provides a suitable range of equipment, toys and materials for my child.
- The childminder makes good use of resources in the community, for example the library and parks.

Some written comments from the questionnaire we received included:-

'Judy is always active with the children. She takes them to activities outside the home twice a day (morning and afternoon) almost without exception. Activities include playgroups and library visits'.

'Amazing array of arts and crafts projects. Great toys and never uses the TV which is fantastic'.

'Library, nature walks and the park are a big hit'.

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 demonstrated a professional and committed approach to her childminding service. She was enthusiastic about her childminding service and was confident in her approach to be able to meet children's needs.

The childminder told us that the information she was sent from the Care Inspectorate's Care News magazine, the Scottish Childminding Association (SCMA) and links with other childminders helped her to keep up to date with best practice. She had renewed her First Aid training since the previous inspection and confirmed that she had read and used Building the Ambition' best practice document to help evaluate her service and practice.

In the two care standards questionnaires returned to us, both parents indicated 'Strongly agree' to the statement 'The childminder involves me and my child when making improvements or changes to the service'.

The childminder told us that she encouraged families to give feedback and suggestions to improve upon her service. During the inspection she discussed with the minded child their plans for the day and what they wanted to do next. A complaints procedure was in place and parents were aware of the action they could take if they were unhappy about the service provided.

Some written comments from parents included:-

'Judy is a brilliant childminder who genuinely cares for all the kids she looks after. She is considerate of all the parents views or cultures and makes a special effort to celebrate different occasions special to each child. Couldn't improve on an exceptional service. We were lucky to find her'.

'We have a very open and excellent working relationship. We can also leave requests for her in the diary she keeps for us daily'.

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	
21 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
12 Jun 2013	Announced (short notice)	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Jun 2009	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	Not assessed

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