

Allan, Mary

Child Minding

Type of inspection: Unannounced
Inspection completed on: 11 October 2017

Service provided by:
Mary Allan

Service provider number:
SP2003904068

Care service number:
CS2003007028

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. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Mary Allan (referred to as the childminder throughout this report) is registered as a childminder with the following conditions:-

1. The care service may be provided to a maximum of 6 children at any one time under the age of 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 children of the childminder's family.
2. The parts of the premises not to be used are the front lounge downstairs and the front bedroom upstairs. The back garden may be used.
3. A maximum of one child may be cared for overnight.

What we did during our inspection

We wrote this report following an announced inspection carried out at short notice to the childminder.. This was carried out by an inspector of the Care Inspectorate. Three visits were made to this childminder to carry out the inspection. She was not available on the first two visits. The third visit took place on Wednesday 11th October 2017, two minded children were present. We gave feedback to the childminder on the same day as this inspection.

During the inspection, we spoke to the childminder and minded children present. We observed the care given by the childminder and looked at a number of documents including , children's records and the methods in place for involving parents in her service provision.. We also looked at the childminding environment and considered the experiences of the children.

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 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

The children attending told us they liked being at the childminder's house. One of them said he enjoyed doing art and crafts whilst the other said he liked football. We saw them communicating with the childminder and they were confident and secure.

Self assessment

The childminder told us she did not like completing paperwork and was satisfied that she provided a good service as all her families had been referred to her by word of mouth from other families using her service.

What the service did well

The childminder had created a secure environment where children felt comfortable and could move around between the dining area, back lounge and kitchen. She knew the children well and was able to tell us about their characteristics and likes and dislikes. Good working relationships had been established between her and the families she provided a service for.

What the service could do better

The childminder could improve her knowledge of current childcare practice issues. She could identify children's next steps for development and learning and provide experiences that would support these.

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	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder communicated daily with parents thus enabling her to be aware of changes in circumstances and make provision for different needs of children being cared for.

The childminder was calm and patient providing a good role model. Her positive approach to behaviour management helped children to learn to be respectful of the house rules and considerate towards each other. Children were praised appropriately which helped them develop good self-esteem.

Children were healthy and active because they were given daily opportunities to walk from school and spend time in the garden. On the day of inspection the children were engaged in art and craft activities which supported their creative development. We saw the toy cupboard which had a good range of resources suitable for the different ages and stages of development of the children she minded. The childminder told us the toys were rotated regularly to ensure children remained stimulated.

We reminded the childminder that personal information about children should be reviewed at least every 6 months or sooner if there are any changes to the child's details.

There was no information recorded about how children were developing and what she did to ensure their ongoing development and learning. She advised that as the children were at school and nursery their development was being monitored there. See recommendation 1.

The health and infection policy kept by the childminder was not specific to her childminding service. We discussed this with her and it was agreed she would develop a policy which was specific to her service. See recommendation 2.

We looked at the information the childminder had for exclusion periods for illness. We discussed this with her and advised that as it was published some time ago it may well need to be updated. She agreed to obtain the most recent information on exclusion periods for illness and contagious disease as provided by Fife Health Board.

The childminder held a copy of the Care Inspectorate Guidance on Management of Medication but did not have procedures and documentation in place for the administration of medication. We discussed this with her and advised that she should have the relevant documentation readily available for parents should they require her to administer medication to their children. She should develop her documentation and procedures in line with the Care Inspectorate Guidance. We advised her that she should implement this as a matter of priority, she agreed to do this. See recommendation 3.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should develop records for children which would show how she monitors children's development and plans for their ongoing development and learning. She should use the SHANARRI indicators within the document 'Getting It Right For Every Child' to make her assessments. This information should be shared with parents.

National Care Standards, Early Education and childcare up to the age of 16, Standard 4 - Engaging with children; Standard 5 - Quality of experience; Standard 6 - Support and Development.

2. The childminder should develop a health and infection control policy which is specific to her childminding service.

National Care Standards, Early Education and childcare up to the age of 16, Standard 2 - A safe environment, Standard 3 - Health and wellbeing.

3. The childminder should, as a matter of priority, develop procedures for the administration and recording of medication in line with the Care Inspectorate guidance.

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

Minded children had access to the ground floor accommodation. The dining room provided a base for their art and craft activities and they had access to the rear lounge and supervised access to the kitchen. An upstairs toilet was easily accessible. The home was clean and warm, children moved freely between rooms as they would at home.

The front lounge was not used and children were not allowed access to it. This room was used by the childminder's husband who was retired. He used this room for smoking. There was a lingering smell of cigarette smoke throughout the house. Action on Smoking and Health provide information of the harm to children exposed to second and third hand smoke. This can be found at www.ash.org.uk and the fact sheet on second hand smoke in the home. The childminder should familiarise herself with this. See recommendation 1.

There was a pet cat in the home (which was not seen at inspection). The childminder told us that children did come into contact with the cat and could stroke it, but as the cat was old and sometimes might bite she preferred to keep the cat out of the way. The childminder did not have a pet policy in place. We advised her she should develop one and ensure she has procedures in place to support positive interaction with the pet whilst limiting risk of harm to children. See recommendation 2.

There was a garden to the rear of the property which was suitable for children to have supervised play. This provided daily opportunity for children to have access to fresh air and physical play.

Within the bathroom there were cleaning products and aerosols stored on a shelf. Whilst this was a high shelf it would be easy for children to climb up to it. This therefore posed a risk hazard for children. We advised the childminder to store these products safely away from children. She agreed to do this. See recommendation 3.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should ensure that no person smokes in the home as this poses a potential health risk to minded children as advised by Action on Smoking and Health. Smoking should be restricted to outside the home. The childminder should view the information at the following website, www.ash.org.uk
National Care Standards, Early Education and Childcare up to the age of 16, Standard 2 - A safe environment.

2. The childminder should ensure that she develops a pet policy for the family cat. This should include details of vaccinations, keeping the areas used by children safe from pet fouling and having procedures in place to ensure children have positive and safe interactions with the cat.
National Care Standards, Early Education and childcare up to the age of 16, Standard 2 - A safe environment, Standard 14 - Well-managed service.

3. The childminder should ensure that cleaning materials and aerosols are stored safely and securely away from children to ensure their continued safety.
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 provided families with information about the operation of the service. She had not updated all her policies for some considerable time. We spoke to her about policies she should review and policies that should be developed. This would result in policies reflecting current best practice and ensure that she is fully aware of the content of her policies to support practice.

The childminder kept herself up to date with some childcare issues by reading the Scottish Childminding Association's magazine produced every quarter. We advised her to look at our website which provided a very good range of information about childcare issues and best practice guidance. This can be found at hub.careinspectorate.com.

The childminder recorded children's attendance in a daily diary. She kept information about children's patterns of attendance in her head and advised that a few of the children had various attendance patterns dependant on their parents shifts and that she could easily calculate if she had space for the children. She currently had 11 children attending her service at different times, we felt that relying on information in her head may result in mistakes being made. We reminded her that under no circumstances should she be in breach of her registration conditions in terms of the number of children she can care for at any time. She acknowledged this and stated that she never had. See recommendation 1.

The childminder was able to describe to us signs and symptoms which would alert her to suspect child abuse. She had information about to whom she should report any suspicions. This meant children could be protected from harm.

The childminder did not have any first aid training, we recommended that she tries to access this so that she would be knowledgeable about correctly dealing with any accidents/injuries. A recommendation 2 is made.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 7

1. The childminder should develop a written system that identifies how many children she is committed to care for on a daily basis so that it can be seen at a glance where there are available spaces for children who attend ad hoc dependant on their parents shifts.

National Care Standards, Early Education and childcare up to the age of 16, Standard 14 - Well-managed service.

2. The childminder should try to access first aid training. This would ensure she has the knowledge on how to deal with accidents/incidents and emergencies and would contribute to children's continued wellbeing.
National Care standards, Early Education and Childcare up to the age of 16, Standard 14 - Well-managed service.

3. This recommendation is carried forward from the previous inspection as it has not been addressed by the childminder.

The childminder should develop simple systems to help her evaluate the service. The childminder should identify areas where she needs to improve and the actions she has put in place to support any improvement.

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

4. This recommendation is carried forward from the previous inspection as it has not been addressed by the childminder.

The childminder should familiarise herself with GIRFEC, national well-being indicators and Building the Ambition. The childminder should begin to use these best practice documents to help her maintain good outcomes for the children in her care.

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

5. This recommendation is carried forward from the previous inspection as it has not been addressed by the childminder.

The childminder should keep herself up to date with new guidance and best practice to ensure that she can continue to provide children and families with a good quality service.

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

6. This recommendation is carried forward from the previous inspection as it has not been fully addressed by the childminder.

We recommend that the childminder gathers more detailed information about the children in her care.

Information should be reviewed and updated every six months or sooner if required. Evidence of sharing of information should be recorded.

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

7. This recommendation is carried forward from the previous inspection as it has not been met.

It is recommended that Mrs Allan attends training, in particular child protection and food hygiene training.

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

Recommendation 1

It is recommended that Mrs Allan develops personal plans for each child. These should be developed in conjunction with parents and the child (if appropriate). All information should be reviewed and updated every 6 months or sooner if required. Evidence of sharing of information should be recorded. National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing and Standard 7: A Caring Environment.

This recommendation was made on 7 February 2013.

Action taken on previous recommendation

Some progress had been made in relation to this. For further information please refer to the quality of management and leadership theme.

Recommendation 2

It is recommended that Mrs Allan attends training, in particular child protection and food hygiene training. National Care Standards Early Education and Childcare up to the age of 16, Standard 13: Improving the Service.

This recommendation was made on 7 February 2013.

Action taken on previous recommendation

This recommendation has not been met. For further information please refer to the quality of management and leadership theme.

Recommendation 3

We recommend that the childminder develop simple systems to help her evaluate the service. The childminder should identify areas where she needs to improve and the actions she has put in place to support any improvement.

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

This recommendation was made on 25 November 2016.

Action taken on previous recommendation

No action has been taken therefore this recommendation is carried forward.

Recommendation 4

We recommend the childminder familiarise herself with GIRFEC, national well-being indicators and Building the Ambition. The childminder should begin to use these best practice documents to help her maintain good outcomes for the children in her care.

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

This recommendation was made on 25 November 2016.

Action taken on previous recommendation

This recommendation is carried forward from the previous inspection as it has not been addressed by the childminder.

Recommendation 5

We recommend that the childminder keeps herself up-to-date with new guidance and best practice to ensure that she can continue to provide children and families with a good quality service.

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

This recommendation was made on 25 November 2016.

Action taken on previous recommendation

This recommendation is carried forward from the previous inspection as it has not been addressed by the childminder.

Recommendation 6

We recommend that the childminder gathers more detailed information about the children in her care. Information should be reviewed and updated every six months or sooner if required. Evidence of sharing of information should be recorded.

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

This recommendation was made on 25 November 2016.

Action taken on previous recommendation

This recommendation is carried forward from the previous inspection as it has not been addressed by the childminder.

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	
23 Sep 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
7 Feb 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
30 Sep 2011	Unannounced	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
13 Sep 2010	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
31 Aug 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
18 Apr 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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