

# Ashley, Catherine Margaret Child Minding

Type of inspection: Unannounced  
Inspection completed on: 30 October 2017

**Service provided by:**  
Catherine Margaret Ashley

**Service provider number:**  
SP2003902436

**Care service number:**  
CS2003004348

## 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](http://www.careinspectorate.com)

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

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.

The childminder provides her service from her home in the town of Brodick on the Isle of Arran. She can care for 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. These numbers include the childminder's own children. At the time of this inspection the childminder was caring for a total of 3 children at various times. Other conditions of registration are as follows:

- Only those persons named on the certificate of registration can care for the children.
- The parts of the premises not to be used are: the upstairs bedrooms and the back garden area.
- Overnight service will not be provided.
- Miss MacNeil may provide care for the 3 minded children who are not yet attending primary school as per the request received on 22/03/10 on a Monday, Tuesday, Thursday and Friday up to the end of June 2010.

We discussed the childminder submitting a variation to have the final condition removed from her certificate of registration.

The childminder principally aims to provide a friendly and caring childminding service to the local community and surrounding areas on the Isle of Arran.

### What we did during our inspection

We wrote this report following an announced inspection which took place between 1.30pm and 3.45pm on 30 October 2017.

We sent the childminder three questionnaires to give to parents/carers using her service. Two were completed and returned prior to this inspection.

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

- Consultation with parents/carers
- Premises risk assessment
- Policies/procedures
- Training
- Good practice guidance
- Attendance records
- Medication
- Accident/incident recording
- Registration certificate
- Insurance certificate

We spoke with the childminder and observed interactions with the young minded children present.

We also looked at some toys, equipment and the general environment.

## Views of people using the service

Two children under three years of age were being cared for during our visit. They were relaxed and familiar and happy to play in the childminder's home. Their needs were met by the childminder throughout our visit.

Two parents/carers completed and returned our Care Standards questionnaires giving us their views of the service provided. Both were happy, overall, with the quality of care their children received.

## Self assessment

We discussed completion of this document and the childminder agreed to submit this when next requested to do so.

## What the service did well

The childminder provided a home from home, nurturing environment and was keen to develop her service to provide positive outcomes for families. She had built up positive, confident relationships with the families using her service and knew the children's individual needs very well. She had acted on the majority of recommendations made at the previous inspection.

## What the service could do better

The childminder should take account of the recommendations made within this report. She should continue to consult with parents/carers and access training relevant to her role when possible.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

The childminder provided opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices and information. She exchanged information about her service and consulted with the parents/carers about the care of their children. A parent told us this happened during "daily changeover" and that they received a "run down of food, sleep, activities". Children were encouraged to play an active role in decision making. They were provided with choices on a daily basis and their views and suggestions respected. This told us that families input was respected and included in daily practice.

Throughout our time in the childminder's home we observed the minded children to be happy and comfortable and to enjoy positive relationships with her. She knew the children well and could discuss the needs and interests of all the children in her care. She now needed to develop individual personal plans using the information gathered and her observations of the children (see recommendation 1 in this quality theme). We provided an example to assist her in this process.

The childminder provided a nurturing environment and promoted healthy lifestyles. She was aware of the children's dietary needs and provided healthy snacks and drinks. Regular active play opportunities helped the children to develop their physical skills and enjoy being in the fresh air.

She gathered information on the children's health needs and operated a medication policy/procedure which reflected current good practice guidance. Permission and recording facilities were available should the need arise.

The childminder was well aware of her responsibility in keeping children safe and the action she would take should concerns arise. She operated a child protection policy and was due to undertake Solihull training, following a recommendation made at her previous inspection, to further raise her awareness and understanding of children's emotional health and well-being.

### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 1

1. On the information gathered and observations made, the childminder should now develop individual personal plans for the children in order to meet the requirements of Regulation and ensure they are reviewed at least on a six monthly basis.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6 - Support and development.

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder provided the children with a safe, warm and inviting environment. A new extension had been built on to the family home providing a bright, spacious kitchen and a downstairs bedroom. Renovation work was on-going, however the childminder ensured the space available allowed the children to play safely.

Premises risk assessments had been updated and were due to be reviewed. Safety precautions were in place showing us that risks of harm to the children were minimised. The childminder and parents told us about the community resources used to extend the children's experiences such as the beach, soft play and library. We discussed further developing risk assessment to include all specific outings/venues (see recommendation 1 within this quality theme).

The childminder carried out good practice procedures with regards to infection control. She provided individual hand drying facilities to help reduce cross infection and keep the children safe and healthy. Following a recommendation made at the previous inspection the childminder had developed a pet policy outlining her procedures for hand washing, supervision, pet health and children's contact. She followed the current good practice guidance and provided parents with information on exclusion criteria should their child contract an infectious illness.

Accident/incident recording facilities were available should the need arise which she could share with parents/carers, ensuring they were made aware of any events and action the childminder had taken. She was awaiting information on training to enable her to update her first aid certificate.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. Risk assessments for specific activities/venues such as outings to the beach, soft play etc should be recorded and regularly reviewed to reflect any changes.

National Care Standards 'Early Education and Childcare up to the age of 16', 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

The childminder had gathered a range of good practice guidance publications to help inform her daily practice. She received information on courses taking place for childminders in the local area and had secured a place on Solihull training. She had attended resilience and brain development since her last inspection. We discussed accessing our HUB online which provides resources to support improvement and shares good practice.

Her complaints policy informed parents of her procedure should any concerns/issues arise along with our contact details should issues not be fully resolved. Parents who gave us feedback told us they were aware they could raise any concerns with us, however commented that they would speak to the childminder "in person, she is open and approachable". This indicated the positive and trusting relationships she had built up with parents and that positive outcomes for the children and their families was promoted.

Parents agreed that the childminder involved them and their children when making improvements/changes to her service. Daily exchanges of information took place with parents and children and evaluation questionnaires had been developed since the previous inspection to formally gain their views. They were asked to give their opinions on different aspects of her service and any suggestions for improvement. Those we looked at were very positive. She should continue to consult with parents/children to help inform future improvements.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 – good

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

## Previous requirements

### Requirement 1

The childminder must develop personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months. This is in order to comply with SSI 210 'The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011', Regulation 5 – Personal Plans. Timescale – within 28 days of the date the child starts using the service. For children currently using the service – within 1 month of receipt of this report.

**This requirement was made on 21 March 2014.**

### Action taken on previous requirement

Personal plans were not in place at this time, however the childminder was able to discuss the individual needs and preferences of each child in her care and how she caters for them. As she knew the children very well we have changed this requirement to a recommendation in this report (see quality of care and support)

**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 develop opportunities for parents/carers and children to put forward their views and suggestions for service improvement. Evidence that their comments have been acted on should also be available. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 13 – Improving the service.

**This recommendation was made on 21 March 2014.**

## Action taken on previous recommendation

Parent/carer questionnaires had been developed providing them with the opportunities to put their views forward along with any suggestions for improvement on different aspects of the service including safety, health and organisation. Additional questionnaires had also been developed to gain suggestions for improvement on, for example, activities, arts/crafts, outdoor activities and healthy eating activities. This recommendation was met.

## Recommendation 2

The childminder should review and update her premises risk assessment to reflect changes made to the environment. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A safe environment.

**This recommendation was made on 21 March 2014.**

## Action taken on previous recommendation

Premises risk assessments had been updated and review dates recorded. This recommendation was met.

## Recommendation 3

A policy/procedure on safe contact with animals/pets should be developed. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A safe environment.

**This recommendation was made on 21 March 2014.**

## Action taken on previous recommendation

A pet policy had been developed detailing the childminder's procedures for safeguarding the children. This recommendation was met.

## Recommendation 4

The childminder discussed the difficulties in accessing child protection training on the island. We discussed the opportunity to participate in self learning by using the pack available on-line from the local authority child protection committee. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 3 - Health and wellbeing.

**This recommendation was made on 21 March 2014.**

## Action taken on previous recommendation

The childminder had secured a place on Solihull training. This recommendation was met.

## Recommendation 5

Risk assessments for specific activities/venues should be recorded and regularly reviewed to reflect any changes. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 3 - Health and wellbeing.

**This recommendation was made on 21 March 2014.**

## Action taken on previous recommendation

This recommendation is carried forward (see quality of environment).



## 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	
15 Jan 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Apr 2013	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
2 Mar 2012	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	1 - Unsatisfactory
		Management and leadership	Not assessed
15 Mar 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Mar 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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