

# Lorraine Farrell Childminding Service

## Child Minding

Dundee

Type of inspection: Unannounced  
Inspection completed on: 9 November 2017

**Service provided by:**  
Farrell, Lorraine

**Service provider number:**  
SP2012983641

**Care service number:**  
CS2012308841

## About the service we inspected

Lorraine Farrell is registered to provide a care service to a maximum of four children at any one time under the age of 12 of whom no more than three are not yet attending primary school and no more than one is under 12 months. Numbers are inclusive of children of the childminder's family. Overnight care may not be provided. Minded children cannot be cared for by persons other than those named on the certificate.

The childminder provides the service from her home, a first floor flat within walking distance of the centre of Dundee. The rooms used for childminding include a dedicated playroom, bathroom and sitting room. There is an enclosed shared back garden and a secure door entry to the entrance to the flats.

The childminder's aims and objectives for her service include: "I aim to provide a friendly and flexible service for families and introduce them into a warm and welcoming, homely and safe environment. I plan to give the children the opportunity to experience as many different activities as possible inside the home and outdoors too. I will be offering healthy and nutritious meals and snacks daily and fruit and vegetables as part of five a day. I aim to keep a close and open relationship with all parents and have an open door policy so parents are welcome to chat whenever they feel the need, also if there are any questions or concerns."

## How we inspected the service

We met with the childminder and reviewed action taken to meet the recommendations and requirements which were made at the last inspection. We spent time discussing the childminder's circumstances and impact of this on progress made.

## Taking the views of people using the service into account

There were no children present during the inspection visit, so we were unable to gather their views.

## Taking carers' views into account

We did not have the opportunity to gain carer's views as part of this inspection, however we had input from carer's at the inspection visit which took place earlier this year.

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

### Previous requirements

#### Requirement 1

The childminder must ensure she updates children's information every six months, or sooner where details have changed. This should be done in conjunction with parents and carers.

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of Service Users.

Timescale: Within one month of receipt of this report.

**This requirement was made on 30 June 2017.**

#### Action taken on previous requirement

The childminder informed us that she had issued new forms to parents to update their child's information, however these had not been returned. We emphasised the importance of having this information in place as soon as possible, and suggested that the childminder complete this information with the parent when they collected their child to ensure this is in place. As a result of personal circumstances, we agreed to extend the time to meet the requirement. We highlighted the implications for the ongoing registration of the service if this was not addressed.

**Not met**

#### Requirement 2

The childminder must attend training in child protection and first aid, as well as identify her overall training and development needs and access relevant training to update her knowledge and skills.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a).

Timescale: within three months of receipt of this report.

**This requirement was made on 30 June 2017.**

## Action taken on previous requirement

The childminder had not undertaken any training since the last inspection, due to personal circumstances. We discussed the importance of this training being in place, and the expectancy that this would be completed as soon as the childminder was fit to do so. As a result of personal circumstances, we agreed to extend the time to meet the requirement. We highlighted the implications for the ongoing registration of the service if this was not addressed.

**Not met**

## Requirement 3

The childminder must submit notifications to the Care Inspectorate, in line with registration requirements.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Registration) Regulations 2011 (Scottish Statutory Instrument 2011/28) Regulation 4(1)(a)(b)(c) (Records, notifications and returns).

Timescale: on receipt of this report.

**This requirement was made on 30 June 2017.**

## Action taken on previous requirement

We discussed the notifications which the childminder should have submitted after the last inspection. We explained the need to submit this information to keep us informed about the service, and to meet her conditions of registration. As a result of personal circumstances, we agreed to extend the time to meet the requirement. We highlighted the implications for the ongoing registration of the service if this was not addressed.

**Not met**

## Requirement 4

The childminder must ensure she adheres to her conditions of registration and does not leave the children with anyone other than those named on the certificate.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4(1)(a).

Timescale: upon receipt of this report.

**This requirement was made on 30 June 2017.**

## Action taken on previous requirement

The childminder advised us she was clear on her conditions of registration and did not leave the children with anyone other than those named on the certificate. We were satisfied that the childminder had met this requirement.

**Met - within timescales**

## 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 she reviews long-term medication consents with parents in line with best practice guidance.

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

**This recommendation was made on 30 June 2017.**

#### Action taken on previous recommendation

The childminder advised that she still does not have any children on long-term medication, therefore we were unable to assess her practice in relation to this. This recommendation has been continued as part of this report, and be followed up at the next inspection.

#### Recommendation 2

The childminder should have written risk assessments in place for outings to support her practice, and date and review these regularly as part of the overall service review.

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

**This recommendation was made on 30 June 2017.**

#### Action taken on previous recommendation

The childminder advised that she had not progressed the areas of recommendation due to a change in her personal circumstances. We discussed some of the paperwork aspects for improvement which could be progressed by the childminder just now, and emphasised the importance of her demonstrating some action was being taken to address the areas identified for improvement. This recommendation has been continued as part of this report, and will be followed up at the next inspection.

#### Recommendation 3

The childminder should ensure that the children's playroom is clear of other household items when children are attending the service.

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

**This recommendation was made on 30 June 2017.**

#### Action taken on previous recommendation

The childminder informed us that permission had been granted to build an outdoor store, which would help address the storage issues within the playroom. The childminder advised that now they had permission, they would progress with building this. This recommendation has been continued as part of this report and will be followed up at the next inspection.

## Recommendation 4

The childminder should ensure she reminds children to wash their hands after feeding pets.

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

**This recommendation was made on 30 June 2017.**

### Action taken on previous recommendation

The childminder informed us that she ensured children washed their hands after feeding pets. Due to no children being present during the inspection, we were unable to observe this practice. This recommendation has been continued as part of this report and will be followed up at the next inspection.

## Recommendation 5

The childminder should develop methods to seek the suggestions and opinions of parents, carers and children in assessing and improving the service.

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

**This recommendation was made on 30 June 2017.**

### Action taken on previous recommendation

The childminder advised that she had not progressed the areas of recommendation due to a change in her personal circumstances. We discussed some of the paperwork aspects for improvement which could be progressed by the childminder just now, and emphasised the importance of her demonstrating some action was being taken to address the areas identified for improvement. This recommendation has been continued as part of this report, and will be followed up at the next inspection.

## Recommendation 6

The childminder should ensure she has comprehensive policies in place, which are reviewed regularly as part of the overall service review, and ensure these are kept in order and be easily located.

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

**This recommendation was made on 30 June 2017.**

### Action taken on previous recommendation

The childminder advised that she had not progressed the areas of recommendation due to a change in her personal circumstances. We discussed some of the paperwork aspects for improvement which could be progressed by the childminder just now, and emphasised the importance of her demonstrating some action was being taken to address the areas identified for improvement. This recommendation has been continued as part of this report, and will be followed up at the next inspection.

## 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	
23 May 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	2 - Weak
13 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
19 Jun 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
27 May 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
12 Jun 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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