

## **Nacef, Khoukha** **Child Minding**

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

**Service provided by:**  
Nacef, Khoukha

**Service provider number:**  
SP2006958460

**Care service number:**  
CS2006117920

## The service

### Introduction

Khoukha Nacef 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 two 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.

Parts of the premises not to be used for childminding purposes are two upstairs bedrooms, front and back gardens.

Overnight service will not be provided.

Khoukha Nacef operates the service from her home; a terraced property located in a growing suburb within Aberdeen city. The premises do not have suitable gardens. However, the childminder makes good use of her local community, visiting the library, parks and shops. The childminder's home is well-situated for local schools, nurseries and playgroups.

The childminder had recently returned to childminding after a long period of inactivity. She had attended training, sourced new recording formats and updated some of the information provided to parents which she planned to continue doing.

The childminder aims to "provide home from home care and attention and also supply plenty of stimulating and educational resources suitable for all children in my care".

### What we did during our inspection

We wrote this report following an unannounced inspection, which took place on 9 October 2017 between 3:00 pm and 4:20 pm and 13 November 2017 between 1:30 pm and 4:45 pm. We returned on 16 November at 10:15 am to give feedback to the childminder. The inspection was carried out by one Care Inspectorate early years inspector.

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

During this inspection we spoke with the childminder and the 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

During our visits, the child enjoyed activities, such as loom bands, making fairy cakes and watching the Pink Panther, their favourite television programme.

We issued three Care Standards Questionnaires to be circulated to parents. However none was returned to us.

## 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

The child and childminder were getting to know one another as the child was new to the service. On our second visit, the child appeared much more confident within the childminder's company and her surroundings. The childminder tuned into the child's interests and provided activities to support these.

The childminder had attended a variety of training opportunities and spoke knowledgeably about her learning and how she would use this in her practice to support good outcomes for children.

## What the service could do better

To support children's health, wellbeing, safety and experiences, the childminder should:

- secure the blind cord for children's safety
- further develop children's records, to include chronologies
- develop risk assessments for activities such as walks, trips to the park etc.
- attend child protection training
- increase toys and resources and present these to allow children to make more informed choices
- further develop administration of medication procedures
- develop means of consultation and self-evaluation to further develop her service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
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 child and childminder shared respectful relationships as they got to know one another. The childminder's kind, patient, calm and caring nature helped the child to settle and become confident within her home. The childminder tuned into the child's interests and sourced the necessary tools to support these.

Children benefitted from settling-in visits prior to using the service. The childminder sourced and recorded pertinent information about children to ensure individual care. She demonstrated how well she knew the child and their needs. However, children's care could be enhanced through obtaining additional information. For example, if a child suffered from an allergy, how would the child present? Information should also include parental consent for applying sun cream. A chronology should be introduced for each child, to record any significant event experienced by the child. **See recommendation 1.**

Although no medication had been administered, additional information was necessary to ensure the safe administration of medicines. This should include for example, what procedure to follow in the event a child spat out or refused medication. **See recommendation 2.**

The child washed their hands prior to eating snack. Infection control could however be improved if the child followed good hand washing procedures as the child used soap first and then cold water instead of warm. Guidance can be found in: <http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare-2015-v2.pdf> <http://hub.careinspectorate.com/media/208454/hand-hygiene-information-to-support-improvement.pdf>

The child was offered a choice of snacks bought during their recent shopping trip. However, the childminder should follow the healthy eating options as discussed and familiarise herself with the latest nutritional guidance: <http://hub.careinspectorate.com/media/177298/nhs-setting-the-table-updated-jan-2015.pdf>

As the childminder provided snacks, she should contact the local authority environmental health team as she may need to register as a food business. The childminder agreed to monitor and record fridge temperatures to ensure the safe storage of food and drinks.

The childminder demonstrated overall good knowledge of how to protect children from the risk of harm, abuse and neglect. This knowledge would be further improved through attending child protection training. **See Quality of management and leadership, recommendation 2.**

She described appropriate examples of how she kept children safe within and out with her home. This link for the NSPCC would be useful to share with younger children regards their safety : <https://www.nspcc.org.uk/preventing-abuse/keeping-children-safe/underwear-rule/>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To ensure children's, health, safety and wellbeing, the childminder should ensure that appropriate records are maintained for children by ensuring:

- a) personal plans contain all information in relation to the child
- b) consent for applying sun cream is in place
- c) chronologies are in place.

National Care Standards Early Education and Childcare up to the age of 16 years – Standard 6: Support and Development; and Standard 13: Improving the Service

2. The childminder to 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

The childminder welcomed us on each arrival and showed us into her clean, tidy, bright and smoke-free home. The living-room's layout allowed children space to play, relax and learn comfortably. Large, comfy sofas allowed children to sit and enjoy quieter activities.

A suitable selection of toys and equipment was stored accessibly for the child. However, to provide children with more informed choices, there needs to be better storage arrangements. There also needs to be a wider range of educational toys and equipment available to reflect children's varying ages and stages of development and ability as discussed at feedback.

The child and childminder had opportunities to go out and about in the local community, visiting the library and shops. Visits to the playground and park allowed the child to experience active, energetic play. Further outdoor activities should be explored. More information can be read in 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)

The many photographs, which were shared with the child's parents, provided an insight into the activities the child experienced and enjoyed. The childminder planned to access local play and toddler groups should any younger children register with her service. As the childminder used photography, we advised her to contact the Information Commissioner Office: <https://ico.org.uk/>

Risk assessments for the home were carried out prior to children's arrival. In order to ensure children's additional safety, the childminder should address the hanging blind cord. **See recommendation 1.**

To ensure all areas of children's health, safety and wellbeing is considered, the childminder should develop risk assessments for trips to the outdoors and local community and the family pet bird. She should also record when safe evacuation practices and smoke alarm tests are carried out. Safe sleeping arrangements should be explored at: [www.scottishcotdeathtrust.org/](http://www.scottishcotdeathtrust.org/) should younger children register with the service. **See recommendation 1.**

Disposable aprons and gloves for the childminder's use were stored safely. The childminder should however ensure all disposable gloves are stored in their box and not in a carrier bag observing infection control. Should younger children register with the service, then appropriate nappy changing practices should be followed. This link provides guidance: <http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare-2015-v2.pdf>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To ensure children's additional safety, the childminder should:

- secure the blind cord
- further develop risk assessments
- record safe evacuation practices and when equipment is tested
- explore safe sleeping when necessary.

National Care Standards, Early Education and Childcare up to the age of 16 - Standard 2.2: Arrangements are in place to make sure of the safety and security of children and young people inside and outside.

**Grade:** 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder, a member of the Scottish Childminding Association (SCMA), had recently returned to childminding following a lengthy period of inactivity.

In order to keep abreast of research, changes to legislation and best practice guidance, the childminder should continue to read childminding publications and bulletins. We recommend she access the Care Inspectorate Hub, a 'one stop shop' to a range of resources to support improvement. **See recommendation 1.**

The childminder was motivated to do well in her role and had attended a variety of training opportunities. She spoke knowledgeably about her learning, describing how children's experiences would improve as a result. The childminder planned to attend child protection training in the near future. She should progress with the training she identified to improve outcomes for children. **See recommendation 2.**

The childminder's information pack was under review. The childminder intended to share this with parents when registering with her service to make them aware of pertinent policies and procedures. For example, for child protection; accounting for children's overall health, safety and wellbeing and the means of making a complaint; maintaining quality within the service. The childminder should ensure she develops and includes a confidentiality policy, to include instances when the childminder may have to break confidence, for example in the case of child protection concerns.

The childminder tuned into the child's interests and ensured she gave her choices in relation to activities and snacks. The childminder should now consider and develop more formal ways of gaining feedback from children and their families and use their views to evaluate and improve her service. Dates should be included to show progression within the service. The methods of including children and their parents should be added to the aims and objectives of the service, to make them aware of the expectations. **See recommendation 3.**

Appropriate current public liability and car insurances were in place.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. To support improvement, the childminder should access the Hub <http://hub.careinspectorate.com/>

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

2. To safeguard children, the childminder must access relevant training to improve her skills and knowledge in relation to child protection.

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

3. The childminder should evaluate her practice and seek ways of developing the service.

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

**Grade:** 3 - adequate

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

### Previous requirements

#### Requirement 1

In order to safeguard children the childminder must access relevant training to improve her knowledge and skills in relation to child protection.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and Regulation 15 (b) (i).

**This requirement was made on 19 February 2015.**

#### Action taken on previous requirement

The childminder had not secured a training date for child protection. However, she had contacted the Scottish Childminding Association (SCMA) to find out about training dates and planned to book the first course available.

The childminder gave a good account of the signs and symptoms of abuse which would give her cause for concern. She named the agencies she would contact for advice or reporting. Further information can be read within the report. This will be restated as a recommendation.

**Not met**

#### Requirement 2

The childminder must ensure the parts of the premises that children have access to are in an appropriate condition whilst she is caring for children.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 10.

**This requirement was made on 19 February 2015.**

#### Action taken on previous requirement

We visited the childminder three times and on each occasion, the living room, kitchen and bathroom were clean, tidy and organised and suitable to care for children.

**Met - within timescales**

#### Requirement 3

To reduce the risk of spreading infection, the childminder must ensure disposable gloves and aprons are accessible in the service and worn when changing nappies and dealing with body fluids.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 4(1) (d).



**This requirement was made on 19 February 2015.**

## Action taken on previous requirement

The childminder had sourced disposable aprons and latex-free gloves. These were stored in an accessible cupboard. However the gloves should be kept within the box and not a carrier bag. The childminder had no children attending who required nappy changing. However the childminder was aware that gloves and an apron should be worn in the event a child is sick etc. to limit the spread of infection.

**Met - outwith timescales**

## Requirement 4

The childminder must attend a paediatric first aid training course.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) and Regulation 15.

**This requirement was made on 19 February 2015.**

## Action taken on previous requirement

The childminder had undertaken a paediatric first aid course and advised she felt confident to administer first aid.

**Met - within timescales**

## Requirement 5

In order to support the childminder in meeting the health needs of children the medication records must be further developed to include all the necessary information.

This is in order to comply with:

Scottish Statutory Instrument 2002/114 Regulation 4 (1) (a).

**This requirement was made on 19 February 2015.**

## Action taken on previous requirement

The childminder had sourced SCMA forms to record medication required by children to address any medical or health issues. Further information can be read within the report.

**Met - within timescales**

## Requirement 6

The childminder must develop the complaints procedure to include: The timescale for investigating and responding to complaints Clear information on when complainants can contact the Care Inspectorate.

This is in order to comply with:

Scottish Statutory Instrument 2011/210 Regulation 18.

**This requirement was made on 19 February 2015.**

## Action taken on previous requirement

The childminder had updated the complaints procedure to include the details required.

**Met - outwith timescales**

## Requirement 7

The childminder must ensure the current registration certificate is displayed within the service during the hours the service is operating.

This is in order to comply with:

The Public Services Reform (Scotland) Act 2010 Section 60 (5).

**This requirement was made on 19 February 2015.**

## Action taken on previous requirement

The registration certificate was displayed in the hallway of the childminder's home and can be easily seen.

**Met - within timescales**

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

## Previous recommendations

### Recommendation 1

Personal plans should be in place and regularly reviewed to ensure they reflect the current needs of individual children.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 6: Support and Development

**This recommendation was made on 19 February 2015.**

### Action taken on previous recommendation

The childminder had recently returned to childminding after a period of inactivity. Children's records had been completed to reflect the current needs of the child. The childminder was aware these had to be updated as a minimum six-monthly; sooner if there were changes to the child's health or circumstances. This recommendation has been met.

### Recommendation 2

In order to safeguard children the childminder should follow the current child protection guidelines. The child protection policy should be updated to include details of the current guidelines. The contact details for reporting child protection concerns should be included in the child protection policy to ensure they are easily accessible.

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

**This recommendation was made on 19 February 2015.**

#### Action taken on previous recommendation

The childminder had a copy of the National Guidance for Child Protection in Scotland 2014; this is reflected within the policy. The contact details for the local Social Work department had been included; day time and out of hours. This recommendation has been met.

### Recommendation 3

The childminder should ensure she attends a range of training and undertakes other development opportunities to support her in developing the service.

National Care Standards for Early Education and Childcare up to the age of 16 – Standard 12: Confidence in Staff; Standard 13: Improving the Service; and Standard 14: A Well-managed Service

**This recommendation was made on 19 February 2015.**

#### Action taken on previous recommendation

The childminder had attended a range of training courses to support her in the care of children: These included:

- Tears, Tantrums and You
- Autism and ADHD
- First Aid
- Building the Ambition
- Introduction to GIRFEC
- Preparing for Inspection

The childminder ably described what she learned from the training and how she would put her knowledge into practice. This recommendation has been met.

### Recommendation 4

The childminder should evaluate her practice and seek ways of developing the service.

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

**This recommendation was made on 19 February 2015.**

#### Action taken on previous recommendation

The childminder described how she used good practice documents to inform her practice; for example SCMA and Care Inspectorate publications. She also found the internet a useful tool.

The childminder still had to develop means of evaluation. She should also seek feedback from children and their families and use this to help further develop her service. This recommendation has not been met; therefore will be restated.

## 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	
19 Feb 2015	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	2 - Weak
3 Mar 2014	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.