

Henderson, Emma

Child Minding

Type of inspection: Unannounced
Inspection completed on: 15 January 2018

Service provided by:

Service provider number:
SP2009975071

Care service number:
CS2009231084

The service

Introduction

This service was registered with the Care Inspectorate on 2 September 2010.

Ms Henderson is registered to provide care for a maximum of six children under the age of sixteen at any one time, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. The numbers are inclusive of the childminder's own family.

The childminder operates the service from her home, which is an end terraced two-storey house located in the Kemnay area of Aberdeen. The premises have an open planned living and dining room area with a small dedicated space for storing resources.

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.

What we did during our inspection

We wrote this report following a short notice announced inspection carried out by us on 15 January 2018.

During the inspection we spoke with the childminder and discussed how she gave care and support to minded children. We looked at some documents including child information records, policies and procedures.

Views of people using the service

Minded children were found to be happy, relaxed and confident with the childminders. They were very settled in their environment, enjoyed their conversations with the childminder and seemed happy within the service. We spoke with two of the older children.

We sent three Care Standards Questionnaires (CSQs) to the service to distribute to relatives or carers of children who use the service but none were returned to us before the inspection.

Self assessment

We received a completed self assessment document from the service provider. This contained information which identified strengths and areas for the future development of the service. This was completed to a satisfactory standard.

What the service did well

The childminder had created a warm, happy and inclusive environment. Minded children received a service that was tailored to meet their needs. Their voices were valued by the childminder.

What the service could do better

The childminder should continue to address the areas of development highlighted within this report.

From this inspection we graded this service as:

Quality of care and support	4 - 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

At this inspection, we found the service to be providing a good quality of care and support. We looked at how the childminders gathered information about minded children and how this was used to plan children's care, learning and development. This included the required information to be kept as well as good practice records.

The childminder used informal daily chats for parents/carers to have input into how the service is provided. She also spoke to children on a daily basis to determine what they would like to do while they were at the service. Sharing information this way with parents and children meant that they were able to respond quickly to concerns and tailor the service to suit how the children were feeling on a day-to-day basis.

Personal plans were in place and we discussed how the format could be reviewed so that the flow of information could be made more concise (**see recommendation 1**). Parents and children were consulted informally as to how the childminder could best support children in her care. Healthy choices for snacks, lunches and dinners were provided by the service. These were homemade and had taken children's individual tastes and preferences into account. The childminder advised as to how she had used the Setting The Table document to develop healthy, nutritional menus. Children followed infection control procedures.

Children we spoke with advised that they enjoyed coming to the childminder and that she had lots of books to read, they liked the snacks and enjoyed helping the younger children with their reading as well as playing with them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children's health, wellbeing and safety needs should be effectively recorded in their individual personal plan and regularly reviewed with parents to plan appropriate support and track when changes to their needs are identified.

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

Grade: 4 - good

Quality of environment

Findings from the inspection

At this inspection we considered how the designated childminding areas were maintained to ensure children were safe and protected for harm and how well the childminding areas were used. All aspects considered were met. We gathered evidence through viewing the childminding areas and equipment, examining relevant records and observing how the children used the environment, local community and resources.

The childminders home was welcoming, clean and spacious. She had a dedicated space to store additional resources for children which was valuable as there was a range in ages of children who attended the service. The living room and dining area was used to engage in both busier and quieter activities. The childminder had a refurbishment plan for her front and rear outdoor area, we discussed how she could use the best practice guidelines detailed in publications such as Our World Outdoors and Loose Parts to enhance children's access to outdoor learning. The childminder advised that she used the local community to further children's access to social experiences, natural materials and fresh air and exercise. We discussed the need to assess the risk involved in various activities with children **(see recommendation 1)**.

We concluded that children were being cared for from within an environment that was well-maintained, had appropriate safety measures in place and was well-resourced. The childminders ensured that systems were in place to keep children safe and respected their privacy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support the childminder to ensure the safety of children detailed risk assessments should be in place for outdoors, outings and travelling by car.

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

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

At this inspection, we considered how the childminder evaluated the service, made improvements and kept informed of best practice and legislation. All aspects considered were met. We gathered evidence through viewing relevant records and discussions on training and development opportunities.

The childminder had been proactive in keeping her practice, skills and knowledge up to date. She advised that she used the Care Inspectorate website and the Scottish Childminding Association website to keep up to date with what was going on in the early years sector. She also had achieved an NVQ 3 in Childcare and Education. She was committed to improving and developing her service to improve outcomes for children.

We discussed further training in child protection and formally evaluating her service and how this would be a valuable tool in furthering her knowledge and skills (**see recommendations 1 and 2**). The childminder was able to advise us of how she had supported children and their families to ensure positive outcomes.

We concluded that the childminders provided a good service which promoted children's health, safety and wellbeing and supporting them to reach positive outcomes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure the safety of children, the childminder should ensure she is familiar with current guidance on child protection issues and make reference to this document in her child protection policy.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service

2. The childminder should review and improve the way in which she evaluates what she does. This should include formally gathering the views of parents and children. Where areas for improvement are identified, including any arising from inspection, the childminder should ensure that these are addressed, in order to improve the overall quality of the service.

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

Grade: 4 - 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

Recommendation 1

Children's health, wellbeing and safety needs should be effectively recorded in their individual personal plan and regularly reviewed with parents to plan appropriate support and track when changes to their needs are identified.

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

This recommendation was made on 9 January 2017.

Action taken on previous recommendation

This will be repeated.

Recommendation 2

To ensure the safety of children, the childminder should ensure she is familiar with current guidance on child protection issues and make reference to this document in her child protection policy.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service

This recommendation was made on 9 January 2017.

Action taken on previous recommendation

This will be repeated.

Recommendation 3

In order to support the childminder to ensure the safety of children detailed risk assessments should be in place for outdoors, outings and travelling by car.

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

This recommendation was made on 9 January 2017.

Action taken on previous recommendation

This will be repeated.

Recommendation 4

To keep the children safe and well measures need to be in place to minimise the spread of infection. PPE (Personal Protective Equipment) should always be used during nappy changing. In addition, the service infection control policy needs to be updated to ensure that it takes account of current best practice in relation to hand washing and nappy changing.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment and Standard 3: Health and Wellbeing

This recommendation was made on 9 January 2017.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 5

The childminder should review and develop a number of policies and procedures to ensure they contain relevant, up-to date information and follow best practice. These should be shared with parents and carers.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service

This recommendation was made on 9 January 2017.

Action taken on previous recommendation

This recommendation has been met.

Recommendation 6

The childminder should review and improve the way in which she evaluates what she does. This should include formally gathering the views of parents and children. Where areas for improvement are identified, including any arising from inspection, the childminder should ensure that these are addressed, in order to improve the overall quality of the service.

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

This recommendation was made on 9 January 2017.

Action taken on previous recommendation

This will be repeated.

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	
24 Nov 2016	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
19 Dec 2012	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Aug 2011	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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