

## **Brown, Morna** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 18 January 2018

**Service provided by:**  
Brown, Morna

**Service provider number:**  
SP2003906471

**Care service number:**  
CS2003012752

## The service

### Introduction

Morna Brown has been registered with the Care Inspectorate since 2011 to provide a care service for a maximum of six children under the age of 12 years, of whom no more than three are not yet attending primary school and of whom no more than 1 child is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder currently cares for eight minded children, ranging in age from 2 to 10 years old. Three minded children, two aged 5 years and one aged 10 were present during the inspection. The childminder's own son, aged 12 years was also present. We were satisfied that the childminder adhered to the conditions of her registration.

The service is provided from the childminder's home, which is a detached house within a housing estate in South Queensferry. The ground floor of the house is used for the service, including toilet facilities for the sole use of minded children. Children also have direct access to a safely enclosed garden to the rear of the house.

The childminder's aims include:

- To make a commitment to childminding and the children in my care.
- To keep within the requirements of my registration certificate.
- To provide for the health and safety and happiness of the children in my care.

### What we did during our inspection

We wrote this report following an unannounced inspection that took place on the afternoon of Thursday 18 January 2018 between 4pm and 5.15pm. The inspection was carried out by an early years inspector from the Care Inspectorate. We gave feedback to the childminder on the same day.

We issued three questionnaires to the parents of the children who used the service and all of these had been completed and returned prior to our inspection. We observed the care given by the childminder to the children present, talked to the childminder and sampled a range of other evidence, including policies and records that the childminder kept about minded children.

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 (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

### Views of people using the service

The three minded children present were happy and relaxed in the care of the childminder and clearly enjoyed the company of her son and each other. Two of the children filled in questionnaires for us about how they experienced the service.

Their responses were very positive and included some comments such as:

"(games and activities are very good) because everyone likes them."

"(we help to make decisions) - like things to play with."

We received responses to our care standards questionnaires from three of the families that used the service. Respondents confirmed that overall they were happy with the quality of care that their child received from the service. One parent had taken time to write additional comments, which included:

"Our son is happy and always talks positively about the time he spends at Morna's she offers a wide range of activities to take part in both within and outwith her home. She know what activities he likes and offers these on a regular basis."

## Self assessment

The childminder had not submitted a self assessment prior to our inspection. We discussed the value of the childminder using GIRFEC wellbeing indicators to reflect on her practice. This would enable the childminder to evaluate and monitor the quality of her service. Evaluation of outcomes for children could then be measured and improved.

## What the service did well

The childminder is well established in the local community and provides a homely service for children and their families. Parents were happy with the quality of service provided by the childminder.

## What the service could do better

The childminder should continue with her plans to identify training that will further develop her skills and support good outcomes for children. We have recommended that within this the childminder prioritises attending child protection training. This will ensure that she is up-to-date with the most recent guidelines for safeguarding children.

## 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

The childminder had developed trusting relationships with families and chatted to parents daily about their child's care and wellbeing. Good communication made it more likely that children received continuity in their care and consistent routines between home and the service.

From our discussions we found the childminder knew the children as individuals and described their personalities and preferences. The childminder recorded information in children's contracts that we would expect to see in children's personal plans, such as their medical history, their GP and emergency contact details. She set review dates so that this information was updated every six months, however we encouraged the childminder to record information more frequently if there were any changes to children's personal circumstances and needs. This would contribute to children being nurtured as well as ensuring that parents were formally included in their child's care and support.

We observed that the childminder supported children to play well together and to develop friendships, so that everyone felt respected and included. This was confirmed by one of the older children who had written in our questionnaire that he was happy at the service - "because I like playing with my friends."

We looked at other ways the childminder's practice supported children's health, wellbeing and safety. The childminder did not usually provide meals for the children as they brought their own food. However, she made sure children were adequately hydrated and gave small snacks if needed. This supported children's balanced diet. The childminder showed us communication from her local authority that confirmed they considered the childminder's service to be low risk regarding the safe preparation of food. This had meant she did not require to register as a food business.

The childminder was aware of her role in safeguarding children and shared this with parents within her child protection policy. However, it was a considerable time since she had participated in child protection training. We discussed the need to ensure that child protection training was regularly refreshed so that the childminder was familiar with national policy guidance and to support her role in safeguarding the children in her care. The childminder should refer to National Guidance for Child Protection in Scotland (Scottish Government 2014). (See recommendation 1).

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder should participate in Child Protection training to make sure that she is up-to-date with policy guidelines and best practice. This is to ensure that the childminder is making proper provision for the health, welfare and safety of children.

The childminder should refer to National Guidance for Child Protection in Scotland (Scottish Government 2014)

National Care Standards early education and childcare up to the age of 16. Standard 2: A safe environment, Standard 3: Health and wellbeing and Standard 13: Improving the Service.

**Grade:** 4 – good

## Quality of environment

### Findings from the inspection

We found the childminding environment to be clean, warm and homely. The childminder's records demonstrated that the environment was appropriately maintained and insured to make sure of the health and safety of children. The childminder showed us the risk assessments she used for her home and garden to ensure they were free from hazards in the way of children's safety. We discussed how these could be developed further so that the childminder recorded any new risks depending on children's age and stage or the introduction of new resources. We signposted the childminder to materials produced by the Royal Society for the Prevention of Accidents (ROSPA), which would help her identify common risks and avoid accidents in the home based on children's stage of development:

<https://www.rospea.com/home-safety/advice/child-safety/accidents-to-children/>

The childminder had updated her paediatric first aid training since the last inspection. This meant she was equipped to take appropriate action in the event of a child becoming ill or injured. Systems were in place to record any accidents children might have so that information could be shared with parents. The childminder kept details of children's emergency contacts should their parents not be available and had also given families an emergency contact for herself. This contributed to positive communication for children's continued wellbeing.

The childminder described how she kept her home and resources used for the service clean and hygienic. For example, the downstairs toilet was only used by minded children during her hours of operation. There was plenty of liquid soap and towels were changed daily or more frequently when necessary. This helped promote good hand hygiene and prevented the risk of any cross infection between minded children and the childminder's family; thus keeping everyone healthy. The childminder had a pet dog, which was kept in another area of the house while minded children were present, however its bed was in the main room used by them. We advised that it was better to remove the dog's bed during the service operational hours to protect children's health. For example, younger children might be tempted to climb into the bed or use it in play. We signposted the childminder to updated guidance from Health Protection Scotland – 'Infection Prevention and Control in Childcare Settings' (October 2016), which provides advice on measures for minimising the risk to children of any cross infection from pets. The document can be found on the HUB area of our website:

<http://hub.careinspectorate.com/media/255834/infection-prevention-and-control-daycare-and-childminding-settings-oct-2016.pdf>.

### Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder displayed her Care Inspectorate registration certificate so that people could see that she was appropriately regulated to provide daycare for children. The childminder was a member of the Scottish Child Minding Association (SCMA) and used their resources to support her service. For example, she utilized the organisation's public liability insurance and read their magazine to keep abreast of best practice when supporting children's health, safety and wellbeing. SCMA is a national umbrella organisation whose main aim is to promote childminding as a quality childcare service.

The childminder met regularly with other childminders in her area, which provided valuable peer support. For example, they often shared ideas and discussed national developments in their field, including experiences of inspection. The childminder also used these childminders as the formal contact for families in the event of an emergency involving herself.

Through discussion the childminder demonstrated a good understanding of the importance of communicating with families and seeking their views about her service. We saw from completed questionnaires issued annually to parents and children that families were asked for their opinions including potential improvements to the service.

The childminder had found it difficult to access training, therefore we signposted her to online training, such as child protection from SCMA or NSPCC and also to professional reading materials. For example, 'Your Childminding Journey' is an online learning resource for both prospective and registered childminders. 'My Childminding Experience' is a resource exploring and sharing good practice examples from across Scotland of how childminding can benefit children and their families. These resources can both be found on the HUB area of our website <http://hub.careinspectorate.com/10968>. These materials will support the childminder to reflect on what she does well towards supporting good outcomes for children as well as considering any areas for development of her service.

### 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 provider must adhere to the conditions of the service's registration and ensure her husband does not help to care for the children without being a named assistant.

Timescale: We informed the childminder on the first day of our inspection that this was an immediate requirement.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) – A requirement to make proper provision for the health, welfare and safety of service users.

**This requirement was made on 26 April 2017.**

### Action taken on previous requirement

The parents were informed of this requirement immediately after the childminder's last inspection. Subsequently the parent made alternative arrangements for their child to be transported to their after school club. We did not observe any evidence of the childminder's husband working within the service.

**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 provider should familiarise herself with 'GIRFEC' and the children's 'named person' framework for information sharing across agencies.

She should continue to use the SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Responsible, Respected and Included) wellbeing indicators to complement her assessment of individual children where relevant. This will ensure the service adheres to new legislation surrounding the Children and Young People (Scotland) Act (2014) available at URL: <http://www.legislation.gov.uk/asp/2014/8/contents/enacted> and help to keep children safe.

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

**This recommendation was made on 26 April 2017.**

### Action taken on previous recommendation

The childminder had previously attended GIRFEC training in 2015. Following her last inspection, the childminder obtained a copy of Building the Ambition and read the relevant sections covering GIRFEC. We discussed how the childminder could use this new knowledge for her own context, for example to involve children in their personal planning. We signposted the childminder to related good practice materials on our HUB to help her continue to embed the wellbeing indicators in her practice.

This recommendation had been met.

## Recommendation 2

The provider should ensure they use the 'Building the Ambition' National best practice document to inform and improve their practice. Using this document to consider what the service does well and what could be better would help to further improve outcomes for children.

National Care Standards, Early Education and Childcare. Standard 5: Quality of Experience; Standard 14: Well managed service; Standard 12: Confidence in staff.

**This recommendation was made on 26 April 2017.**

### Action taken on previous recommendation

The childminder had previously attended 'Building the Ambition' training in 2015. The childminder intimated that she had not found the document beneficial for her service but had implemented other measures for involving families in self evaluation. For example, she showed us the questionnaires that she had collated and distributed separately to parents and children. This made it more likely that families would feel consulted about making improvements to the service.

This recommendation had been met.

## 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                  |              |
|-------------|--------------------------|---------------------------|--------------|
| 30 Mar 2017 | Unannounced              | Care and support          | 4 - Good     |
|             |                          | Environment               | 4 - Good     |
|             |                          | Staffing                  | Not assessed |
|             |                          | Management and leadership | 3 - Adequate |
| 2 Jul 2013  | Announced (short notice) | Care and support          | 4 - Good     |
|             |                          | Environment               | 4 - Good     |
|             |                          | Staffing                  | 4 - Good     |
|             |                          | Management and leadership | Not assessed |
| 20 Jun 2012 | Announced (short notice) | Care and support          | 3 - Adequate |
|             |                          | Environment               | 3 - Adequate |
|             |                          | Staffing                  | 3 - Adequate |
|             |                          | Management and leadership | Not assessed |
| 16 May 2011 | Unannounced              | Care and support          | 3 - Adequate |
|             |                          | Environment               | 3 - Adequate |
|             |                          | Staffing                  | Not assessed |
|             |                          | Management and leadership | Not assessed |
| 26 May 2010 | Announced (short notice) | Care and support          | 4 - Good     |
|             |                          | Environment               | Not assessed |
|             |                          | Staffing                  | 4 - Good     |
|             |                          | Management and leadership | Not assessed |
| 1 Jun 2009  | Announced                | Care and support          | 3 - Adequate |
|             |                          | Environment               | 4 - Good     |
|             |                          | Staffing                  | 4 - Good     |
|             |                          | Management and leadership | Not assessed |
|             | Announced (short notice) | Care and support          | 3 - Adequate |
|             |                          | Environment               | 2 - Weak     |

| Date | Type | Gradings                  |              |
|------|------|---------------------------|--------------|
|      |      | Staffing                  | 3 - Adequate |
|      |      | Management and leadership | 3 - Adequate |

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