

Lisa's Little Rascals!

Child Minding

Type of inspection: Unannounced
Inspection completed on: 30 January 2018

Service provided by:
Gibson, Lisa

Service provider number:
SP2012983806

Care service number:
CS2012310035

The service

Introduction

Lisa's Little Rascals! was registered with the Care Inspectorate in 2012, to provide a care service to a maximum of six 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. Other conditions unique to the service are that overnight care may not be provided, and minded children cannot be cared for by persons other than those named on the certificate.

Lisa's Little Rascals! is provided from her semi-detached home in a residential area of the city. Amenities such as libraries, community centres, parks, schools and shops are close by. The service offered is flexible to support and meet the needs of the families attending.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by an inspector on 30 January 2018. Feedback was given to the childminder at the end of the inspection.

During this inspection we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents to the service.

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

Two children aged three and one years old were present during the inspection. Both children were confident and comfortable with the childminder, and shared with us some of the things they enjoyed doing.

We did not receive any completed parent questionnaires prior to inspection, however we viewed feedback questionnaires which the childminder had collected. From these we could see that parents reflected a very high level of satisfaction with the service their child receives, including the variety of activities and the sharing of information. Comments included:

'[name]... loves to be outdoors and loves new experiences. I really enjoy seeing what he has been up to during the day.....He is thriving due to being able to socialise and play with other children.'

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

The childminder had not submitted a self assessment as requested. We discussed the importance of submitting relevant information to the Care Inspectorate, and the use of the self assessment document in reviewing and further developing the service.

What the service did well

Lisa's Little Rascals! provides a welcoming and child centred service for children and families attending. Children are offered a variety of experiences, supporting all aspects of their development, and close links are made with nursery, school and home regarding routines and areas of development. The childminder is very aware of child development, and supports families sensitively as needed, impacting positively on outcomes for children.

What the service could do better

We discussed the importance of submitting relevant information to the Care Inspectorate, in line with the service registration, as well as considering the use of this information in developing the service. The childminder was undertaking further training to ensure her knowledge and skills were up to date. We also emphasised the importance of appropriate insurance being in place as part of a well-managed service.

The childminder should continue to offer the very good standard of care to children attending the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very 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 established warm and nurturing relationships with the children and families attending the service. She knew children's individual needs extremely well, and was sensitive and empathic in her approach to discussing issues or areas of concern. The childminder demonstrated a very good understanding of child development and gave us examples of where she had linked with nurseries to discuss particular issues. The childminder also actively supported initiatives from nursery such as sparkle words, encouraging children with their literacy by incorporating this into everyday experiences.

The childminder had also introduced a six book challenge to encourage children's reading with parents at home. Children were enrolled in the nearby library where they would select a book each week to share with their parents at home. The childminder discussed this with parents, and shared with them the importance of reading together. This helped children to be included in their local community, to learn to be responsible for the books they borrowed and to impact positively on their literacy skills.

Children's choice was respected through regular discussion about interests and activities. These were captured through photographs which were shared with parents on a closed Facebook page. Parents commented in the questionnaires how much they enjoyed being able to view their children's experiences. We viewed photographs which showed children enjoying a variety of experiences, including group time with friends, and exploring their local community. The childminder had begun to link these experiences to the SHANARRI wellbeing indicators, to evidence children's development and progress. We discussed how this could be developed further with capturing dates, and the childminder becoming more confident with referencing the different indicators. We shared resources such as Your Childminding Journey which would help to develop the childminder's knowledge in this area.

We reviewed medicine permissions and discussed relevant documentation to be in place. The childminder had a very good knowledge of individual children's medical needs, but we highlighted the importance of relevant paperwork to be in place to support this. We referenced best practice guidance in relation to long-term medications which needed to be reviewed every three months (a recommendation has been made under management and leadership).

The childminder had a very good understanding of child protection, and was currently undertaking an online course to further update her knowledge and skills in this area. A child protection policy had been developed as advised at last inspection, and we discussed detailing relevant contact details within this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home was clean and welcoming. Children had access to a small playroom and dining area, and a bathroom upstairs. The childminder demonstrated a good understanding with regards to safety, and children's age and stage of development. She was also pro-active in considering risk benefit, and supporting children's learning and understanding about risk.

Children had a large selection of resources to choose from, which were all in very good condition and appropriate for their age and stage of development. The older child enjoyed imaginative play using playdough, and was supported very well by the childminder to explore his interests and ideas. Resources were all easily accessible to children, supporting their independence and choice.

A large dining table was available for children to eat their lunch and snacks, as well as for certain art and craft activities. This also provided older children with the opportunity to complete a more detailed activity of their choice, whilst younger children could play freely in the playroom.

Infection control was found to be very good, with all areas being clean and hygienic. Good hand washing was observed, and the childminder was aware of appropriate equipment to use when changing nappies, as advised at last inspection.

Risk assessments were in place, and the childminder was pro-active in considering risks to children, whilst balancing their learning opportunities to impact positively on their development. Accidents and incidents were recorded and shared with parents.

The childminder had recently moved home, and shared with us her plans to develop the large outdoor garden area. This included plans to use the greenhouse for planting and growing. Children were kept active by regular outings in the local community, and the chance to socialise with their peers.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had developed some aspects of her service as advised at last inspection, and was aware of areas she wished to develop further in relation to paperwork.

We discussed the childminder's public liability insurance and the need for this to be in place. The childminder had obtained this at the time of writing the report.

The service policies had been updated as advised at last inspection, and the childminder told us how she shares this information with parents to keep them informed. We discussed ensuring all details were completed in policies, such as contact details to provide parents with full information as to how the service operates.

The childminder had appropriate first aid training in place, and was in the process of updating her child protection training to refresh her knowledge in this area. We encouraged the child minder to continue to consider areas of training which would impact positively on her knowledge and skills, and discussed accessing the Care Inspectorate HUB online to keep up to date with best practice guidance.

Parents were consulted informally on a daily basis, as well as formally through questionnaires. Feedback we viewed demonstrated that parents had a very high level of satisfaction with the service. We discussed how this feedback could be used to evaluate and contribute towards the continuous development of the service.

We discussed some aspects of paperwork which the childminder still required to develop for her service such as formal records of attendance, medication reviews and submission of relevant information to the Care Inspectorate in line with registration requirements. The childminder acknowledged her responsibility to do this, and confirmed she would complete these in future (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that all relevant paperwork and records are in place and information submitted to the Care Inspectorate in line with her registration.

This is in line with: The National Care Standards, Early Education and Childcare up to the age of 16: Standard 14, A 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

Requirement 1

The provider must develop and implement a system to ensure the service has all the records a childminding service must keep. The childminder should refer to the Care Inspectorate guidance: Records childminding services must keep and guidance on notification reporting, publication code: OPS-1211-104 which can be accessed via the Care Inspectorate website. The service must ensure that the information is reviewed as necessary but at least once every six months to ensure it is current and accurate.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Scottish Statutory Instruments 114) Regulation 19 (1) Records.

Timescale: The childminder must implement this requirement within one week of receipt of this report.

This requirement was made on 20 November 2013.

Action taken on previous requirement

The childminder had relevant information in place regarding children's individual needs and reviewed this regularly with parents.

Met - outwith timescales

Requirement 2

The provider must ensure that parental permissions are in place to ensure the health and wellbeing of the children attending the service.

This is in order to comply with: The Social Care and Social Work Improvement Scotland 2011 (SSI 2011/210) Regulation 4 (1) (a) Welfare of Users.

Timescale: The childminder must implement this requirement within one month of receipt of this report.

This requirement was made on 20 November 2013.

Action taken on previous requirement

Appropriate permissions were in place as part of children's registration information. Some additional information was required in relation to long-term medications, a recommendation was made as part of this report.

Met - within timescales

Requirement 3

The childminder must ensure that the service maintains accurate and detailed registers of the times at which the children attend the service.

This is in order to comply with: The Social Care and Social Work Improvement Scotland 2011 (SSI 2011/210) Regulation 4 (1) (a) Welfare of Users.

Timescale: The childminder must implement this requirement within 24 hours of receipt of this report.

This requirement was made on 20 November 2013.

Action taken on previous requirement

The childminder had not developed a formal system for recording children's attendance, but did have an informal system in place. We discussed the importance of a formal register of attendance, and how this could easily be put in place. A further recommendation was made as part of this report.

Met - outwith timescales

Requirement 4

The childminder must develop and implement a policy and procedure stating how the service works to prevent and control the potential spread of infection within the service. The childminder should use current practice guidance and advice, for example, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) March 2011 to write this policy.

This is in order to comply with: The Social Care and Social Work Improvement Scotland 2011 (SSI 2011/210) Regulation 4 (1) (a) Welfare of Users.

Timescale: The childminder must have this requirement in place within one week of receipt of this report.

This requirement was made on 20 November 2013.

Action taken on previous requirement

The childminder had reviewed and developed all her service policies and procedures since the last inspection, and shared these with parents.

Met - within timescales

Requirement 5

The childminder must ensure the service has a child protection statement in place which includes details of her role and responsibility to keep children safe from harm, to recognise signs of child abuse and neglect and the procedures the childminder must follow when she has a concern about the safety and wellbeing of any child attending the service.

This is in order to comply with: The Social Care and Social Work Improvement Scotland 2011 (SSI 2011/210) Regulation 4 (1)(a) Welfare of Users.

Timescale: This requirement must be implemented within one week of receipt of this report.

This requirement was made on 20 November 2013.

Action taken on previous requirement

The childminder had a detailed child protection policy in place.

Met - within timescales

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

Previous recommendations

Recommendation 1

It is recommended that the childminder develop a system to evaluate how well the children and families using the service feel the service meets their needs. The childminder should record how she has used their feedback to develop the quality of the service. The childminder should inform the children and their parents about how she has used their feedback to make changes.

This is in order to comply with: National Care Standards, Early Education and Childcare up to the age of 16: Standard 13, Improving the Service.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder had developed a questionnaire for parents which received a good response, and demonstrated a high level of satisfaction with the service.

Recommendation 2

The childminder should have a written record of risk assessments. The risk assessments should include the childminder's assessment and management of risk for the indoor and outdoor areas used by the children attending the service.

This is in order to comply with: National Care Standards, Early Education and Childcare up to 16: Standard 2, A Safe Environment.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder had written risk assessments in place, which she reviewed regularly.

Recommendation 3

The childminder should ensure the service has a written policy and guidelines in place on the use, storage and administration of medication. The childminder should refer to practice guidance to ensure all details are included, for example Care Inspectorate Health Guidance The Management of Medication in Daycare and Childminding Services Publication Code: HCR-0412-061.

This is in order to comply with: National Care Standards, Early Education and Childcare up to the age of 16: Standard 3, Health and Wellbeing.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder had a medication policy in place which reflected best practice guidance. We identified further paperwork that she should have in place, and have made a further recommendation as part of this report.

Recommendation 4

The childminder should ensure that the service has a complaints procedure in place. This should include information for parents and children about how to make formal complaints, the response they can expect from the childminder and the details of the Care Inspectorate who can be contacted when a complaint has not been resolved and when a parent or child has a concern about the service which they feel cannot be discussed with the childminder.

This is in order to comply with: National Care Standards, Early Education and Childcare up to the age of 16: Standard 14, Well-managed Service.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder had developed a detailed complaints policy as advised at last inspection, which was shared with parents.

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	Gratings	
4 Oct 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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