

## **Waddell, Susan** **Child Minding**

Type of inspection: Announced (short notice)  
Inspection completed on: 10 January 2018

**Service provided by:**  
Waddell, Susan

**Service provider number:**  
SP2003909332

**Care service number:**  
CS2003014982

## The service

### Introduction

The service is located in the city of Perth. The childminder provides a service from her terraced property in a residential area of the city.

The minded children have access to the living room and an upstairs bathroom.

A garden to the rear of the house is occasionally used for outside play. The area has grass and a paved path area. It is fully enclosed and safe for the children. The children can choose from a range of activities.

During the inspection we saw two children (siblings) being minded at the end of the school day. The childminder told us that these were the only children registered with her service.

The childminder is registered to provide a care service to a maximum of eight children at any one time under the age of 16 of whom a maximum of six will be under 12 of whom no more than three 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. Only the downstairs of the property and upstairs bathroom to be used for childminding.

The childminder adheres to the conditions of her registration.

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 (also known as GIRFEC). Set up by the 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

An early learning and childcare inspector carried out a short notice announced inspection on Tuesday 9 January 2018 we returned to the service on Wednesday 10 January 2018 to give feedback and grades to the childminder.

As part of this inspection we spoke with the childminder and the minded children. We took into consideration the comments made by the minded children during our inspection.

We observed the care given by the childminder, inspected the quality of the environment and the interactions between her and the two minded children. We looked at a number of documents including information the childminder held about children, sections of policies and procedures, registration and insurance certificates.

## Views of people using the service

The two minded children were very happy and comfortable in the childminder's care. They had both attended for a number of years and considered themselves part of the childminder's family. Some of their comments included:

'Susan has snack all organised for us.'

'I sometimes do my homework, my sister helps me.'

'I like coming here, I have been here since I was three.'

'I would still come here when I was 30!'

'We get to choose what we would like to eat.'

## Self assessment

The childminder had not submitted a self assessment when requested to do so. A self assessment was submitted to the Care Inspectorate after the inspection.

## What the service did well

The childminder knew the two minded children very well, they had a very comfortable and relaxed relationship. Children were very happy and felt safe in the childminder's care.

## What the service could do better

The childminder needs to address the areas for improvement, requirements and recommendations made within this inspection report.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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 childminder offered a very relaxed home from home experience for the children after school. The children she minded had attended the service for a number of years. They told us how they enjoyed going to the childminder's home after school and how they felt part of her family. We observed very positive interactions between the minded children and the childminder, the childminder had a very nurturing and caring manner towards the children.

We looked at the personal information the childminder had about children. We found this was very basic. Care services are required under legislation to develop and use personal plans for service users that clearly show how individuals health, welfare and safety needs are being met. Personal plans are required to be reviewed and updated with parents or service users where appropriate every six months or as their individual needs change. The childminder should develop and implement personal plans for children and ensure that they are reviewed and updated. See recommendation below.

Children attended for a very short period of time after school. They told us that sometimes they played games, watched TV, did their homework or simply relaxed and chatted to the childminder. Children told us that they were happy doing this after a busy day at school.

We observed the childminder as she prepared and served a healthy dinner for the children. She told us about the types of healthy meals she prepares, and how she tries to incorporate fresh fruit and vegetables into children's diets. Children confirmed that the childminder consulted with them in advance about what they would like and that they enjoyed the meals the childminder provided. Planning and preparing healthy meals contributed to children's health and wellbeing. We advised the childminder to register with the Foods Standards Agency as a food business. The childminder agreed to do this.

The childminder had not had to administer any medication to children. She told us that due to the ages and short attendance of the children that it would be unlikely that she would ever have to administer medication. She was aware of the procedures she should follow if she had to administer medication.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The service should ensure that personal plans are developed and that all information kept on each child is reviewed with parents once every six months or more often as necessary. This is to include contact information for parents, consent forms and all about me information.

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

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

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

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The childminder provided a warm and comfortable environment where children felt safe.

Children spent most of their time in the living room where they could chat, play and relax. We observed the childminder's home to be clean, tidy and well maintained. Toilet facilities were upstairs and were observed to be hygienically clean and well resourced with hot water, soap and towels.

The childminder was in the process of having her kitchen refurbished to include a breakfast bar, it was her intention that once completed that children could have their snacks and meals there if they wished.

A rear garden area was available for children, however the childminder told us that the children currently registered tended not to play in the garden, they preferred to be indoors relaxing after their school day.

The childminder collected the youngest child from primary school and brought her home. The child told us about how the childminder discussed road safety and keeping safe with her. The older child walked to the childminder's home from high school. Both children had mobile phones. They were very aware of when and how they should be used and of internet safety. The older child told us that she would keep in contact with the childminder via mobile phone if she was delayed at school. The childminder told us that she felt the use of mobile phones contributed to the safety of the children.

There had been no accidents recorded within the service, however systems were in place to record and report accidents to parents if necessary.

We asked the childminder to tell us how she identified the potential risks associated with her home, and the service she provides. The childminder told us that she did this informally and that she had not written down any potential risks or hazards. We discussed this with the childminder and recommended that she carry out risk assessments of her home, garden and for travelling to and from school which clearly identify the potential risks and hazards and what action she has taken to minimise these. (See recommendation 1 below)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should formally assess and record the potential risks and hazards associated with their home, garden and activities that children participate in, in order to promote the health and safety of children using the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A safe environment.

**Grade:** 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder had not addressed the requirement and recommendation that had been made at the last inspection and these are continued in this report. In addition to this a further recommendation has been made.

The childminder was not familiar with best practice documents or national frameworks. We discussed with the childminder and have recommended that she attend training particularly relating to; 'Building the Ambition', GIRFEC Getting it right for every child and first aid. We had previously made a requirement that the childminder take part in child protection training and update her child protection policy, the childminder had not done this, therefore the requirement has been repeated.

In addition to this in order to support the childminder we signposted her to the Care Inspectorate hub; an online resource which provides a wide range of features including; a library of good practice and information on the latest developments in policy and legislation.

We established through our conversations with children that the childminder asked the children about what they would like to do. The childminder could consider ways to further develop the consultation in the service to ensure that the children's views are used throughout the service. The Scottish Childminding Association (SCMA) guide to child participation could help with this.

### Requirements

#### Number of requirements: 1

1. To support the safety and welfare of children using the service the childminder must complete child protection training on a regular basis. The service child protection statement should be reviewed to include the child protection team contact details and those of the Care Inspectorate who must be notified of any child protection concerns.

This order is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of users.

Timescale for implementation: By 31 March 2018.

### Recommendations

#### Number of recommendations: 2

1. The childminder should access a course in Building The Ambition, Getting It Right For Every Child and First Aid to refresh her skills and knowledge and ensure children's safety in the service.

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

2. The childminder should review and update her service's policies, particularly the service's child protection and complaints policy. We signposted the childminder to best practice guidance to support her to do this.

**Grade:** 3 - adequate

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

### Previous requirements

#### Requirement 1

To support the safety and welfare of children using the service the childminder must complete child protection training on a regular basis. The service child protection statement should be reviewed to include the child protection team contact details and those of the Care Inspectorate who must be notified of any child protection concerns.

This order is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of users.

Timescale for implementation: By the end of December 2016.

**This requirement was made on 9 September 2016.**

#### Action taken on previous requirement

The childminder had not completed child protection training, or updated the service's child protection statement. This requirement had not been met, and has been repeated.

**Not met**

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

### Previous recommendations

#### Recommendation 1

The service should ensure that all the personal information kept on each child is reviewed with parents once every six months or more often as necessary. This is to include contact information for parents, consent forms and all about me information.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 3: Health and wellbeing.  
National Care Standards Early Education and Childcare up to the age of 16 – Standard 6: Support and development.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 14: Well-managed service.

**This recommendation was made on 9 September 2016.**

## Action taken on previous recommendation

The childminder had not made any progress in developing personal plans for children. The basic information she held had not been reviewed or updated by parents. We have repeated this recommendation.

## 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	
16 Aug 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
21 Sep 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
9 Oct 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
3 Nov 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Nov 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Feb 2009	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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