

## Simpson, Lynne Child Minding

Type of inspection: Unannounced  
Inspection completed on: 31 January 2018

**Service provided by:**  
Simpson, Lynne

**Service provider number:**  
SP2003906411

**Care service number:**  
CS2003012692

## The service

### Introduction

The childminder is registered to provide a care service to a maximum of seven children under 16 years, of whom a maximum of six will be under 12 years, 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.

Between 26 January 2018 and 30 June 2018, on a Friday between the times of 11.45am and 12.15pm to provide a care service to a maximum of seven children under 16 years, of whom a maximum of six will be under 12 years, of whom no more than four 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.

The childminder provides this service from her home in the Harthill area of North Lanarkshire. Children have access to the playroom, hallway, kitchen and bathroom.

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 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 an unannounced inspection visit carried out on Tuesday 23 January 2018 between 12.30pm and 3pm. We gave feedback to the childminder by telephone on 31 January 2018. At this inspection we gathered evidence from various sources including:

- discussion with the childminder
- observation of areas of the home used for childminding
- looking at children's records
- observation of the childminder's practice and her interactions with the minded children present during the inspection
- policies; including child protection, medication and complaints
- insurance
- risk assessments
- parent feedback
- accident records

## Views of people using the service

Two children were being cared for on the day we inspected. The children were happy and confident. The elder of the two children told us that he was getting ready for nursery and was interested in why I was visiting his childminders. The younger child played with some toys which she used imaginatively sharing tea and cake with me and her toy figures.

We received three completed care standards questionnaires prior to the inspection. The feedback was positive, some of the comments included;

- My child enjoys attending toddlers, soft play, parks or playing in our childminder's garden and house.
- I am satisfied that when my child is in the care of our childminder they are happy and well cared for.
- My child has access to a range of stimulating and educational activities.
- Our childminder is always keen to share with me what my child has done and any achievements/progress they have made.
- We have an informal handover at drop off and pick up. I am assured that my child's individual needs are catered for.
- My child is always very happy to go to their childminder.
- All toys are clean and fit for purpose.

## Self assessment

We did not receive a completed self assessment from the childminder for this inspection year.

## What the service did well

The childminder was patient and caring towards the children. She took time to clearly explain to the children about our visit. She encouraged and supported the children's independence when preparing to leave for nursery.

## What the service could do better

We have discussed with the childminder the need to review and further develop risk assessments, action general maintenance within the kitchen and review and update policies and procedures in line with good practice. We have signposted the childminder to relevant information on our website and provided guidance on fire safety in domestic premises and records a childminder must keep.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	2 - Weak
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Parents told us that they had regular opportunities to participate in assessing and improving the quality of care and support provided by the childminder. An example of this was the childminder spent time each day with parents as they dropped off and collected their children. She encouraged open discussion with parents who told us they felt confident to share their suggestions and talk through any concerns.

We saw that the childminder was aware of the need for children to have regular daily, outdoor, active play. This contributed to the health and wellbeing of the children.

We looked at the information the childminder had about minded children and saw that the parent had completed an "all about me" form which highlighted their child's interests, likes and dislikes. This helped the childminder to prepare settling in and personal care routines. The childminder should make arrangements to keep this information up to date and use it to inform the activities offered to the children.

We asked the childminder about children's personal plans. She told us she had not realised each child should have one. We explained in line with regulations each child must have a personal plan which is reviewed at least every six months with parents. We discussed the SHANNARI wellbeing indicators which the childminder now plans to use when developing a format to record how well children's needs are being met. See recommendation 1.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder needs to keep a personal plan for each child which shows how the children's health, welfare and safety needs are being met.

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

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The children were mostly cared for within the room which was used exclusively for childminding purposes. There was a large selection of toys and equipment which were in a good state of repair and of interest to the children.

There was lots of opportunity for the children to enjoy being outdoors. The children benefited from lots of exercise whether it be daily walks and visits to the park and soft play areas.

Children had easy access to handwashing and toilet facilities.

Public liability and car insurance was current and in place.

The childminder has two family pet dogs. When we arrived the dogs were in the kitchen with the childminder and the children. During the inspection the dogs were kept behind a gate in the hallway. The childminder explained that the dogs were not allowed in the playroom and only in the kitchen when the children were not eating. We looked at the risk assessments in place for the management of the dogs and did not find them to be adequate. We have discussed with the childminder what we would expect to see in a suitable risk assessment and she has agreed to put this in place. Consent forms from parents confirming they were happy for their child to be around the dogs were in place. However, they had not been completed for all of the children. Within the kitchen appropriate measures were not in place to ensure children did not have access to substances and materials which may cause them harm. Some repairs were also required to ensure compliance with fire safety guidance. A larger item was stored in the front garden to be uplifted, the childminder must ensure that until this is done the item is stored safely. As the children do not have access to the back garden the childminder needs to put in place arrangements to ensure there is no access. See requirement 1

## Requirements

**Number of requirements:** 1

1.

The childminder must review and put in place meaningful and relevant risk assessments for both indoors and outdoors. These assessments should also include the arrangements in place for trips, outings and dropping off and collecting children from nursery and school. The childminder must ensure proper provision for the management of the dogs during childminding hours is in place.

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

Timescale: to be completed by 10 March 2018.

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

Through discussion, the childminder demonstrated an understanding of her role and responsibilities in protecting children. Her child protection statement outlined the action she would take if she has a child protection concern. She had also completed online training which gave additional information regarding child protection. The childminder has agreed to update the policy to include contact details for both the police and social work.

The childminder showed an awareness of good practice guidance documents and the websites that were available in order to keep her knowledge and practice current. These included the Scottish Childminding Association and the Care Inspectorate Hub. The childminder was a member of the Scottish Childminding Association and received regular newsletters which shared examples of good practice. The childminder had recently updated her knowledge of first aid through online training.

Through participation in the local toddler group the childminder met regularly with other childminders where they were able to share experiences and knowledge.

The routine for most of the days within the childminding service are busy. We have asked that as part of the evaluation of the quality of the experience for the children the childminder completes a written routine of the day which includes the time each child has for stimulating, restful activities. To get the most out of this review it should be done in consultation with the children and their parents.

Childminding services were asked to complete and submit a self assessment to us prior to inspection, we did not receive one from this service. See recommendation 1

We looked at the policies and procedures and discussed with the childminder the need to review and update them. See recommendation 2

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. The provider should complete and submit an annual self assessment as requested by us.

Early Education and Childcare up to the age of 16 - Standard 14: A well-managed service.

2. The provider should review and update policies and procedures in line with good practice. In the first instance child protection, risk assessments, management of dogs, medication, complaints and healthy eating.

Early Education and Childcare up to the age of 16 - 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

The childminder must comply with the conditions of registration, in this instance the childminder must ensure that she cares for the correct number of children as noted in the age band of the registration certificate.

This is in order to comply with:  
Section 64(1)(b) of the Public Services Reform (Scotland) Act 2010.

Timescale: to be completed by 30 November 2017.

**This requirement was made on 8 December 2017.**

#### Action taken on previous requirement

We checked attendance records and found the childminder was caring for the number of children within the maximum number and age range. The childminder had applied for a variation to her conditions of registration which has just been approved.

**Met - within timescales**

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

### Previous recommendations

#### Recommendation 1

Mrs Simpson should develop the children's care plans, to record and review the changing needs of the children and show how she is meeting these needs. These plans should be shared with parents and reviewed at least every six months.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3.1: Health and wellbeing and Standard 5.1 and 5.6: Quality of Experience.

**This recommendation was made on 21 January 2014.**

#### Action taken on previous recommendation

See recommendation 1 in quality theme 1 Care and Support.

## Recommendation 2

Mrs Simpson should review and amend her policy and procedure regarding the action she would take if she had any child protection concerns. She should make this amended policy document available to parents.

National Care Standards for Early Education and Childcare up to age 16 - Standard 3.2: Health and Wellbeing.

**This recommendation was made on 21 January 2014.**

### Action taken on previous recommendation

We have asked the childminder to further update her policy to include the police contact details. See quality theme 1 Care and Support and recommendation 2 quality theme 4 Management and Leadership.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
4 Mar 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
4 Jun 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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