

SMJ Childminding Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 15 January 2018

Service provided by:
Jamieson, Suzanne

Service provider number:
SP2013984597

Care service number:
CS2013315582

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 11 June 2013.

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.

The current registration certificate for this service says:

1. To provide a care service to a maximum of six children, at any one time, under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers include children of the childminders own family.
2. The parts of the premises not to be used are the rooms upstairs.
3. Minded children cannot be cared for by persons other than those named on the certificate.
4. Overnight care will not be provided.

There were three minded children present during our visit, aged 10 months, 17 months and three years.

What we did during our inspection

We saw minded children at play and chatted to the older children about what they liked to do.

We discussed how the childminder managed her service, looked at records and policies and procedures and advised her about new best practice documents, such as My World Outdoors, My Creative Journey and medication arrangements.

We saw where children played and some of the toys, books and games used by them.

Views of people using the service

The three children aged 10 months, 17 months and three years were present during the inspection. The older child was happy to chat about his play and tell the inspection officer about his favourite toys. We observed the group while they played and saw that they were settled and happy and approached the childminder when needing comfort or help.

We issued questionnaires to the childminder to give to parents on our behalf. Of the three we sent, 100% were returned.

Parents told us they were very satisfied with the service provided by the childminder. Comments included:

"Suzanne asks me regularly if there is anything that arises requiring discussion, such as changes to routine etc. Suzanne also offers the option of discussing any queries I may have at any time"

"Happy with childminders home environment. I often see my child playing with available toys when I arrive to collect"

Other comments are included in the relevant section of this report.

Self assessment

The childminder has not submitted any self assessments since registration on 11 June 2013. We have repeated a recommendation for this important information to be prepared and submitted.

What the service did well

The childminder provided a clean, tidy and well-ordered home for minded children. She knew minded children well and had developed good relationships with the families using the service.

What the service could do better

The childminder needs to improve the management of records for the service.

We have asked that the childminder attends training to ensure she remains up to date with current best practice. She should then ensure she reflects on this learning and uses it to benefit minded children and their families

The childminder should evaluate what she does and submit this self assessment to the Care Inspectorate.

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

Following assessment of written records, discussions with the childminder and observations of practice, we found that the quality of care is graded as Adequate.

The childminder told us that she had daily discussions with families to ensure that their needs were understood and met. This meant that information was considered and care needs discussed. We found that the childminder could demonstrate her understanding of what the children liked to play with. She had a range of toys and activities for them to play with. However, we asked that she considers the best practice document, 'Loose Parts Play Toolkit', 'My Creative Journey' and 'My Childminding Experience' to improve the play experiences for children and reduce plastic toys which have limited opportunities for offering challenging play.

Comments from the questionnaires confirmed that they felt communication was effective and that their opinions were listened to. They told us that they had opportunities to discuss care arrangements for their child.

Comments included:

"Verbal conversations on drop-off and pick-up and text message"

"Suzanne asks me regularly if there is anything that arises requiring discussion, such as changes to routine etc."

We saw how the childminder managed behaviour and found that she provided some guidance for parents and supported children to share and take care of the toys.

Parents told us:

"On rare occasions when dealing with bad behaviour, the incident is documented but verbally discussed and parent would countersign event description to acknowledge what transpired"

We looked at the personal plans for each child present during the inspection. We found that although some information was recorded and the childminder was aware of children's needs and interests, they did not meet the requirements set out under the legislation. These are that the Health, Welfare and Safety needs are considered and planned for each child. We spoke to the childminder about improving these further and have made a recommendation about them, below.

There was limited use of the GIRFEC principles within the service (see introduction for details). We spoke with the childminder about how she could develop this using the SHANARRI indicators with both children and parents. We suggested that the childminder contacts the Scottish Childminding Association (SCMA) to access training on this and 'Pre-Birth to Three'.

The use of medication and how to record this was discussed with the childminder. Although there were no children currently using medicines, the childminder was able to correctly describe the methods she would use, including record keeping. We directed her to the Care Inspectorate document 'Management of medication in daycare of children and childminding services' regarding safe use of Calpol and other over the counter medications.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should improve all personal plans to meet the requirements to ensure the health, welfare and safety of minded children. They should be updated as necessary and at least once in every six month period.

Reference: National Care Standards, early education and childcare up to the age of 16.

Standard 3 Health and Wellbeing

Standard 6 Support and development

Grade: 3 - adequate

Quality of environment

Findings from the inspection

From our observations of practice and the areas used by minded children, discussions with the childminder and reviewing records, we found the quality of the environment is adequate.

The premises presented as clean and tidy and well-ordered for care of minded children. Parents told us that they were happy with the areas used by their children.

Comments included:

"Happy with childminders home environment. I often see my (children) play with available toys when I collect them"

"Suzanne's home is clean, tidy, safe and has a variety of toys, games, activities for my children to benefit from"

We spoke with the childminder about her risk assessment records. Although there was some evidence of the recognition of risk, we found that not all aspects had been fully addressed, such as the fire guard being unattached to the wall. We asked that a robust assessment be written, using the information from parents using the service about their children's safety needs. We have made a recommendation about this, below.

We spoke with the childminder about her arrangements for changing children in the downstairs bathroom. It was clear better management for the two young children requiring changing would improve the experience for them. She should consider providing appropriate seating is available for them during this time.

The two younger children used the twin buggy for sleeping on their walk home from nursery. We asked that the childminder ensures she carefully considers the sleep arrangements for young children, using the Cot Death Trust for current best practice information regarding cots. This type of information should be included in each child's personal plan.

We spoke with the childminder about outdoor play opportunities for children. She had not yet made use of the Care Inspectorate best practice document, 'My World Outdoors' which gives valuable information about interesting, energetic and challenging play in the fresh air. As the childminder uses a variety of indoor groups over the working week, she should plan for outdoor play with each child in her care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should provide written risk assessments for all aspects of her service provision, including outings.

Reference: National Care Standards, early education and childcare up to the age of 16.

Standard 2 A safe environment

Standard 14 A well-managed service.

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

From the evidence we gathered, we have found the quality of the Management and Leadership to be Adequate. We determine this after finding that the childminder had not kept up to date with changes and improvements as we would expect.

We found that the childminder had not attended training to ensure she was fully informed of best practice in child protection. There was limited evidence that the childminder used the 'Getting it Right for Every Child' (GIRFEC) principles and we asked that she seeks training to help her understand her responsibilities in this. She had not updated the Child Protection referral arrangements within Dumfries and Galloway. We have made a Recommendation about this, below.

The childminder told us she had attended first aid training but had not yet received confirmation of completion of the course. We asked that she follows this up. As a member of the SCMA, she had opportunities to access training in all aspects of her childminding service.

We spoke with the childminder about registering as a food business. The childminder had assessed that there was no requirement to be registered, however, following discussion and checking records, we found that she should contact the Environmental Health department for advice. See Recommendation, below.

The evaluation of services by the provider is an important part of improving the service. We have not yet received a self assessment from the childminder since she was registered in June 2013. This process should involve children, where appropriate and parents. We asked that she complete and submit this document as soon as possible and we have made a recommendation about this, below.

We directed the childminder to the Care Inspectorate online library, 'The Hub'. All of the best practice documents referred to in this report and information about current records that require to be kept are accessible there.

We asked that the childminder ensures she provides an action plan to address the recommendations and issues arising from this report.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. In order to ensure minded children are cared for by competent staff, the childminder should refresh her knowledge of child protection matters through training and update her policies to reflect local arrangements.

Reference: National Care Standards, early education and childcare up to the age of 16.
Standard 3 Health and Wellbeing
Standard 12 Confidence in staff

2. It is recommended that the childminder contacts the local environmental health department to determine if her service requires to be registered with them.

Reference: National Care Standards, early education and childcare up to the age of 16.
Standard 2 A safe environment

3. The childminder should prepare a self assessment document and submit to the Care Inspectorate.

Reference: National Care Standards, early education and childcare up to the age of 16.
Standard 13 Improving the service.

Grade: 3 - adequate

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

The provider should develop a written document which explains the methods she uses, such as questionnaires, to encourage feedback and participation from children and their carers.

Reference: National Care Standards, early education and childcare up to the age of 16 - Standard 1 - Being welcomed and valued and Care Inspectorate information 'Involve to improve' www.hub.careinspectorate.com

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

We found that the childminder makes use of verbal communication with parents and had not yet provided a leaflet for them. This should be considered in line with the self evaluation of her service.

Recommendation 2

The provider should continue to work with parents to establish accurate and meaningful personal plans for every child in her care.

Reference: National Care Standards, early education and childcare up to the age of 16 - Standard 3 - Health and wellbeing.

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

After reviewing the childrens personal plans, we found they did not meet the legislation requirements and have repeated the recommendation.

Recommendation 3

The provider should refer to the recently updated Care Inspectorate guidance about medication and follow the content when recording medications.

Reference: www.hub.careinspectorate.com - 'Management of medication in daycare of children and childminding services'.

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

We discussed this recommendation and spoke with the childminder about further improvements to medication safety.

Recommendation 4

The provider should involve parents and children, where appropriate, in determining how risks are to be managed. She should share written risk management records with them and update if deemed necessary following review.

Reference: National Care Standards, early education and childcare up to the age of 16 - Standard 2 - A safe environment.

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

We have repeated this recommendation as there was still a need for improvements to this aspect of the service.

Recommendation 5

The provider should attend suitable training about GIRFEC and how this would be used in her day to day work. We also asked that the childminder put the 'SHANARRI' indicators into place for every minded child. Reference: www.scotland.gov.uk/gettingitright

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

We discussed this with the childminder as there was limited evidence of development of this topic and have repeated this recommendation.

Recommendation 6

The provider should update her policies she gives to parents to ensure they accurately reflect her own service.

Reference: National Care Standards, early education and childcare up to the age of 16 - Standard 14 - A well managed service.

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

The childminder still needed to update some policies to reflect local arrangements.

Recommendation 7

The provider should write and submit her self assessment via the online method.

Reference: National Care Standards, early education and childcare up to the age of 16 - Standard 13 - Improving the service.

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

We have repeated this recommendation as we have not received a self assessment.

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	
15 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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