

Rice, Catherine Child Minding

Type of inspection: Unannounced
Inspection completed on: 29 January 2018

Service provided by:
Catherine Rice

Service provider number:
SP2003903045

Care service number:
CS2003005232

The service

Introduction

This service registered with the Care Inspectorate on 1 April 2011.

Catherine Rice provides a care service from her family home in the village of Coylton, South Ayrshire. Areas of the accommodation used for childminding are the living room and dining area, bathroom and enclosed back garden.

The childminder is registered to care for a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

At the time of the inspection, one minded child was present.

A full statement of aims is available from the service.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 29 January 2018 between the hours of 12.30pm - 14.30pm. We provided the childminder with feedback on 29 January 2018.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hubcareinspectorate.com.

During this inspection process, we looked around the areas of the childminder's home used by the minded children, and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- The childminding assistant
- One child present during inspection.

We looked at:

- Children's information records
- Children's personal plans
- Service policy and procedures
- Risk assessments
- Parental permissions
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Training records

- Attendance register.

Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to inspection, we received two completed questionnaires. Responses in the care standards questionnaire told us that the parent strongly agreed that they were happy with the overall quality of care their child received. Comments they made included:

"Cathie and John are wonderful, that's why at 13 years my daughter doesn't want to stop going and I'm happy for her to continue."

"Fantastic don't know what I'd do without her help."

"Cathie looks after X after school. X is always given a healthy snack and drink. X plays with the other children and often goes to the park or out a walk with Cathie and the other children."

"What more can I say, over the years John and Cathie have become more than carers for my child, they are more like grandparents."

Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, some areas for development and any changes it had planned.

What the service did well

The childminder provided a welcoming environment for the children she minded. She had a relaxed and calm approach. She spoke to children in a respectful manner and supported their play activities, making suggestions led by her knowledge of the children. Children had regular opportunity for outdoor and physical play within their local community.

What the service could do better

During this inspection we have made four recommendations to the childminder and asked her to address these.

1. The childminder should continue to develop written personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and in consultation with the parents must be reviewed at least once every six months.
2. The childminder should ensure that she records administration of medication to minded children in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.
3. The childminder should undertake risk assessments for her home environment, this should include the family pet dog.

4. The childminder and her assistant should undertake a child protection awareness course.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder had daily discussion with the minded children's families to ensure that their child's needs were met. This meant that information was considered and care decisions made in partnership with families.

There were good opportunities for children's involvement within the service. We observed conversations between the childminder and the child present that encouraged and supported the child to give their views and make decisions. We saw the child choosing toys they wanted to play with. We could see this supported the child to feel included in their care, offered them choices and allowed them to feel that their views were listened to.

The childminder had registered her service with the Food Standards Agency.

The childminder gathered a range of information on each child. This information was used to plan how she would care for each child in her care. We found the childminder used this information to plan her daily routines around the individual needs of the children. Parents contributed to this through discussion with the childminder. We discussed how the childminder should further develop the children's personal plans to ensure that they reflect the current legislation. To provide guidance on developing personal plans we emailed the childminder a copy of SSI210 (recommendation 1).

We asked the childminder to tell us what she did when she had to administer medication to a child in her care. The childminder showed us her medication policy and her recording procedure which she had shared with parents. We felt that the childminder had considered how she would manage the administration of medication to the minded children. However, this did not reflect the current best practice 'The Management of Medication in Daycare and Childminding Services' (recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should continue to develop written personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and in consultation with the parents must be reviewed at least once every six months.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and well-being.

2. The childminder should ensure that she records administration of medication to minded children in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.

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

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home was bright, hygienic and welcoming for the child in her care. The childminder used her living room for the minded child to play. The childminder had organised her accommodation to meet the needs of the child attending. This included space to move around freely as they played, relax on the sofa and have a quiet time if needed. A table and chairs allowed the child to eat their snacks and to do homework supporting their social development. Resources we saw were suitable for the children attending, clean and organised to allow choice.

The outdoor space for play was secure and offered the child opportunity to play in the garden. The childminder understood her responsibility to make sure her environment was safe and hazard free. She told us she used daily visual checks, cleaning checks and risk assessments to ensure a safe environment both indoors and outdoors. This meant children had opportunity to be offered challenge whilst being cared for safely.

During our inspection we saw that the childminders bathroom was clean and suitable for use by the minded children. Regular hand washing supported infection prevention and control.

The childminder had not recorded any accidents or incidents, however, she told us if any minded child had an accident she would record this and share with parents.

To ensure that she provided a safe environment for the children, the childminder told us she cleans her home environment on a daily basis. We saw that the childminder stored all cleaning products securely.

During this inspection we asked to see the childminders written risk assessments for her home environment. The childminder was unable to provide us with written risk assessments. We discussed that she should complete written risk assessments for her home environment, this should include the family pet dog (recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should carry out written risk assessments for her home environment, this should include the family pet dog. The risk assessments should include identifying potential hazards and the safety measures she will put in place to minimise risk.

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

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder had a named assistant who occasionally helped her in the care of the minded children. We asked the childminder to tell us about the assistant's role. The childminder told us that her assistant helps out when needed, for example, helping with the school collections and maintaining the children's play area within the garden.

The childminder told us that her assistant had undergone the required background checks. The childminder told us that she ensures the assistant has clear guidance on his role within the service. The childminder said she did this through regular discussion, where she shares information the assistant may need to be involved in looking after the children.

The childminder told us that her assistant knew the children and their families well, he regularly meets them when they collect their children at the end of the day. The assistant also helped the childminder plan and deliver play activities for the minded children.

During our inspection we discussed that the childminding assistants access to relevant training which would support his practice, in particular, we have asked that the childminding assistant undertakes a child protection course.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and legislation. The childminder told us she keeps up-to-date with best practice through a variety of ways, including her membership of the Scottish Childminding Association (SCMA), she receives regular newsletters and updates from them, including a childminding magazine which she saves as a reference. She also kept in touch with other local childminders.

The childminder evaluated her service on a regular basis. She consulted with parents and children through regular discussion with them. We saw that the childminder had purchased new resources to accommodate children's interests. This ensured that the children were actively involved in planning the service they received.

During our inspection, we asked the childminder if she had undertaken any training since her previous inspection. The childminder told us that she had recently attended first aid and food hygiene, she told us she had used the knowledge gained to update her practice.

During inspection we found that the childminder had not undertaken child protection awareness since 2010. In order to support her knowledge and understanding of current child protection guidance, we asked the childminder to access child protection training for herself and her assistant at the earliest opportunity (recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder and the childminding assistant should access a child protection awareness course. They should use the learning gained to develop their skills and keep up-to-date with current child protection practice.

National Care Standards for early education and childcare up to the age of 16 - Standard 6: Support and development.

Grade: 5 - very good

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 childminder should now update the content of personal plans with children and their families considering the GIRFEC wellbeing indicators, with individual risk assessments for specific activities outwith the norm and within the prescribed timescales.

National Care Standards for early education and childcare up to the age of 16 – Standard 3: Health and wellbeing and Standard 6: Support and development.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 13 December 2013, she wrote and told us:

I will have personal plans done for the children.

During our inspection visit to the service on 29 January 2018 we saw that the childminder had gathered information and had an 'all about me' for each child. However, the childminder had not prepared written personal plans which reflected the Scottish Statutory Instrument 210.

Recommendation 2

The childminder should source a supply of disposable aprons to use when changing children.

National Care Standards for early education and childcare up to the age of 16 – Standard 3: A safe environment.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 13 December 2013, she wrote and told us:

I now have a supply of disposable aprons obtained on the internet.

During our inspection visit to the service on 29 January 2018 we saw that the childminder had disposable gloves and aprons available for use if required.

Recommendation 3

The childminder should record the weekly tests of her smoke alarms.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: A safe environment.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 13 December 2013, she wrote and told us:

Have instigated weekly fire alarm tests and will keep a weekly dated file for this.

During our inspection visit to the service on 29 January 2018 we saw that the childminder had updated her smoke alarm system by installing mains linked smoke detector. The childminder also undertook regular testing of all smoke detectors.

Recommendation 4

The childminder should add a statement to her handbook of information and complete a written risk assessment for the management of her pet dog when childminding.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: A safe environment.

This recommendation was made on 20 November 2013.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 13 December 2013, she wrote and told us:

I have added to my handbook the statement that my dog will at all times be supervised by me and never left alone with the children, the children are also instructed to never annoy the dog. The dog is regularly inoculated and his feeding bowls are changed at every meal and kept away from young children. I have also elaborated in my handbook that no child will be accepted back until 48 hours have passed without sickness, and no child will be accepted with any infectious illnesses ie measles, mumps, chickenpox etc.

During our inspection visit to the service on 29 January 2018 we saw that the childminder had added a statement to her handbook with some additional information about her pet dog. However, we found that the childminder still needed to complete written risk assessments for her home environment.

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	
20 Nov 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 Jan 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
16 Jun 2008	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good

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