

Bellevue Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 8 March 2018

Service provided by:
Henderson, Justine

Service provider number:
SP2014986574

Care service number:
CS2014333919

The service

Introduction

Bellevue Childminding has been registered with the Care Inspectorate since February 2015. Justine Henderson provides the service from her family home, which is a two bedroomed semi detached house situated within a cul-de-sac in a residential area of Edinburgh. Children had access to a safely enclosed garden with opportunities to enjoy a range of activities in the fresh air.

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16 years, of whom no more than three children 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 currently cares for one minded children, aged 14 months. The childminder has two children of her own aged two and five years. The minded child was present during our inspection visit as were the childminder's children. We were satisfied that the childminder adhered to the conditions of her registration.

The childminder had set out the following aims for her service:

- To offer a safe, secure, calm and loving environment to children. I live in close proximity to excellent children's groups and parks.
- To offer full attention to detail with regard to development of each child and interaction whilst communicating throughout the day providing updates to parents as to where their child is and what they are doing.
- To be approachable and open to parents' needs and preferences and ensure they feel they can ask me anything.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Thursday 8 March between 2.30pm and 4.20pm. The inspection was carried out by an inspector from the Care Inspectorate. We gave feedback to the childminder during our visit.

We asked the childminder to distribute questionnaires on our behalf to parents/carers who used the service. Due to periods of inactivity, the childminder had only been providing her service for a month therefore we did not receive a completed questionnaire before our inspection. We sampled a range of other evidence, including the relevant sections of policies, procedures and records the childminder had collated about her service.

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' (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

The minded child present was too young to give us their views, however we could see they were content in the childminding environment and that the childminder was responsive to their needs. We spoke briefly to the parent of the child using the service who confirmed that their child was happy and settled well with the childminder. She told us that she was highly satisfied with the quality of the service. We observed that there was a friendly and respectful relationship between the parent and the childminder which enabled open communication about the care of the minded child.

Self assessment

The childminder did not complete and return a completed self-assessment before the inspection. We discussed the importance of completing a self assessment. This would enable the childminder to evaluate and monitor the quality of her service. Evaluation of outcomes for children could then be measured and improved.

What the service did well

The childminder made sure that she talked to parents so that she kept up-to-date with the minded child's needs. The childminder was responsive to the needs of children and interacted with them in a respectful, caring and nurturing manner. As a result children were more likely to feel safe and secure within the childminding setting.

What the service could do better

This was the childminder's first year of operation therefore she would benefit from developing her skills and knowledge in a number of areas, including child protection, infection control and paediatric first aid. The childminder should also develop ways to evaluate her service including consulting with families to make improvements. This should include developing some aspects of her paperwork, such as policies and children's personal plans.

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 communicated with parents on a daily basis via informal chats and text messaging to share information about children's care and celebrate their achievements. This contributed to continuity in children's care. The childminder clearly knew the minded child well and was responsive to their individual needs.

She could confidently describe the child's routines, preferences and stage of development. However, the childminder had not recorded this knowledge to ensure she was effectively supporting children to progress and achieve their potential. The childminder had not realised that personal plans should be in place for individual children within 28 days of them joining her service. Plans should then be reviewed at least every six months. We discussed the tools available to help the childminder structure personal plans, such as templates from the Scottish Childminding Association and the GIRFEC wellbeing indicators. (Please see recommendation 1).

We talked about the routines that the childminder had in place to create a homely atmosphere where children were safe, healthy and nurtured. For example, the minded child usually went down for a late afternoon nap and the childminder knew the familiar comforters that would help them to feel settled. The childminder provided a healthy meal of homemade soup and yohurt and pear as a snack with water to drink, which contributed to the child's well balanced diet. The childminder had registered as a food business so that she was careful about the hygienic preparation of food. We reminded the childminder of children washing their hands before eating food to avoid any cross infection that could give them food poisoning. We have made a recommendation about infection control under the quality of environment.

We signposted the childminder to other good practice guidance that would help her to develop her practice and to share with parents so that everyone was supporting positive outcomes for children. For example, the nutritional guidance 'Setting the Table' promotes children being encouraged to feed themselves from a young age and other ideas for developing good eating habits (NHS Scotland 2014). Good practice documents can be found on the HUB area of our website: <http://hub.careinspectorate.com>.

The childminder had a child protection policy in place that reflected good practice in reporting concerns about the welfare of children. However, she had not yet attended child protection training to ensure that she was equipped to recognise the signs of child abuse or neglect. We have made a recommendation about training under quality of management and leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that a personal plan is in place within 28 days of a child joining her service and that this is reviewed with parents at least once every six months or sooner, if required or requested. This is to ensure there is current information in place to support the needs of individual children.

National Care Standards for 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 childminder's home was clean, bright and well maintained. The living room and kitchen offered a homely space, with toys and books laid out in a way that children could independently select from, thus giving them a sense of achievement. The childminder told us about how she rotated resources to support children's needs and interests. For example, she had provided push along toys to encourage the minded child to be mobile when they were learning to walk.

The childminder explained how she ensured the environment was child friendly and safe, through visual risk assessments, indoors, outdoors and when on outings with children. We accompanied the childminder at nursery pick up time and found that she chatted to children about road safety and how to keep themselves safe when using staircases. While there were resources in the childminder's garden to support children's risky play, we saw that the trampoline was worn and had no safety net. We acknowledged that the minded child did not access this piece of equipment, however advised that the childminder risk assesses all new equipment and activities to make sure they do not present as a hazard to children's safety. We signposted the childminder to the website of Royal Society for the Prevention of Accidents (ROSPA) which provides guidance on common accidents involving young children, including the safe use of trampolines. <https://www.rosipa.com/resources/hubs/keeping-kids-safe>.

We spoke to the childminder about arrangements for nappy changing and found that she was aware of measures that should be in place to minimise any cross contamination, however preferred not to wear gloves. We stressed the importance of effective hand hygiene for herself and the children in her care. For example, minded children should have separate towels from the childminder's family to prevent any cross infection. The childminder was not familiar with the Health Protection Scotland publication - 'Infection Prevention and Control in Childcare Settings' (revised edition October 2016), which includes guidance on hand hygiene. This guidance can be found here: <http://hub.careinspectorate.com/media/255834/infection-prevention-and-control-daycare-and-childminding-settings-oct-2016.pdf>. (Please see recommendation 1). The childminder agreed to include training on infection prevention and control as part of her training plans.

The minded child did not require any medication but we asked the childminder about the systems that she would use for ensuring that she administered medication safely if it ever was required by children. As a member of SCMA she planned to use their templates to record children's medication needs. We also discussed how templates for recording any accidents or incidents involving children could be streamlined. The childminder had not participated in paediatric First Aid training to equip her with the necessary skills to cope with a medical emergency involving a minded child. We have made a separate recommendation about training under quality of management and leadership.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that effective measures are in place to control the spread of infection within her service and keep children healthy.

The childminder should refer to Health Protection Scotland good practice guidance - 'Infection Prevention and Control in Childcare Settings' (October 2016).

National Care Standards early education and childcare up to the age of 16. Standard 2: A safe environment and Standard 3: Health and wellbeing.

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was a member of the Scottish Child Minding Association (SCMA) and had participated in the SCMA introduction to childminding course that provided an overview of best practice to support children's health, safety and wellbeing. SCMA is a national umbrella organisation whose main aim is to promote childminding as a quality childcare service.

The childminder had been providing her service for only a few months and was keen to acquire the necessary skills to deliver positive outcomes for children. For example, she sought support from more experienced childminders in her area to share ideas for improving her professional practice. Earlier in this report we have highlighted priority topics for the childminder's professional development plans. (Please see recommendation 1).

The childminder consulted with parents on a daily basis when they dropped off and collected their children as well as text messaging them to share activities that their child was enjoying. We advised that, because the childminder was storing personal information and photographs about children on her phone, she should register with the Information Commissioner's Office (ICO). ICO is an independent public body that helps protect personal information, for example through providing guidance for childminders on sharing information about children both professionally and lawfully. Registering with ICO would demonstrate that the childminder respected families' confidentiality.

The childminder had not submitted a self assessment to us therefore we discussed what methods she could use to evaluate her service, including involving her service users. For example, by asking parents to help review her policies as the service became more established. This would ensure that policies were user friendly and relevant to the childminder's context. It would also help everyone feel that their contribution to improving the service was included and valued by the childminder. (Please see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should access training relevant to her role and responsibilities and that keeps her up-to-date with policy guidelines and best practice. This should include Child Protection; Paediatric First Aid; Infection Prevention and Control.

National Care Standards early education and childcare up to the age of 16. Standard 13: Improving the Service and Standard 14: Well-managed service.

2. The childminder should develop self-evaluation and monitoring systems for her service. She should involve parents/carers, and where appropriate children, in this process.

For example, the childminder should ensure that she submits a self assessment for her service when requested to do so by the Care Inspectorate.

National Care Standards early education and childcare up to the age of 16. Standard 13: Improving the service and Standard 14: 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

There are no outstanding requirements.

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

Previous recommendations

There are no outstanding recommendations.

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

This service does not have any prior inspection history or grades.

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