

Bradley, Jacqueline

Child Minding

Type of inspection: Unannounced
Inspection completed on: 22 March 2018

Service provided by:
Bradley, Jacqueline

Service provider number:
SP2003903094

Care service number:
CS2003005290

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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Jacqueline Bradley provides a large childminding service. Details of registered numbers of children can be found on the certificate of registration for the service. We observed the certificate displayed in the service and confirmed with the childminder that the detail was accurate. At the time of the inspection six children attended the service. We met one of the younger children during our visit. The childminder is a foster carer and can provide respite or emergency care at weekends.

The service is provided from the family home in Dunblane. The lounge/dining area, kitchen and downstairs toilet are used to provide a range of activities and to meet children's individual needs. The garden area and the use of resources in the local community ensured that children were active and healthy through access to a range of experiences that took account of their interests and references. A welcoming and nurturing environment resulted in children feeling safe, secure and confident in the setting. The childminder responded to the individual needs of the child present.

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.

The aims and objectives in summary were; "I will provide a warm, welcoming environment which is stimulating and safe and to provide appropriate educational play opportunities."

What we did during our inspection

We wrote this report following a short notice announced inspection. This was carried out by one inspector on Thursday 22 March 2018. We visited between 10:00 and 12:30. We chatted with the childminder about the service and observed the three young children and examined some records. We provided feedback to the childminder at the end of the inspection process.

The childminder did not complete the annual return and self assessment this year. We highlighted the importance of submitting these documents when requested by us to do so. We sent care standards questionnaires to the childminder to distribute to parents. One completed questionnaire had been returned prior to the inspection visit.

During the inspection we observed the areas used for childminding confirming that the environment was clean, safe and secure, we examined children's care plans that showed us how children's health, well-being and safety needs were met and sampled some of the systems that the childminder had in place showing how they managed the service and developed their knowledge and understanding of childcare issues.

Views of people using the service

The young child present was clearly unwell. The childminder had contacted the parent who had made an appointment with the GP. The childminder nurtured the child so that he was comfortable and able to have a nap. The layout of the environment and the activities provided supported the children's next steps. For example, we saw photographs of children having fun in the woods and going for walks finding out about the world around them.

One care standard questionnaire was returned giving feedback about the quality of the service. The parent said that she met with the childminder on a monthly basis to discuss the care and support of their child. They said that children benefit from being active in the local community including visits to the woods, library, parks the local wildlife centre and other groups. The parent said that "Jacquie is very safety conscious and puts children first."

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing.

The childminder did not submit her self assessment as requested. We would encourage the service to submit an updated self assessment as requested in future.

What the service did well

The childminder made good use of resources in the local community supporting children's health and wellbeing through being active. They played in the woods, visited local parks and the library and socialised with their peers at the local toddler group.

Parents felt that the childminder communicated effectively with them supporting children's progress and next steps in their development as a result.

Children were cared for in a safe and nurturing environment. Parents said that the childminder put the safety of children first.

What the service could do better

Information was shared through a consultation process about a child's allergies. The childminder was managing the health and wellbeing of the child through the agreed care and support. We discussed how the childminder could develop a record of the agreed care and a risk assessment for the child.

The childminder had recently accessed training including child protection and first aid. She had attended an information session on the use of the internet and impact of children using social media. We would encourage her to build in opportunities to research good practice guidance for example, 'Health and Social Care Standards, My support, My life'; 'My Childminding Experience' and 'My Creative Journey' all found at Care Inspectorate, The Hub.

We recommend that risk benefit assessment is recorded for outdoor activities.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We concluded that the service provided a level of good care and support.

We observed nurturing interactions between the childminder and the child present. The childminder responded well to the health needs of the child by contacting the parent to inform her that the child was running a temperature following a nap. The parent made an appointment with the GP as a result. Children were supported to make transitions from home into the service through an agreed settling in process. This ensured that they felt safe and secure. The childminder worked closely with parents to become familiar with routines at home and agreed how children's needs would be met in the service.

Children's personal plans were developed in consultation with parents showing how their health, wellbeing and safety needs were met. The childminder described the care planned for one child with a recently diagnosed allergy. We discussed the need to include detail of how the dietary need was being managed in the personal plan. The childminder was aware of the need to formally record the review of each personal plan at least once in each six month period. Parents said that regular meetings supported discussion about children's development so that their changing needs were met. Other methods of communication included daily discussion, texts and daily diaries informing parents about children's progress and experiences in the service.

Children were offered a variety of play experiences. Planned activities took account of children's interests including them in activities that supported their progress and development. For instance, children were enjoying being healthy and active outdoors building resilience as a result. Social experiences were provided through attending toddler group and meeting other children in the local community. Children were supported to make healthy lifestyle choices by being supported to understand the benefits of being active through outdoor play and fresh fruit being available for snacks. Information was shared giving advice about healthy packed lunches. The childminder supported children to build positive respectful friendships with one another through listening, taking turns and using very good manners. All children were included in activities that encouraged them to try new experiences increasing their confidence and self-esteem.

The childminder demonstrated a knowledge and understanding of child protection; administered medication safely and recorded accidents and incidents as required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

A nurturing environment met the needs of the children to a very good level.

The space was maximised to meet children's needs and to support them to achieve. The space available allowed younger children to move around playing with a variety of suitable toys and resources available that encouraged curiosity and developed skills. Children were active outdoors in the garden or in the local community going for walks or visiting the woods. Children were cared for in a warm and relaxed environment that contributed positively to building their confidence and self-esteem.

We found that children were protected in a safe and secure environment. Parents said that the environment was safe and that a range of appropriate toys and resources were available for children. The childminder was aware of any hazards taking steps to minimise them and to protect children meeting individual needs and stages of development. The security arrangements that kept children safe included the entrance doors being locked and the garden being fully enclosed. Children were aware of how to stay safe when out in the local community. They were learning about staying safe when crossing the road and when in the woods or on nature walks. This ensured that they were responsible and that they stayed safe. We would recommend that the childminder record risk benefit assessment for the activities children access outdoors. (see recommendation 1)

The childminder used good infection control practices including effective hand washing, nappy changing and a cleaning routine to prevent the spread of infection. Best practice guidance 'Infection Prevention and Control in childcare settings (day care and childminding settings)' supported the childminder in her practice. Overall, we found that good practice supported children to be safe, healthy and responsible in the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We would recommend that the childminder record risk benefit assessment for the activities children access outdoors. This will show she supports them to be responsible and safe in the service.

National Care Standards - Early Education and Childcare up to the age of 16: Standard 2.2 - A safe Environment Standard 3.2 - Health and Well-being.

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The service is managed to a good level.

The childminder worked in partnership with families to agree the care and support that met children's changing needs. Parents said they were asked for suggestions about the plan of activities on a monthly basis. Positive feedback was received highlighting that the service met family's needs. Children were consulted regularly so that planned activities took account of children's preferences and interests. The childminder evaluated outcomes for children using reflective practice. This ensured that the service was planned so that it met children's individual needs and interests.

The childminder had a professional attitude to her continued professional development. She had attended training including child protection and first aid. An information session had allowed her to reflect on the impact of children using tablets regularly. She had decided to continue to minimise children having access to their tablets or mobile phones in the service. We would encourage her to build in opportunities to research good practice guidance for example, 'Health and Social Care Standards, My support, My life'; 'My Childminding Experience' and 'My Creative Journey' all found at Care Inspectorate, The Hub.

The range of policies and procedures were reviewed regularly and developed so that they reflected practice in the service. Parents were aware of the complaint policy but felt that they would be able to discuss any issues with the childminder.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – 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

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

Date	Type	Gradings	
23 Mar 2016	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
2 Apr 2015	2	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
8 Apr 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
21 Oct 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Jun 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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