

# Morrison, Susan

## Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 29 March 2018

**Service provided by:**  
Morrison, Susan

**Service provider number:**  
SP2003900430

**Care service number:**  
CS2003001703

## 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](http://www.careinspectorate.com)

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

The service is provided from a house in a residential area in Aberdeen. The childminder is currently registered with the following conditions:

- To provide a care service to a maximum of 5 children at any one time under the age of 16 years; 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.
- The areas not to be used are the lounge; downstairs bedroom and en suite; upstairs bathroom; two upstairs bedrooms and utility room.

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. GIRFEC 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 GIRFEC. 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 visited the service short notice announced on 7 March 2018. Four children were registered with the service and two pre-school children were present during the inspection. During this inspection we spoke with the childminder, her family and the children. We observed the care provided by the childminder while the children were enjoying their activities after lunch and during snack times. We reviewed a number of documents which included; the childminder's training documents, health and safety documents and service policies and procedures.

### Views of people using the service

The pre-school children attending the service were busy and occupied with activities throughout the inspection. The children appeared to be very comfortable and relaxed in the childminder's home and with her family and the

pet dogs. The children told us they enjoyed their time at the service and liked the activities they did. The children made the following comments:

"I like the bouncy castle."

"I've got a pink bow."

"It's my playgroup!"

"My favourite is the toys!"

The families who returned their questionnaires to us were very positive about all aspects of the service. Some of the families comments are recorded below:

"(My child) has a variety of food and has eaten some food at Susan's she wouldn't at home. Very happy."

"I'm extremely happy and my (child) is happy and always tired after a playful day."

"Finding someone to love and care for my child when I am not there. I couldn't have been more lucky to find Susan. (My child) comes home happy and has a great bond with Susan and the other kids that are there."

"Fresh fruit is always available at Susan's."

"My child always comes home happy."

## Self assessment

The self assessment had last been updated in 2016. The childminder should review this annually when requested, to evaluate how the service is doing to help improve the service and share this with us.

## What the service did well

The childminder was caring, kind and respectful of the children providing them with a safe and relaxed experience. The children enjoyed a variety of age appropriate in and outdoor experiences which would support their development. The children attended local groups helping them to learn about their community and build relationships with their peers.

## What the service could do better

The childminder must ensure children's personal information is available in the service to keep children safe. The childminder should consider how to record and share children's achievement's and how she meets children's individual needs with families. The childminder should review the medication systems in the service to bring them in line with current best practice guidance to ensure children's safety.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	not assessed

### Quality of care and support

#### Findings from the inspection

The childminder told us she had records for individual children to keep them safe in the service. These could not be found during the inspection. The childminder explained that she was moving house soon and the records had been stored away for the move. The childminder forwarded copies of these shortly after the inspection. The childminder should always ensure that children's records are to hand to ensure their safety. **(See recommendation one.)** The childminder had recorded information about individuals which helped her to meet their needs in the service. The records had not been reviewed with families in line with legislative requirements. We spoke about the children and it was clear that the childminder knew them well and was working to support their individual development. The childminder should also consider ways to record children's achievements and how she is promoting their individual development. **(See recommendation one.)**

The records in the service showed that the children had regular opportunities to be physically active in and outdoors. The children told us they went on walks and liked going to playgroup. The resources were age appropriate and kept the children entertained throughout the inspection visit. We spoke about developing the opportunities for the children to explore and be creative. We shared 'loose parts play', 'our creative journey' and 'building the ambition' with the childminder to support her to develop this.

We spoke to the childminder about protecting children from harm. The childminder had attended child protection training and first aid training which gave her a good understanding of how to keep children safe.

The children were very relaxed in the childminder's care and chatted to her husband and daughter during the inspection. We saw that the children felt 'at home' and safe and enjoyed their time at the service. The children were given reassurance and cuddles from the childminder who was kind and caring in her approach. The childminder supported the children to make good choices using praise and encouragement, this will support their self-esteem.

#### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 1

1. It is recommended that the childminder ensures that she has children's emergency information available in the service at all times to ensure their safety. The childminder should continue to develop the children's care plan information to share how children's needs are being met and how they are achieving and progressing at the service. This should be reviewed with families whenever there is a significant change and at least every six months.

National Care Standards Early Education and Childcare up to the age of 16. Standard 6: Support and Development.

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The childminder's home was clean, tidy and well-organised to care for children. The children had access to a playroom, kitchen-diner, downstairs toilet and enclosed rear garden.

The children enjoyed playing with a variety of age appropriate resources which would support their development. The children enjoyed building with lego, playing with dolls, blocks, little people, role play and a children's computer. We saw that they were busy and able to select new resources to extend their play experiences throughout the inspection. We spoke about extending the opportunities to explore and be creative with support from best practice guidance helping children to lead their own learning and develop new skills.

The childminder kept records of accidents and incidents which were shared appropriately with families.

Children enjoyed their snacks at a child-sized table in the playroom, which helped them to have a positive social experience during their snack. We spoke about allowing children to help in the preparation of the snack to help them develop new skills and support them to have a positive relationship with healthy foods.

We spoke about the sleeping arrangements for children needing a rest at the service. The childminder told us she had used buggies with parents permission. We spoke about the 'Cot Death Trust Guidance' and ensuring children's safety. **(See recommendation one.)** Consideration could also be given to providing cosy spaces for children to rest in the service as this was limited in the playroom.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that the childminder develop a policy for safe sleep in the service which is in line with the 'Scottish Cot Death Trust' guidance to ensure children's safety.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment.

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder also works as a foster carer which had helped her to access a variety of training courses. This included; first aid and child protection which had supported her to ensure children's safety in the service and behaviour management which had supported her to develop positive behaviour management strategies. We spoke about accessing training in current best practice guidance for the early years to help the childminder to develop the service further. The childminder spoke about difficulty accessing some training. We discussed a variety of organisations who provide online training opportunities to support the childminder to access relevant courses. **(See recommendation one.)**

Parents told us the childminder shared information with them about their child's time at the service and consulted with them about any planned changes. We saw that the childminder had gathered feedback from the children and families about aspects of the service to help her to develop the service. We spoke about developing this to show how any feedback has been used to change and improve her service.

We asked how the childminder recorded children's attendance at the service. We spoke about how this could be developed to show that she was complying with her conditions of registration and to ensure children's safety in the event of an emergency. **(See recommendation two.)**

The childminder had a policy to help her administer medication safely in the service. The records of administration of medication should now be updated in line with current best practice guidance to ensure the children's safety. **(See recommendation three.)**

Recommendations had been made at the last inspection which had not been fully addressed by this inspection and are continued in this report.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 3

1. It is recommended that the childminder access further training in current best practice guidance in early education and childcare to support her to develop the service and ensure positive outcomes for the children.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service.

2. It is recommended that the childminder develop a formal record of children's attendance which details children's actual arrival and departure times to help ensure children's safety in the event of an emergency.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14: Well-Managed Service.

3. It is recommended that the childminder review and update her medication policy and recording systems in line with current best practice guidance to ensure children's safety.

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

**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 childminder must review all personal care plan information when the provider is requested to do so by the service user or if there is any significant change to a child's health, welfare or safety needs and at least once in every six month period. These should be dated to support regular review.

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

**This recommendation was made on 13 January 2017.**

## Action taken on previous recommendation

The provider did not have the children's current care plans to hand during the inspection. The childminder was moving house soon and said they had been put away. We spoke about ensuring that these were to hand to ensure children's safety in the service. We could not evidence that the care plans were reviewed in line with legislative requirements, see the recommendation detailed under quality theme one.

## Recommendation 2

The childminder should review and update her policy regarding the storage and administration of medication. The policy and associated recording system should meet the recommendations as detailed in the best practice guidance: "Management of Medication in daycare and Childminding settings.

**This recommendation was made on 13 January 2017.**

## Action taken on previous recommendation

The administration forms were not yet in line with current guidance. This recommendation is continued in this report, see recommendation two under quality theme one.

## Recommendation 3

The childminder should actively look for and participate in, training events to keep up to date with childcare best practice and current legislation.

National Care Standards for early education and childcare up to the age of 16: Standard 12 - Confidence in staff.

**This recommendation was made on 13 January 2017.**

## Action taken on previous recommendation

The childminder had accessed training for her foster carer role. This would help to keep the children safe. We spoke about accessing training opportunities to support her to work with the children in line with current best practice guidance. This recommendation is continued in this report under quality theme four.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
26 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
14 Feb 2013	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Mar 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Feb 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Jan 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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