

Black, Shona Child Minding

Type of inspection: Unannounced
Inspection completed on: 17 April 2018

Service provided by:
Shona Black

Service provider number:
SP2003905215

Care service number:
CS2003009809

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.

Mrs Black is registered to care for a maximum of eight children under 16 years of age with a maximum of six children under 12 years, of whom no more than three children are not yet attending primary school, and of whom no more than one child is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder operates her service from her home, which is a semi-detached property, situated in the village of Kinross. Her premises are conveniently situated close to local amenities and bus links. Children had access to a playroom, the lounge and dining room. They also had access to the garden to the rear of the property where they could participate in active play opportunities. The garden was fully enclosed.

The principle aim as stated by the service is:

"To provide the children in my care with a loving, stimulating and safe home from home to encourage them to fulfil their potential."

This service has been registered with the Care Inspectorate since 1 April 2011.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 9.30am and 11.45am on 17 April 2018. The inspection was carried out by a Care Inspectorate Inspector.

During this inspection we spoke to the childminder and the children present. We observed the care given by the childminder and looked at a number of documents including the personal information for each child, service policies and photographs

We check services are meeting the principles of Getting It Right For Every Child (also known as 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. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

During the inspection we spoke with the three young children who were being cared for. They were enjoying their play.

They told us:

"I like my snack. I bring it in my bag. Look I've got my mobile phone."

"We go to the library, we get books but we have to take them back."

In advance of the inspection we received one completed questionnaire from parents. They strongly agreed that they were happy with the quality of care their child received in the service.

They told us:

"Shona's level of care of my child has been exceptional."

"It feels like a home away from home where she can get a cuddle if needed and she incorporates educational activities in a fun way."

"I receive daily text messages and photos from Shona which I enjoy."

Self assessment

The childminder had completed a self assessment in advance of the inspection. We used this information to help us to plan the inspection. We discussed with the childminder the reasons why we did not agree with the grades that she had awarded each of the quality themes. We talked about the improvements that she could make and offered support with these by signposting her to information and reading.

What the service did well

The childminder offered a warm and nurturing experience for the children who attended. She formed good relationships with children and their families. She made very good use of the local community to offer the children a wide range of indoor and outdoor activities and experiences.

What the service could do better

The childminder should review and improve the systems she currently has for personal planning for children. The should be completed regularly and be manageable.

She should consider how by creating risk assessments for her service she could improve the experience for the children attending.

She should undertake some reading which will help her to improve her knowledge about child protection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
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

We judged that the childminder was working to a good standard in this area. We concluded this after observing the childminder working with the children and looking at the individual information kept about each child. The childminder had the correct recording which when completed would ensure that medication could be safely administered to children.

Although the childminder had limited written information on each child she clearly knew the children well and worked hard to meet their individual needs. She provided activities and outings which promoted their development and learning. She kept parents updated on their daily activities.

We advised that any personal plans and reports that she started for children should be manageable and sustainable. She should continue to use the SHANARRI indicators to help her ensure that she meets the needs of the whole child. She had an informal way of gathering information from parents and was very happy to follow routines from home.

The childminder was very warm and nurturing. The children were seen to go readily to her for cuddles and comfort. In a care setting children should feel valued, loved and secure. From our observations we could see that this was being achieved by the childminder. This was confirmed by parents who responded to our questionnaire.

The children were given the opportunity to engage in a wide range of activities. We saw the three young children enjoying dressing up and using their imagination. The childminder was committed to offering a lots of social experiences in and around Kinross where the children could be part of their local community. They used the local parks and play areas where they could be active and explore the natural world around them.

Children should be protected from harm because the people who care for them are alert and respond to signs of significant deterioration in their health and wellbeing, that they may be unhappy or may be at risk of harm. We signposted the childminder to reading which would help her to update her knowledge and skills in protecting children.

The newly published document 'My Childminding Experience' would allow the childminder to read about examples of good practice from other childminders and help to support further developments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area. We concluded this after talking with the childminder and looking round the areas where the children played and the childminder's garden.

The play areas provided children with plenty of space to play and eat. The dining room was used for children to enjoy their packed lunches and snacks, where they sat at the table or in a high chair.

Children had access to a range of resources which were stored in units in the playroom. The storage units were too high for the children to be able to access the resources independently. The children had the opportunity for messy play and arts and crafts which they told us they enjoyed. Playdough was a popular choice of activity.

The childminder used her garden on a regular basis. It appeared to be safe and secure and contained some resources to ensure that children were kept healthy and active. This area was shared with the childminder's dogs. She kept this area clear of dog faeces and checked it regularly. The dogs and children did not use the area at the same time.

Children should be allowed to play outside every day and regularly explore a natural environment and we saw that these opportunities were offered to the children. The children were involved in planting activities and were growing plants in the patio containers.

The children benefitted from a good range of activities which took place in the local community. The children attended the local playgroup and dancing classes. They had regular visits to local playparks.

Infection control within the setting was adequate, with children being familiar with handwashing practices before snack and after going to the toilet. The childminder followed best practice guidance when changing nappies.

The childminder did not presently have any formal, completed risk assessments, we would ask her to do this **(see Requirement 1)**. The management of the childminder's dogs should be laid out in a risk assessment. We would like to see how the children could be involved in the daily risk assessments to give them responsibility in keeping safe and healthy in varying circumstances.

Requirements

Number of requirements: 1

1. To ensure the health and welfare of children attending the service the provider must maintain effective risk management procedures. Risk assessments must be completed for all areas of the service. These must include pets, the areas of the home used by the children and journeys outside the home. This must be completed by 1st July 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: my environment is safe and secure. (HSCS 5.17).

I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22).

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) Health, Welfare and Safety of Service Users.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We reviewed the records of individual children, service policies and procedures. We concluded that the childminder performed to an adequate level in this area.

The childminder was working with a local group of childminders who were supporting each other; and working on increasing their understanding and implementation of new guidance and developments in early education and childcare. The childminder was aware of the new Health and Social Care Standards. We advised that these would form the core of the inspection process and that she should become familiar with them.

We spoke with the childminder about her approach to maintaining the required paperwork and records. We asked that she review her current records and identify those which were necessary and keep them up to date. We reminded her that all of the information held on each child must be reviewed with parents and updated where necessary. **(see Requirement 1).**

We advised that she should prioritise and streamline her recording systems to make them more manageable and easy to access. The childminder had reviewed and updated her policy on child protection. This had been shared with parents. She now needs to review the other service policies, update them where necessary to ensure that they reflect best practice guidance and current registration. These could be shared electronically with parents. **(see Recommendation 1).**

The childminder offered the children choices during each day. They were asked to select from a range of activities. Parents were given the opportunity to complete a questionnaire each year. We looked at these and saw that the responses were very positive.

The childminder was responsive to the needs of children and their parents. She formed strong relationships with families and spent time each day talking with them. She shared photographs and videos with parents which allowed them to follow their children's activities and outings.

The childminder was not registered with the Information Commissioner's Office (ICO) at the previous inspection visit. We discussed the need for registration given the childminder's use of electronic storage of children's videos and photographs. The childminder told us that she had not done this. She assured us that this would be done as a priority.

Requirements

Number of requirements: 1

1. The provider must ensure that the personal information and personal plans for each of the children using the service are reviewed once every six months or more often as necessary. This must be completed by 1st. July 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, my care and support meets my needs and is right for me. (HSCS 1.19). My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 5 Personal Plans.

Recommendations

Number of recommendations: 1

1. The provider should review the systems, policy and procedures which ensure that children are cared for in a safe and appropriate setting.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "I use a service and organisation which is well led and managed." (HSCS 4.23).

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

Mrs Black should develop her records to ensure that they include evidence of the cleaning routine and practices making reference to best practice guidance, including Health Protection Scotland (March 2011) Infection Prevention and Control in childcare settings (day care and child minding settings) March 2011 version. www.hps.scot.nhs.uk

This recommendation was made on 16 January 2014.

Action taken on previous recommendation

Although the childminder had developed a system for evidencing when cleaning had been undertaken, this did not improve the cleanliness within the home. Please refer to quality of environment for further information.

Recommendation 2

We recommend that the childminder review her behaviour management policy to make it clear to parents that 'time out' will not be used within her service.

National Care Standards early education and childcare up to the age of 16. Standard: 7 - a caring environment.

This recommendation was made on 21 October 2015.

Action taken on previous recommendation

The childminder did not use time out as a strategy to manage behaviour.

Recommendation 3

We recommend that the childminder develop a simple system for monitoring children's development and link this to the SHANARRI well-being wheel.

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

This recommendation was made on 21 October 2015.

Action taken on previous recommendation

The childminder was using the SHANARRI wheel to support her understanding of children's development. She offered activities to promote learning. Information was shared with parents through photographs and videos.

Recommendation 4

We recommend that the childminder promote children's health and help to prevent the spread of infection by ensuring that hands are washed prior to sitting for meals and after petting animals.

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

This recommendation was made on 21 October 2015.

Action taken on previous recommendation

The children were encouraged and supported to have good hand hygiene.

Recommendation 5

To protect the health and safety of the minded children the childminder should ensure that any accidents or incidents involving children are correctly recorded and shared with parents.

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

This recommendation was made on 11 August 2017.

Action taken on previous recommendation

The childminder had created a format where accidents and incidents were recorded. These were shared with parents who were also offered a copy of the accident report.

Recommendation 6

The childminder should ensure that she completes training in the protection of children to safe guard their health and wellbeing. The childminder must ensure that the service policy is regularly reviewed and shared with parents. The policy should contain details of the local agencies who would offer support and advice in the event of a concern arising.

National Care Standards early education and childcare up to the age of 16. Standard 3: health and wellbeing; standard 14: well-managed Service.

This recommendation was made on 11 August 2017.

Action taken on previous recommendation

The childminder has not yet completed training on child protection. A new policy has been created which outlines her responsibilities. This has been shared with parents.

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
19 Jul 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
28 Jul 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
7 Jul 2015	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing Not assessed Management and leadership 3 - Adequate
16 Jan 2014	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
26 Jan 2012	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
25 May 2010	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
23 Feb 2009	Announced (short notice)	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership Not assessed

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