

Smyth, Anne Child Minding

Type of inspection: Announced
Inspection completed on: 30 March 2018

Service provided by:
Smyth, Anne

Service provider number:
SP2003906888

Care service number:
CS2011304244

The service

Introduction

The service was registered with the Care Inspectorate on 30 March 2018.

Anne Smyth is referred to as the childminder in this report and is registered to provide a care service to a maximum of three children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Minded children cannot be cared for by persons other than those named on the certificate. Overnight care will not be provided.

Anne Smyth provides a small childminding service from a terraced home, situated on an estate in Knightsridge in Livingston. The premises were warm and deemed suitable for childminding. The designated area used for childminding was the dining room.

At the time of the inspection three minded children were in attendance aged four, eight and eleven years old.

The childminder aims to provide a safe, clean environment where parents can leave their children while they are out at work or studying.

What we did during our inspection

We compiled this report following an announced inspection, which took place between 10.45 and 13.15 on 30 March 2017. The inspection was carried out by an early years inspector.

During this inspection we gathered evidence from various sources:

We spoke to:

- the childminder
- the children.

We looked at:

- observations of the childminder and her interaction with the children
- observations of the children at play
- discussions with the children
- a sample of children's records of learning
- a sample of other documentation relevant to this inspection
- Certificate of registration
- examination of equipment, resources and the environment.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

The children present were seen to be happy in the childminder's care. They played with the toys available at the dining room table and chatted happily about their experiences and personal preferences. A sample of their comments are shown below.

"We bring our own packed lunches and we get snacks!"

"I get biscuits. I don't get fruit because I don't like it but I like grapes."

"We get toast in the morning and cheese."

"You just get an hour on the ipad."

"I bring my bike."

"We walk the dog. When I hold the lead she's calm."

"Sometimes we go up the 'venny', it's a park. We bring our flickers (scooters) and practice in the 'fivey' (multi purpose activity play area)."

"There's no swearing. We're allowed to go to the 'fivey' and no further than the community centre."

We issued three Care Standards Questionnaires to the childminder to hand out to the parents of the children who used her service. No completed questionnaires were returned to us.

Self assessment

We requested a Self Assessment from the childminder but did not receive one. The childminder should ensure that she completes this to support her in providing evidence of areas of strength. This would also support her to quality assure her service and identify areas for improvement. This was a requirement made at the last inspection and has been made again.

What the service did well

The childminder knew children as individuals and supported their preferred interests. Children were happy and enjoyed each others company and the range of toys available to them. The service was flexible to meet parents needs.

What the service could do better

We made two requirements and five recommendations for improved practice during this inspection.

These focused on the following areas:

- completion of self assessment
- working within the terms of registration
- six monthly review of personal care plan information
- training and development
- development of personal care plans
- permission for children's unsupervised outdoor play
- behaviour management approach.

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	2 - Weak

Quality of care and support

Findings from the inspection

The minded children were settled and comfortable in the setting. They had formed positive relationships with each other, which contributed to their play experiences and enjoyment.

We confirmed that the childminder knew children well as individuals and used this information to provide appropriate resources to support their current interests. The minded children spoke at length about their interests and experiences at the service, confirming they had fun.

Examples seen demonstrated how children could enjoy working on 'projects' over a length of time; for example, one child was building the titanic from Lego and another was writing a book. This opportunity to explore their interests in depth supported them to achieve.

Discussions with children confirmed they were active as they regularly benefitted from outdoor play opportunities promoting their physical wellbeing. Photographs seen confirmed regular visits to local parks and involvement in events at the local community centre.

Children knew where resources were kept and helped themselves contributing to their independence and control over their day ensuring they felt included. They were encouraged to tidy up and respect the childminder's home, supporting their capacity to be responsible and respectful.

Children's plans should now be developed further to ensure that they capture children's progress and achievements and identify possible next steps. The childminder should now make use of the SHANARRI wellbeing indicators to help her measure children's outcomes. See recommendation one.

We discussed the current behaviour management approach of 'time out' and advised of reviewing this to ensure an inclusive and restorative approach is taken to support children's self esteem. See recommendation two.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should develop personal plans to ensure she regularly records children's achievements and next steps. These should be used to support her further in planning appropriate experiences and sharing children's progress with parents.

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

2. The childminder should now amend her behaviour management policy and approach to reflect a more positive and restorative approach to behaviour. This should be in line with more current thinking on appropriate promotion of positive behaviour with younger children.

National Care Standards Early Education and Childcare up to the age of 16. Standard 7 - A caring environment.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The home and equipment was observed to be clean and tidy and all resources safe and appropriate for purpose. This reduced the risk of cross infection and kept children safe and healthy.

The range of resources available were varied and in good condition. The childminder confirmed how she limited children's access to computer tablets and mobile phones and monitored their internet access. This contributed to children's choice and safety. Children knew where resources were kept and helped themselves, contributing to their independence and control over their day ensuring they felt included. They were encouraged to tidy up and respect the childminder's home supporting their capacity to be responsible and respectful.

We saw photographs which evidenced regular use of the resources within the local community which children confirmed. This included accessing events at the local community centre and visiting local parks. These opportunities supported children to identify with their local community and extended their opportunities to be active.

Space used for play was limited to the dining room, which restricted children's play to a degree as there was limited floor space. The childminder should therefore ensure that children are accessing outdoor play on a daily basis when in the home for long periods.

The childminder and children confirmed access to unsupervised outdoor play in the street and nearby multi activity area, this provided children with some degree of responsibility and freedom. However, there was no evidence of permission from parents for this. The childminder should gain written permission from parents regarding their child's unsupervised play outdoors. See recommendation one.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that written permission is in place prior to allowing children to play outdoors in the local community unsupervised. This would contribute to children's continued safety whilst allowing them freedom and responsibility.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder measured her service through informal discussions with parents and children. A 'Whatsapp'(mobile phone application) group supported communication between the parents and childminder. This allowed parents and children some opportunity to comment on their experience and influence any change.

The Certificate of Registration was prominently displayed which meant that parents and other interested parties may examine it should they wish.

Contracts for each child were in place. We found all families using the service had been issued with a contract to ensure that the terms of the childcare placement were agreed.

Systems for the recording and sharing of information regarding accidents and medication were in place supporting continuity in children's care and wellbeing. We reminded the childminder to ensure that medication forms were consistently being signed by parents.

The childminder had not submitted the requested Annual Return or the Self Assessment. A requirement was made at the last inspection regarding completion and submission of the Self Assessment. We discussed how completing this would also support her in measuring her service and driving forward improvement. See requirement one.

We looked at the register and found that the childminder was regularly caring for more than the registered number of children. The childminder must at all times operate within the conditions outlined on her Certificate of Registration. See requirement two.

Children's personal plans had not been reviewed for some time. This meant information held may not be current. All information held on children must be reviewed at least once in any six month period or sooner if there has been change to a child's health, welfare or safety. A recommendation was made, see recommendation one.

Training and development opportunities had not been accessed by the childminder for some time. She should be proactive in sourcing appropriate development opportunities, including familiarising herself with the range of best practice documents available. We provided signposting to a range of development opportunities and guidance. The childminder should use these to support her knowledge and enhance practice contributing to children's positive outcomes. This includes supporting the promotion of healthy eating with reference to relevant nutritional guidance. See recommendation two.

Requirements

Number of requirements: 2

1. The childminder must ensure that the Self Assessment required by Social Care and Social Work Improvement Scotland is completed and submitted each year on request.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements of Care Services) Regulations 2011 SSI 210/185 Regulation 5(2)(a) Power to require information.

National Care Standards Early Education and Child Care up to the age of 16. Standard 14 - A well-managed service.

Timescale: upon next request prior to inspection.

2. The childminder must ensure that she operates within the conditions outlined within her Certificate of Registration.

This is in accordance with section 64(1)(b) of the Public Services Reform (Scotland) Act 2010. On the ground that the service is being, or has at any time been, carried on other than in accordance with the relevant requirements.

National Care Standards Early Education and Child Care up to the age of 16. Standard 14 - A well-managed service.

Timescale for meeting this requirement: within one week of receipt of this report.

Recommendations

Number of recommendations: 2

1. The provider should review all care plans when the provider is requested to do so by the service user or if there is any significant change a child's health, welfare or safety needs and at least once in every six month period. National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing.

2. The childminder should now build her knowledge and understanding of key areas of practice. This should include attending a variety of training courses, updating knowledge through research and reading and, in particular, familiarising herself with national best practice documents and legislation such as 'Setting the Table', 'My Childminding Journey' and 'Building the Ambition'.

National Care Standards early Education and Childcare up to the age of 16. Standard 12 - Confidence in staff.

Grade: 2 - weak

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

Previous requirements

Requirement 1

The childminder must ensure that the Self Assessment required by Social Care and Social Work Improvement Scotland is completed and submitted each year on request.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 210/185 Regulation 5 (2)(a) Power to require information.

Timescale within 4 weeks of receipt of this report.

This requirement was made on 13 January 2017.

Action taken on previous requirement

The childminder had not completed her Self Assessment. We discussed how this could be used as a tool to support her in measuring and assessing her service supporting improvement. We reminded the childminder that this must be submitted prior to the next inspection. This requirement is therefore not met and has been made again.

Not met

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

Previous recommendations

Recommendation 1

It is recommended that the childminder should undertake training to ensure she understands the importance of nutritional needs of pre-school and school aged children to encourage healthy lifestyles.
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

We found that children were still accessing a range of sweets and biscuits as snacks and reminded the childminder to access the 'Setting the Table' guidance to support her in the provision of more nutritiously balanced snacks and to discuss this with parents to support healthy eating habits. This recommendation has therefore not been met and has now been made again as part of a new recommendation in regard to training and development.

Recommendation 2

It is recommended that after consultation with each child and parent or carer, the childminder should ensure that all children are involved in the completion of the personal plans and that the plans are regularly reviewed to ensure the service meets the needs of individual children.
National Care Standards Early Education and Childcare up to the age of 16- Standard 14 A well managed service

This recommendation was made on 14 March 2016.

Action taken on previous recommendation

Children's plans were not yet being reviewed in line with current legislation. Records of children's ongoing progress were in place, however, still required to be developed further and could involve children and parents. Therefore this recommendation has not been met. New recommendations have been made regarding development of children's records and six monthly reviews of all personal plan information.

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	
13 Jan 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
18 Jan 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
17 May 2013	Re-grade	Care and support	Not assessed
		Environment	Not assessed
		Staffing	1 - Unsatisfactory
		Management and leadership	Not assessed

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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