

## **Blackmore, Carol** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 30 April 2018

**Service provided by:**  
Blackmore, Carol

**Service provider number:**  
SP2005943256

**Care service number:**  
CS2012308302

## 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 registered with the Care Inspectorate on 12 June 2012.

Carol Blackmore operates her childminding service from the family home located in the village of Dunlop, East Ayrshire.

She is registered to provide a service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, 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 childminder principally aims to "provide children with a home from home and provide stimulating, fun and educational activities for children of all ages, indoors and outdoors as appropriate."

### What we did during our inspection

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.

We wrote this report after we carried out an unannounced inspection on Thursday 26 April 2018 between 13:00 hours and 15:00 hours when the childminder was caring for one young child. We made a further visit to the service on Monday 30 April between 09:45 hours and 10:45 hours to observe the childminder caring for three children under the age of five. The inspection was carried out by a Care Inspectorate early years inspector.

During the inspection process, we talked to the children and the childminder, observed the care given by the childminder and looked at a number of documents including; children's folders, health and safety records, policies and procedures and other childminding business paperwork. We inspected areas of the childminder's home and garden that were used for childminding purposes. We also took account of the comments made by parents in the Care Standards questionnaires and in the childminder's feedback from parents.

### Views of people using the service

During the inspection visits, we chatted to the young children and we saw that they were settled, happy and confident in the childminder's home. They happily showed us the toys they were playing with and we could see that the childminder had developed a caring, friendly relationship with them. The children were familiar with their daily routine and enjoyed involving the childminder in their play.

Parents were overall, very satisfied with the service. Their comments included:

"Carol cares for our children very well. Always asking how she can help to develop them further. Very caring and attentive".

"Carol has been very supportive in helping to settle our child into school".

"Carol provides my children with excellent care. She provides a homely environment...my children are thriving in Carol's care".

"Very happy with her stimulating environment".

## Self assessment

The childminder had not submitted the self-assessment prior to the inspection. However, this was submitted between the two visits and we were able to view it before completion of the inspection.

## What the service did well

The childminder had developed positive relationships with the families using her service. She attended to the children's needs sensitively and maintained a clean, homely and stimulating care environment. The childminder had detailed personal plans that outlined the individual child's needs and she had effective methods for communicating regularly with parents/carers. Children had access to a good range of age appropriate toys and activities. They had opportunities to attend the toddler group and visit local places of interest where they could experience the wider environment. Overall, children presented as settled and secure in the childminder's care. The childminder had made a good start in reviewing and revising how she gathered and stored information to comply with The General Data Protection Regulation (GDPR).

## What the service could do better

We have made a recommendation that the childminder ensures she completes the annual return to the Care Inspectorate, becomes more familiar with the Health and Social Care Standards and accesses suitable training. This will maintain her skills and update her knowledge to enable her to continue to provide very good quality care and support for the children and families using her service. We guided the childminder to sources of information and support on the Care Inspectorate Hub.

Although the childminder had good current information about the children's needs and interests, we reminded her that children's personal plans required to be reviewed at least six monthly.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

The childminder had a warm, friendly and caring approach with the children and families using her service. She had established positive relationships with the children that enabled them to settle well and feel secure. The childminder had established consistent daily routines with which the children were familiar. As a result, we saw that children were happy and confident in her home.

The routines were based on the children's needs outlined in their personal plans. We discussed with the childminder that although the children's progress and changing needs were discussed regularly with parents, the children's individual personal plans required to be reviewed six monthly. The childminder agreed to address this.

We saw that the childminder was nurturing and gave children appropriate praise, support and comfort when needed. She effectively supported their language development and curiosity as she engaged with the children and made favourite toys available to them. The childminder offered healthy balanced snacks and meals according to parents' wishes, and taking account of any allergy conditions. She told us that since her house move she had not yet been inspected by the food safety officer and she agreed to follow this up with the local authority.

Children had regular opportunities to make friends at toddler group, play outdoors and go on outings. The childminder risk assessed these activities to help keep children safe. To support children's health and wellbeing the childminder had good infection prevention and control methods and demonstrated knowledge of best practice guidance for hand washing and nappy changing. Administration and recording of medication was well carried out. We advised her to record the date, expiry date and date returned to the parent for 'as required' medicine which she stored for a child.

Parents were overall, very happy with the care and support provided by the childminder. One parent commented "Carol listens to the children and often refreshes the toys to suit the children's interests" and another parents stated that the childminder "Provides a nurturing environment from which my children are benefitting".

### Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 – very good

## Quality of environment

### Findings from the inspection

We found the family home to be a warm, homely and comfortable environment for young children. The main indoor play areas were located in the lounge and a play room. We found there was sufficient space for children to move around safely or sit and relax on the comfortable sofa or engage in floor play.

We observed that children currently using the service easily accessed a range of appropriate toys and play equipment and they brought us favourite toys to show us. The young children enjoyed transporting toys, building with blocks, using inset boards, looking at favourite books and playing with small world toys.

To support children's health and wellbeing, we found that the childminder had important safety measures in place including drawer clips, fire blanket and a stair gate available, if required. We asked the childminder to consider safety corners for the outdoor stone barbeque table as this was at toddler head height. The childminder had completed risk assessments for her home and enclosed garden as well as for outings. This told us that the childminder planned activities well, taking account of how she would manage hazards while allowing children opportunities to play freely and practice skills.

The childminder minimised the spread of infection through effective infection control, including promoting hand washing and making sure that her home was a clean place for the children. She also ensured that her home was a smoke-free environment. Parents were overall, very happy with the childminding environment. One parent commented "Carol provides my children with a wide range of activities" and another wrote "Clean environment, couldn't ask for more...always ensures healthy and safe".

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 – very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder maintained appropriate records to enable her to effectively and sensitively meet children's needs. Parents indicated that they were aware of the childminder's complaints policy and felt they would be comfortable talking with the childminder in the first instance.

The childminder worked hard to provide children with a quality care, play and learning experience. While mindful of confidentiality, she liaised with other local childminders to share good practice and improve and develop aspects of her service.

We guided the childminder to websites where she could access resources to support her awareness of the new Health and Social Care Standards and current best practice guidance. Although the childminder checks the Care Inspectorate website and Hub for updates and receives information from local authority support officers, she is aware that this is an area she can improve. The childminder had not submitted an annual return as required by the Care Inspectorate and she needs to ensure this is submitted each year. We have also recommended that the childminder should access child protection training as it had been some time since she had undertaken this (please see recommendation 1 for this quality theme).

The childminder had effective policies in place to help keep children safe. She reviewed her policies and consulted with families regularly and we suggested that she could use their feedback to support her in completing the self-assessment requested by the Care Inspectorate. In taking a professional approach, we also suggested that the childminder should record any training or personal research that she had completed and how this had supported her service. As a result, families can be confident that the childminder is competent and skilled and is able to reflect on her practice. This will also support her in completing the self-assessment for the service.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder should ensure she completes the annual return for the Care Inspectorate. She should also access child protection training to update her knowledge and support her practice. This ensures that children's care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities;" (HSC 3.20) and "I use a service which is well led and managed" (HSC 4.23).

**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](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	
6 May 2014	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good
29 Apr 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed



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