

K & A Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 9 May 2018

Service provided by:
Neil, Pamela

Service provider number:
SP2013985585

Care service number:
CS2013322979

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 registered with the Care Inspectorate on 1 May 2014.

This is a childminding service and Pamela Neil operates the service from the family home in the town of Beith, North Ayrshire.

The childminder is registered to provide a care service to a maximum of six 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. Numbers are inclusive of children of the childminder's family. On the day of the inspection, one child was present.

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 Wednesday 9 May 2018 between the hours of 12:15 and 14:45.

The inspection was carried out by a Care Inspectorate early years inspector.

During this inspection, we spoke to the childminder and the child present, and we took account of the comments of two parents. We observed the care given by the childminder, and looked at a number of documents, including health and safety records, personal plans and policies. We also inspected the areas of the home and garden that were used for childminding purposes.

Views of people using the service

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

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

"Pamela is easy to talk to...I am happy with the safety at Pamela's".

"Pamela will regularly ask for feedback and suggestions".

"I would be lost without her, Pamela is fantastic".

Children attended the service on a flexible basis and, from discussion with one parent and comments in the childminder's documentation, we found that parents were, overall, satisfied with the quality of the service.

Self assessment

The childminder had not submitted the self-assessment prior to the inspection. We discussed this with the childminder and have made a recommendation under quality theme 4, Quality of management and leadership.

What the service did well

The childminder had maintained positive relationships with the families using her service and had effective methods for communicating regularly with parents/carers. Children had access to a good range of age appropriate toys and activities. The childminder was improving how she used personal plans in line with the wellbeing indicators to support children and meet their needs and interests. She maintained good attendance records.

What the service could do better

Although the childminder had good current information about the children's needs and interests we found that some had not been reviewed within the six month required timescale. We have made a recommendation about this under quality theme 1, Quality of care and support.

We discussed with the childminder some safety aspects in the rear garden and that some general maintenance of the front and side garden would improve the experience for families using the service and we have made a recommendation about this under quality theme 2, Quality of environment.

We also discussed with the childminder about registering with the Information Commissioner, increasing her knowledge of the Health and Social Care Standards and reviewing her data protection policy in line with the new General Data Protection Regulation effective from 25 May 2018. We have made a recommendation under quality theme 4, Quality of management and leadership.

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

The childminder had continued to provide good opportunities for families to be involved in making decisions about the children's care and support. She had used this information to develop a personal care plan for each

child. We saw that she supported the young child present during the inspection in developing skills in understanding and imaginative play with favourite dinosaur toys.

We discussed with the childminder that although the children's progress and changing needs were discussed regularly with parents, some of the children's individual personal plans required to be reviewed six monthly (please see recommendation 1 for this quality theme).

The childminder had a friendly and caring approach with the children and families using her service. Parents confirmed that she had established positive relationships with the children and consistent daily routines with which the children were familiar, enabling them to settle well and feel secure. We saw that the young child was happy and confident in her home and the childminder gave appropriate praise, support and comfort when needed.

From our observations and parents' comments, we found that the childminder knew the children well and took account of parents' preferences about diet and personal care routines to maintain continuity for the children. Her home had been inspected by the food safety officer and parents were satisfied that she provided suitable snacks and meals. Parents currently using the service were, overall, happy with the care and support provided by the childminder. They were satisfied that the childminder involved them and their child by speaking directly to them, messaging them and talking to the children about their likes and dislikes.

We found that the childminder had a good understanding of child protection issues and was clear about her role and responsibilities in protecting children from harm, neglect, abuse, bullying and exploitation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should improve how she reviews children's individual personal plans and ensure they are reviewed at least six monthly so that children's current needs and interests are being effectively met. This ensures that children's care and support is consistent with the Health and Social Care Standards which state "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

Grade: 4 - good

Quality of environment

Findings from the inspection

We found that the areas of the childminder's home environment, that were used for childminding, were warm and welcoming for children attending the service. There was a good range of toys and resources available. We found these to be in good condition, safely stored and accessible and appropriate for the children's individual age and stage of development.

To keep her home safe, we found that the childminder had a range of safety measures in place and maintained risk assessments for her home, garden and outings. This told us that she had taken account of how she would manage hazards, while allowing children opportunities to play freely and practice skills.

The childminder had a daily safety checklist and policies in place for cleaning and infection control, including a pet policy that identified appropriate management of the pet's health, location of food bowls and cleaning up dog mess. The service had been inspected by the food safety officer and no actions had been identified.

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 could easily access a range of appropriate toys and play equipment. The childminder told us that children did not have access to the rear garden as a small area of the fence surrounding the decking area was broken and we discussed with the childminder about removing the loose wood to make it safe until it could be fixed. We also discussed tidying the front garden area as this is the entrance and exit point for children and their families (see recommendation 1 for this quality theme).

The childminder used the local parks to provide children with regular access to outdoor play and physical activities. Photographs showed the children playing in the park and enjoying games. They were able to explore their local environment and have access to fresh air and exercise. To support children's safety, the childminder had suitable risk assessments for outings and had signed consent forms from parents. Her policy and procedure for taking children on outings, took account of safety requirements including appropriate supervision and hazards in the environment.

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.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should take appropriate steps to make the rear garden area safe for children to access and tidy the front garden area where children access and exit her home. This ensures that children's care and support is consistent with the Health and Social Care Standards which state "My environment is secure and safe" (HSCS 5.17) and "I experience an environment that is well looked after, clean, tidy and well maintained" (HSCS 5.22).

Grade: 4 - 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.

Although the childminder had awareness of current national childcare best practice information, we guided her to websites where she could access resources to support her knowledge and understanding of the new Health and Social Care Standards, current best practice guidance and the General Data Protection Regulation (GDPR) which comes into effect from 25 May 2018. The childminder had not yet registered with the Information Commissioner to comply with the GDPR and she is aware that she needs to do this. The childminder had submitted an annual return to the Care Inspectorate. However, she had not completed the self-assessment as requested by the Care Inspectorate prior to this inspection (please see recommendation 1 for this quality statement).

The childminder was currently completing an update to her first aid certificate. She told us that she regularly checked the Care Inspectorate website and Hub for updates and received some information from local authority support officers; however, she is aware that this is an area she can improve. This will support families in being confident that the childminder is competent and skilled and able to reflect on her practice. To improve children's experiences and give them more time to play and relax, the childminder was considering applying to vary her registration conditions to add an assistant to support her, particularly when collecting children from different schools. We discussed Employee Insurance and appropriate vetting and the Protection of Vulnerable Groups Scheme (PVG) with her and guided her to the Care Inspectorate guidance on the 'Hub'.

We found that, in general, the childminder had effective policies in place to help keep children safe and had reviewed her policies and consulted with families and children to support how she met children's needs. As a result, parents/carers were happy with her service and children were settled, confident and able to choose games and resources and take part in favourite play and leisure activities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should take the following steps to improve the management and leadership of the service in order to improve children's care and learning experiences:

1. become familiar with the Health and Social Care Standards;
2. review her processes for gathering and storing data in line with the GDPR and register with the ICO; and
3. complete and submit the self-assessment when requested by the Care Inspectorate. This ensures that children's care and support is consistent with the Health and Social Care Standards which state "I have confidence in people because they are trained, competent and skilled and are able to reflect on their practice" (HSCS 4.14) and "I use a service that is well led and managed" (HSCS 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

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
19 Apr 2017	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
27 Apr 2016	Announced (short notice)	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 4 - Good
13 May 2015	Announced (short notice)	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate

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