

Douglas, Alison J

Child Minding

Type of inspection: Unannounced
Inspection completed on: 10 April 2018

Service provided by:
Douglas, Mrs Alison

Service provider number:
SP2003905905

Care service number:
CS2003012179

The service

Introduction

Alison Douglas, referred to as the childminder in this report, is registered to provide a service to service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, 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 childminders family.

The service is provided from the childminder's home in the Leith area of Edinburgh. The home is in a quiet residential area close to local amenities, walks, parks and schools. The living room, bedroom/playroom and kitchen are the areas predominantly used for childminding. The childminder also uses the garden at the front of her home.

Aims and objectives for the service had been developed and included:
'The safety of the children is a priority and hopefully they will grow associating their childminder with fun and friends.'

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.

What we did during our inspection

The inspection was carried out by an inspector from the Care Inspectorate. The short notice inspection took place on 10 April 2018.

As part of the inspection process we asked the childminder to issue care standard questionnaires to parents using the service.

During the inspection we gathered evidence from various sources including talking to the childminder, talking to children, looking at key information kept to ensure that children's needs were met. We walked round the home with the childminder and assessed the suitability of the environment and equipment used for childminding.

Views of people using the service

One care standard questionnaire was received before we carried out the inspection. The parent strongly agreed that they were happy with the quality of care their child received in the service. Comments included:
'I completely trust Alison. She treats children with respect and as part of her own family. She is passionate about delivering high quality care to the children she looks after.'

There were three minded children present during our visit. One child told us that they 'loved' the childminder. Another child told us that they always had fun. Children were very comfortable, chatty and relaxed during our visit. This helped to evidence children's feelings of security while being cared for by the childminder.

Self assessment

The childminder had completed the self assessment identifying how her service provided children with positive outcomes. Areas of strengths were identified including the methods she used to communicate with parents and gain the views of children.

What the service did well

The childminder provided a warm, welcoming and fun home from home environment. The childminder was an experienced childcarer who was focussed on the child and their wellbeing.

What the service could do better

We have asked the childminder to update the information that she uses for the operation of her service. This includes having contracts with each parent and reviewing and updating policies and procedures.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder described how she worked in partnership with parents to meet and support children's individual needs. She spoke with parents daily to discuss children's care routines and activities that they had taken part in. We could see that she knew children in her care very well and adapted the service to meet individual needs. A parent commented very positively on the support and communication received from the childminder with regard to her child's toilet training and how this made the process much more successful. In order to fully support children in her service we have asked the childminder to make sure that registration forms are comprehensive and completed for every child.

Children were having fun and were provided with a very good range of activities and resources. The childminder enabled older children to have appropriate freedom and responsibility. This resulted in children taking responsibility for their own behaviour and learning about safety. The childminder was nurturing, calm and caring towards children which fostered a sense of security in children present.

The childminder had a very good understanding of child protection and had carried out a range of training on the subject through her role with the guiding movement. We comment on the need to have a child protection statement for parents in the theme for quality of management.

To help children form healthy habits the childminder ensured that the food she provided followed good nutritional guidance. Children had water bottles which they could access at any time to make sure that they had enough to drink. Children ate together in the dining room which promoted a social experience and encouraged those who were more selective about their food to try what their friends were eating.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The family home provided a warm, bright and welcoming environment for children. Children knew their way about the home and understood the boundaries in place to ensure that they were kept safe.

On the day of our visit the home was safe and secure for children to use. The childminder used appropriate safety equipment such as fire guards and checked that hazards were out of sight and out of reach. We did not identify any safety issues but reminded the childminder to ensure that smoke alarm tests and the safety checks she carried out were recorded to enhance the risk assessment process.

The garden to the front of the home was used for outdoor play. This area was small but used in all weathers to encourage outdoor physical activity. The childminder used a number of parks and play areas close to the home. Local toddler groups were used to introduce young children into a group care environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was committed to providing positive outcomes for children. She used her extensive childcare experience and enthusiasm for childcare to achieve this. Parents and children were happy with the service provided.

The Care Inspectorate focus on the outcomes for children who use childminding services however there are procedures and record keeping systems which need to be in place to ensure that the service can meet the health and wellbeing needs of children and inform parents how the service will be carried out. The policies and procedures for the childminding service needed to be revised and updated to meet current good practice standards. We have shared with the childminder information on how to achieve this. Information to make sure that children's health and support needs were met and service contracts needed to be accurate and updated regularly. (See recommendation one.)

The childminder had carried out training in child protection and first aid and we have commented on her childcare experience. Further reading of good practice guidance and information which can be found on the online resource Care Inspectorate HUB would further enhance the service and give an understanding of current childcare issues and strategies.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To help ensure that children and parents receive a service which is agreed, safe and takes account of good practice guidance the childminder should revise and update all policies, procedures and recording systems used for the running of the service. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS 3.14.) Which states I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisation codes.

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 should update policies and procedures for the childminding service in line with current good practice information and taking account of the National Care Standards. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14.2 - Well-managed service.

This recommendation was made on 16 April 2014.

Action taken on previous recommendation

This recommendation had not been met. A new recommendation has been made in line with the Health and Social Care Standards.

Recommendation 2

The childminder should organise the paperwork which was kept to enhance her service. This should include policies and procedures and children's information. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 - Well-managed service.

This recommendation was made on 16 April 2014.

Action taken on previous recommendation

Limited work had been carried out to ensure that paperwork was organised and up to date. This recommendation was not met.

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
16 Apr 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
25 Apr 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
15 Dec 2010	Announced (short notice)	Care and support Not assessed Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
1 Dec 2009	Unannounced	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
4 Dec 2008	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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