

Wilson, Anne Marie

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 10 April 2018

Service provided by:

Service provider number:
SP2011982086

Care service number:
CS2011285462

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com. This service was registered with the Care Inspectorate on 4 November 2011.

We are committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI.' Information relating to this can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

Anne-Marie Wilson provides a childminding service from her home, situated within a quiet residential area with good access to local amenities.

The service may be provided to a maximum of six children aged under 16 years of whom no more than three children are not yet attending primary school, and no more than one may be under the age of 12 months. These numbers are inclusive of the childminder's family and household.

An additional named pre-school aged child may be cared for on a Monday between the hours of 11am and 4.30pm and every alternative Tuesday between the hours of 2.30pm and 4.30pm. This will revert back to a maximum of 6 children under the age of 16 years, of whom no more than 6 are under 12 years, of whom no more than 3 are of an age not yet attending primary school and of whom no more than 1 is less than 1 year of age when a pre-school child starts school or leaves the service on a Monday or alternative Tuesday. Numbers are inclusive of the children of the childminder's family and household.

Overnight care may not be provided.

Currently there are 15 children registered with the service, four of whom were in attendance during the inspection visit. All children attended on a part-time basis.

What we did during our inspection

We carried out a short notice inspection on Tuesday 10 April 2018 between 4.00pm and 5.30pm.

During this inspection process we looked around the areas of the childminder's home used by minded children and gathered evidence from:

- The annual return document which was submitted before the inspection.
- Children's information folders.
- Policies including medication, child protection, settling in and infection control.
- Certificate of registration.
- Public liability insurance.
- Observation of practice.
- Risk assessments for the environment and outings.

Views of people using the service

Four childminded children were present during the inspection. They were busy colouring in which was a favourite activity they liked to do. The children laughed and chatted with each other, demonstrating they had developed good relationships with each other.

We received three completed questionnaires from parents. Overall they were happy with the service provided by the childminder. They told us that the childminder shared information about their child every day and she would ensure she had up-to-date information about them.

They liked that the childminder provided a range of healthy snacks and meals for children that they enjoyed.

Parents were satisfied with the range of activities and experiences children have.

Comments included;

'She takes the kids to the park and play areas from time to time.'

'Anne has an abundance of toys and activities. My girls especially like colouring in.'

'I love the outside play area that Anne always encourages them to use, weather permitting.'

Parents felt they were kept well-informed about what was happening in the service.

Self assessment

We did not receive a self assessment before the inspection.

What the service did well

The childminder interacted with children in a positive and supportive way during the inspection. She provided activities that she knew they liked doing and were interested in so they had an enjoyable time while in her care.

What the service could do better

The childminder needs to develop personal plans for children in her care so she can demonstrate how she is supporting their development using the wellbeing indicators. She needs to identify training or research that will help her professional development so she can ensure her service provides positive outcomes for children.

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	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder gathered basic information about children when they started to use her service. Through discussion, she demonstrated that she had a good understanding of children's individual needs. She told us that sharing information with parents was mostly done verbally.

From the questionnaires we received from parents, they confirmed this was the case. We made a recommendation at the last inspection about developing personal plans for children and this was still to be done. We talked to the childminder about how this could be achieved by linking children's experiences to the SHANARRI wellbeing indicators. This could include information about how she meets their individual needs. Plans should be reviewed on a six monthly basis. (See recommendation 1).

We saw that the childminder and children had good relationships. The natural and relaxed interaction demonstrated that the children were comfortable in her care as they chatted about what they were doing or asked for things they wanted. We also saw that the children got on well together, playing cooperatively with each other.

Children had access to a range of activities and outings that promoted their wellbeing and interests. They particularly like arts and craft, playing outdoors, imaginative games and construction, such as lego. Resources were stored at the front porch where children could choose what they wanted to do.

A positive aspect of the service was the healthy meals and snacks provided for the children. The childminder found this promoted good eating habits for children. We saw that children enjoyed fruit, which was readily available to them.

The childminder used questionnaires to gather parents' views. From the information we saw, it was evident they were happy with the service provided. They told us that 'nothing was too much trouble' and they liked 'the home made food you provide.' Parents were satisfied that their child had developed good relationships with the childminder and other children which gave them peace of mind.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should develop a personal plan for each child registered with her service to show how she is supporting their individual needs. Each plan should be reviewed at least once every 6 months.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that '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) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17).

Grade: 4 – good

Quality of environment

Findings from the inspection

The childminder provided a homely environment for children which was welcoming and friendly. Her home was very well maintained and organised for the children. We saw that all areas used by children were clean, safe and hygienic. The childminder told us how she ensured the environment was clean, risk assessed and well maintained for children. This meant that children could play safely indoors and enjoy outings.

The childminder promoted good infection control measures with children. For example, we saw that they had individual towels for their personal use.

Space within the childminder's home was used well and helped children play safely. The kitchen was used for arts and craft activities and eating. The spacious lounge could be used for construction and imaginative activities. Children could easily choose what they wanted to do as resources were stored where they could swap them if they wanted to.

The back garden had been improved since the last inspection. It was fully enclosed and well organised for children. They could access large equipment, such as the trampoline or play on wheeled toys. There was decking and grass area which gave them ample space to play and develop their games. One parent commented 'The garden had recently been redone and offers a fantastic space with appropriate equipment.'

Community resources were well used by the childminder. One area she could develop is risk assessments for outings. Children could be involved in this process so that they can identify risk and how they can keep themselves safe.

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 had a range of policies and procedures in place to guide practice. These were shared with parents so they knew what to expect from the service. Regular communication meant that parents were kept informed about what was happening in the service. Questionnaires were used to gather their views. From the information we saw they were happy with the service provided and felt their children were well cared for.

We made two recommendations at her last inspection, however they have not been met. One was in relation to personal plans and the other was record keeping for administration of medication. The childminder told us she was unsure about a format to use for personal plans and did not have a copy of the document 'Management of medication in daycare of children and childminding services' which details information that should be recorded. We talked to the childminder about possible formats for the personal plans that she may find useful and obtaining the guidance so she can meet the recommendations which will be continued.

Since her last inspection the childminder told us she had not managed to access training due to the time courses take place. She told us she uses support from Scottish Childminding Association (SCMA) to keep up-to-date with current practice. We advised the childminder that the Care Inspectorate 'Hub' was also a means of accessing a range of best practice guidance. To be able to demonstrate her continued professional development, the childminder should identify training or research she could undertake to do this. She should record her learning and note how it has helped to improve her service, particularly in the areas we have outlined. (See recommendation 1).

We also talked to the childminder about evaluating her service and may find documents, such as Building the Ambition useful for this. The childminder should record developments she made to her service which had good outcomes for children. We did not receive a self-assessment before this inspection. The childminder should complete this document when requested as it can be used to reflect on the service and identify areas for improvement.

The childminder had appropriate public liability insurance in place and displayed her certificate of registration for parents. She talked about the possibility of using a room upstairs for older children and we advised she should apply for a variation if this is something she takes forward. She should also request a condition of registration that no longer applies be removed from her certificate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To improve her professional development, the childminder should identify training or research that will help her develop her skills and knowledge to enable the development of her service. This should include children's personal plans and record keeping in relation to the storage and administration of medication. The childminder should obtain a copy of 'Management of medication in daycare of children and childminding services' and use it to update the records she keeps.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14).

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 further develop her medication consent records to include parents' instructions regarding when medication is to be administered.

Reference: National Care Standards for Early Education and Childcare up to age 16 - standard 3 - Health and wellbeing.

This recommendation was made on 16 July 2014.

Action taken on previous recommendation

The childminder had not updated the medical consent records in line with best practice so we will continue this recommendation.

Recommendation 2

The childminder should develop a personal plan for each child registered with her service. Each plan should be reviewed at least once every 6 months.

Reference: National Care Standards for Early Education and Childcare up to age of 16 - standard 4 - Engaging with children.

This recommendation was made on 16 July 2014.

Action taken on previous recommendation

The childminder had not developed personal plans for each child so we will continue this recommendation.

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	
6 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
24 Apr 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
21 May 2012	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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