

Marr, James Child Minding

Type of inspection: Unannounced
Inspection completed on: 7 June 2018

Service provided by:

Service provider number:
SP2010978455

Care service number:
CS2010251163

The service

Introduction

James Marr is registered to care for a maximum of four children at any one time under the age of 16 years, of whom a maximum of four will be under 12 years of age, 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.

Other conditions unique to the service:

- The parts of the premises not to be used are the bedrooms on the upper floor of the property and the kitchen.
- Overnight service will be not be provided.

The childminding service is provided from the family home in a residential area of Dundee. Minded children could have the use of the playroom, living room/dining area and toilet on the lower level of the property. There is a fully enclosed garden to the rear of the house, which children can easily access from the living room and playroom.

The overarching aims of the childminding service are to provide a service which is relaxed, safe, playful, creative, healthy, educational and flexible to individual needs. We looked at these elements during the inspection.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by one inspector on Wednesday 6 June 2018. Feedback was given at a suitably agreed time with the childminder by telephone on Thursday 7 June.

During this inspection, we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

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. They are often referred to as the SHANNARRI wellbeing indicators.

Views of people using the service

For this inspection, three Care Standards Questionnaire (CSQs) were sent out to gather information for parents and carers using the service. By the time of writing this report, no questionnaires were returned.

During the inspection, ten children were present due to the childminder working alongside another childminder, in the same premise. Four of which were registered with James Marr. Children were seen to be comfortable and familiar within the environment, enjoying sitting watching television.

Comments included:

'Scooby doo'

'I want a banana'

'I text my Mum, so I am perfectly fine'

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

The childminder had submitted a self assessment as requested. There was a small amount of information about the service. The self assessment should be used as an evaluation tool to reflect on the service, identifying strengths and areas for improvement.

What the service did well

Children appeared relaxed and comfortable within their environment. The childminder knew them well and supported them to achieve through various toys and experiences.

Parents were included within the service through newsletters and questionnaires.

What the service could do better

Children should have care plans that reflect their routines, likes and dislikes so that their care can be individual to them and meet their specific needs.

Children should have their rights recognised and be empowered within the service. The childminder should not use restraint as a means of managing children's behaviours unless they are an imminent threat to themselves or others.

Children's should be included in their care in the spirit of genuine partnership. The childminder should create a child led environment that respects and recognises them as experts in their own experience.

Children should be in an environment that is safe and protects them from harm. The childminder must ensure infection control practices prevent the spread of infection.

Where medication is administered, this should be administered to children in a safe and effective way. The childminder should ensure he is familiar with best practice guidelines and have clear, safe procedures in place to keep children safe.

The childminder should access appropriate training to ensure children experience a high quality of care and support based on relevant evidence, guidance and best practice. This includes but is not restricted to, child protection, promoting positive and child development.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
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 performance in this quality theme was found to be weak.

On the day of inspection, the children were familiar with the routines and were mostly contented to play with activities available. Some of the children interacted with each other and showed quite neutral emotions.

Every child should have a tailor made care plan that identifies their needs and sets out how these will be met, as well as considering their wishes. Parents and carers, and when possible, children should review these at least every six months, to ensure they are right for that child. We found the childminder did not hold appropriate care plans for the children in his care. He told us that these were currently with parents for reviewing, therefore a limited sample was available for us to see. We discussed the importance of identifying children's needs and ensuring he considers how he will meet the needs of children while adhering to the conditions of his registration. This is in line with legislation to ensure the health, welfare and safety needs of children are met. A requirement has been made. **(See requirement 1).**

Our observations found that children were not always supported to have fun while developing their skills. One child remained quiet and unengaged during most of the inspection. We observed limited interactions with the child to accommodate their needs or nurture their interests. Another child was not treated in a way that was respectful of their views or interests, which did not reflect aims and objectives set by the childminder. He should actively seek children's views so to shape experiences that enhance appropriate aspects of their development. We discussed taking part in relevant training to help refine these skills and using best practice guidance to form a clearer understanding of child development and interactions. A recommendation has been made. **(See recommendation 1).**

Children should have their choices respected and empowered to be as independent as possible. During the inspection, we observed a child attempting to access an activity in another room. The childminder prevented this opportunity for free play by taking the child to the sofa and holding the child on his knee. We had a discussion around using forms of restraint and supporting and promoting positive behaviours. We reminded the childminder that restraint should be used only when a child poses an imminent threat of injury to themselves or others. A Requirement has been made. **(See requirement 2).**

To keep children safe while playing outside, or in the garden in hot weather, sun cream should be applied to the children regularly. Hats and wellie boots were supplied to the children as routine when playing outside. The childminder did not have a policy for sun cream or outdoor clothing for us to review. We suggested monitoring the amount of time the children are outside for in hot weather and ensure measures are taken to reduce the risks of sun exposure to children while in his care.

Requirements

Number of requirements: 2

1. Every child should have a tailor made care plan that set out how their needs will be met, as well as their wishes and choices. The childminder must have this in place for every child by 29 June 2018. In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed care plan, created in partnership with children and parents/carers, within 28 days of starting in her service.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least every six months while the child is at the service.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that, my personal plan (sometimes referred to as a care 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)

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation Personal Plans - (1), (2) (a) and (b).

2. Children should be empowered and enabled to be as independent as possible, the childminder must support and respect children's rights and have safe strategies in place to promote positive behaviour by 29 June 2018. To achieve this, the childminder must do the following,

- (i) Ensure that no service user is subject to restraint as a way of managing or promoting positive behaviour, unless it is only practicable means of securing their or others welfare and safety.
- (ii) Update Behaviour Management Policy to reflect best practice, including the removal of Timeout or Thinking Time as this can isolate and humiliate children.
- (iii) Identify and establish strategies he can use in practice when promoting positive behaviour

This is in to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that, I experience care and support where all people are respected and valued (HSCS, 4.3).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation (4) Welfare of users - (1) a provider must, (c) ensure no service user is subject to restraint, unless it is only practicable means of securing the welfare and safety of that or any other service user and there are exceptional circumstances.

Recommendations

Number of recommendations: 1

1. Children's individual needs, wishes and views should be regularly sought and respected. The childminder must promote a child led environment by listening to the children and promoting empowerment within his service.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that I am treated as an individual by people who respect my needs, choices and wishes, and anyone making a decision about my future care and support knows me (HSCS 3.13)

Grade: 2 - weak

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be adequate.

During the inspection, children were relaxed within their environment. They were seen watching television and spending some time outside. Children had access to a variety of toys and play equipment. The dedicated playroom was decorated with their artwork and had direct access to the secure garden to the rear of the property. The garden included a good range of areas and textures for the children to have fun and explore their curiosities. Occasionally, children were seen leading their own play. Due to the number of children at the premises, space appeared limited for the children to move around freely and find cosy quiet areas to play. The childminder should be considerate of the space available to the children and ensure it is right for them. We discussed maintaining a tidy, organised space that has enough physical space to meet children's needs and encourages them to explore their interests safely. A recommendation has been made. **(See recommendation 1).**

Children were given a healthy snack. One child requested a banana and the childminder supported this choice. We observed the children standing or kneeling while watching the television in the living room to eat their snack. Through discussions, the childminder was familiar with best practice documents, such as Setting the Table. We would suggest the childminder use this to review current practice to ensure children are provided with an experience during meal times that is nurturing and enjoyable as well as promoting healthy living choices.

Children's environment should be safe, this includes ensuring procedures are in place to reduce the spread of infection. We identified some issues with regards to infection control and cross contamination. The childminder should ensure the kitchen is always clean and well maintained as this is where children's food is prepared. Cleaning equipment such as mops, should be stored away from children's reach and infection control measures should be in place when children are toilet training to ensure best practice is followed. We highlighted these issues to the childminder, we recommend reviewing infection control guidance in order to evaluate current practices. Best practice guidance can be found on the Care Inspectorate website The Hub at [www.http://careinspectorate.com](http://careinspectorate.com). A recommendation has been made. **(See recommendation 2).**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Children should experience an environment that meets their needs and is right for them. The childminder should consider the amount of space available to the children when at full capacity, and ensure the space is clean, tidy and well organised so that the children can receive the best possible outcomes.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that as a child, I have enough physical space to meet my needs and wishes (HSCS 5.20)

2. Children should experience an environment that keeps them safe, such as the preventing the spread of infection. The childminder should ensure appropriate procedures of infection control are in place within the service.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that as a child, I experience an environment which is well looked after with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22)

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The performance in this quality theme was found to be weak.

Parents were encouraged to reflect on the service by the childminder through face to face discussions and questionnaires. A joint newsletter was issued regularly to share what the children had been achieving, as well as including events within the local community.

When requiring medication, children should be given this in a safe and effective way. During the inspection, the childminder was not able to provide us with a medication policy. Parents and carers must complete permission forms prior to medication being administered to their child. Medication administration forms should be completed by the childminder when medicine is given, this should always be shared with the parents and carers on the same day. The childminder was unable to provide any paperwork to ensure medication was administered safely or effectively. We discussed the importance of the childminder recognising his duty of care in safeguarding children's health, welfare and safety. Following the inspection, the childminder had provided information of this being taken forward, and we will review this at the next inspection. A requirement has been made, see requirement 1.

Through discussions, we found the childminder did not have a clear understanding of his role and responsibilities of protecting children from abuse. We discussed the importance of following best practice and current legislation to ensure children are safe and kept from harm. The childminder should access appropriate training in order to form a clear understanding of child protection procedures. Following the inspection, the childminder had provided information of this being taken forward, and we will review this at the next inspection. A requirement has been made, see requirement 2.

After a lengthy discussion with the childminder, we found his practice of behaviour management did not follow best practice. We require him to seek training to develop strategies for promoting positive behaviour, while respecting their rights. Following the inspection, the childminder had provided information of this being taken forward, and we will review the impact of this at the next inspection. A requirement has been made, see requirement 2.

During the inspection, we reviewed the childminder's policies and procedures. We found that these were not updated for a few years and therefore no longer reflected best practice or current legislation. We discussed necessary improvements within the policies and require the childminder to update these accordingly. The childminder told us he was a member of The Scottish Childminding Association. He should use this and The Care Inspectorate Hub to access up to date guidance. A recommendation has been made, see recommendation 1.

The childminder is registered as a sole childminder. We found he works alongside his wife, who is also a registered childminder from the same address. We asked the childminder to reflect on the impact on the outcomes for children when working with large numbers of children and explore options available to amend the registration.

Requirements

Number of requirements: 2

1. Every child should be kept safe when administering medication. The childminder must have procedures in place that promote effective sharing of information, and safe administration of medication by 29 June 2018. In order to achieve this, the provider must:

- (i) Follow best practice guidance in relation to the 'Management of Medication in Day Care of Children and Childminding Services'.
- (ii) Provide parents and carers with relevant paperwork that records the medical needs of a child accurately
- (iii) Share all information with parent and carers.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that any treatment or intervention that I experience is safe and effective (HSCS 1.24)

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation 4 Welfare of Users - (1) a provider must (a) make proper provisions for the health, welfare and safety of service users.

2. Children should experience a high quality of care and support that protects, respects and empowers them. The childminder must take part in relevant training and use this to improve outcomes for children by 3 September 2018. In order to achieve this, the provider must:

- (i) Access appropriate child protection training
- (ii) Access relevant training to develop skills that identify and facilitate children's needs and interests in a way that promotes their individuality, and respects their right to have choice.
- (iii) Access appropriate training to identify strategies to promoting positive behaviour such as, restorative approaches.
- (iv) Record the impact of training on his practice and the outcomes for children.
- (v) Update policy to ensure all information is up to date

This is to ensure the quality of the care and support 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 organisation codes (HSCS 3.14)

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation (4 Welfare of Users - (1) a provider must (a) make proper provisions for the health, welfare and safety of service users.

Recommendations

Number of recommendations: 1

1. Children should experience a care service that reflects best practice and current legislation. The childminder should use his SCMA membership and the Care Inspectorate Hub to stay up to date with new guidance and update policies and procedure every six months.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that I experience high quality care and support based on relevant evidence and best practice (HSCS 4.11)

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 attend appropriate first aid training.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 114 Regulation 4 (2) Welfare of Users.

Timescale: 2 weeks from receipt of this report.

This requirement was made on 23 June 2017.

Action taken on previous requirement

The childminder had completed training as required. Certificate is displayed in the playroom

Met - within timescales

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

Previous recommendations

Recommendation 1

To ensure children are comfortable and safe during sleep time, the childminder should review sleeping procedures in their service.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 3: Health and Wellbeing.

This recommendation was made on 23 June 2017.

Action taken on previous recommendation

Children were able to sleep in the living room. This was adapted to be a quiet area where children could rest. The childminder told us that he was familiar with the Safe Sleep guidance. We discussed referring to this to ensure children were kept safe at all times.

Recommendation 2

To ensure children are supported in their development the childminder should ensure regular observations and next steps are used to develop children's learning.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 5: Quality of Experience.

This recommendation was made on 23 June 2017.

Action taken on previous recommendation

Children's needs were not identified through observations or next steps. This has been reflected within the report and a requirement has been made.

Recommendation 3

The childminder should move the nappy bin to ensure infection control is maintained.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 2: A Safe Environment.

This recommendation was made on 23 June 2017.

Action taken on previous recommendation

On the day of inspection, we found that the nappy bin had been moved to minimise the spread of infection.

Recommendation 4

To ensure policies are reviewed in line with current best practice and guidance, the childminder should ensure policies are regularly reviewed.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 2: A Safe Environment.

This recommendation was made on 23 June 2017.

Action taken on previous recommendation

We found the policies had not been updated since last inspection. A further recommendation has been made

Recommendation 5

To ensure the service is developing to meet the needs of children the childminder should ensure they highlight areas of development in their self assessment.

National Care Standards Early Education and Childcare up to the Age of 16. Standard 13: Improving The Service.

This recommendation was made on 23 June 2017.

Action taken on previous recommendation

The childminder had submitted an self-assessment as requested. Minimal information was provided on how the childminder was developing his service. There were no area of development highlighted. This has been reflected within the report.

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	
19 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
17 Jan 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
21 Apr 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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