

# Edwards, Catherine

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 21 May 2018

**Service provided by:**  
Edwards, Catherine

**Service provider number:**  
SP2006959628

**Care service number:**  
CS2006124159

## The service

### Introduction

Mrs Edwards provides a childminding service from her home address which is located in a residential area on the outskirts of the town. The accommodation is within walking distance of play parks and the local primary school and nursery.

The service may be provided under the following conditions:

Mrs Edwards may provide a care 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 (except as detailed below)

Martin Edwards is employed as an assistant.

When both childminder and assistant are present, the care service may be provided to a maximum of eight children at one time under the age of 16 of whom a maximum of eight will be under 12 of whom no more than six are not yet attending primary school and no more than two are under 12 months.

When the assistant is working on his own and unsupervised, he may care for a maximum of two children.

Overnight service will not be provided.

The part of the premises not to be used is the whole of the upstairs floor.

At the time of inspection, nine children were registered to use the service, one of whom was present during our visit. All of the children attended on a part time basis.

### What we did during our inspection

We wrote this report following an unannounced inspection visit on Monday 21 May 2018. One inspector was present in the service for approximately two hours.

Mrs Edwards submitted an annual return, as required. We did not receive an updated self assessment, as part of the inspection process.

We asked Mrs Edwards to issue questionnaires to the parents of her minded children, to allow them to comment on the service. At the time of writing we have received one completed questionnaire.

During the inspection visit we gathered evidence from various sources, including:

- discussion with the childminder
- observation of interaction between childminder and minded child
- observation of activities and the environment
- children's records
- policies and procedures.

We took account of all of the above information when writing this report.

We assessed practice by looking at how the childminder provided positive outcomes for children using the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) wellbeing indicators which were developed by the Scottish Government, as part of the GIRFEC agenda (Getting It Right For Every Child). Further information on this can be found at [www.scotland.gov.uk/topics/people/young-people/gettingitright](http://www.scotland.gov.uk/topics/people/young-people/gettingitright) .

## Views of people using the service

One minded child was present during our visit. She appeared relaxed and at ease in the setting and chatted as she played. Comments included the following:

"I'm going to school soon. It's called Leslie Primary."

"I've found it!" (missing piece of jigsaw)

"He's my favourite teddy."

"I've got a big cuddly tiger."

"I've got a cat and I think I'll call him Nosey."

We did not meet any parents during our inspection. The parent who completed a questionnaire indicated that she was happy with the service provided.

## Self assessment

N/A

## What the service did well

Mrs Edwards has a friendly, welcoming nature and offers a flexible service to accommodate the changing needs of families.

## What the service could do better

Some aspects of record keeping could be improved:

- the medication consent form could be re-formatted, to better reflect parental consent
- required written information must be provided prior to each child's start date
- children's personal plans need to be further developed.

Mrs Edwards could make better use of current guidance to further improve children's experiences

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Mrs Edwards felt that she had an open relationship with parents and spoke to most of them on a daily basis to exchange information about their child's care. This helped ensure continuity between home and the service. Most of the children who attended had done so for some time and were well known to Mrs Edwards. She reported that the children who had started since the last inspection had settled in well.

Mrs Edwards enjoyed spending time with the children and they responded well to her friendly approach. Minded children attended several nurseries/schools and Mrs Edwards was able to manage the various drop-offs and collections with the help of her husband who was a designated assistant. Activities were planned taking account of children's wishes. They were usually able to choose how they would like to spend their time while in the childminder's home and they often spent time at local parks. We discussed ways in which Mrs Edwards could further promote children's wellbeing by extending the play opportunities she provides.

See recommendation 1

Mrs Edwards provided snacks and meals for minded children. Menus took account of children's likes and dislikes and included some fresh produce as well as convenience foods. Mrs Edwards sometimes took the children to Macdonalds, for a treat. We discussed the benefits of providing a consistently healthy diet, to promote children's health.

Mrs Edwards gave examples of ways in which she supported the children in her care. She had recently been working on a road safety topic, for example, to help children to learn to keep themselves safe. Mrs Edwards stated that parents were happy with the service and did not seek written information about their child's time in the service; however, we reminded Mrs Edwards about the need for her to maintain a personal plan for each of the children. This should demonstrate how individual needs are being identified and met, in consultation with parents.

See recommendation 2

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. Mrs Edwards should extend the children's play experiences, in line with current guidance.

Reference: Health and Social Care Standards, standard 1: I experience high quality care and support that is right for me

1.31 As a child my social and physical skills, confidence, self esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials.

2. (i) Mrs Edwards should develop individual plans for the children, in consultation with parents. These should reflect ways in which the service meets individual needs and include details of any significant discussions with parents.

(ii) Personal plans must be reviewed no less than every 6 months and updated as required.

Reference: Health and Social Care Standards, standard 1: I experience high quality care and support that is right for me

1.15 My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices

**Grade:** 3 – adequate

## Quality of environment

### Findings from the inspection

The premises were well maintained and smoke-free. The dining kitchen provided a base for the children's activities. There was adequate space for several children to set out their toys and play materials, including a wipeable surface where messy play could take place. Toys were easily accessible to the child who was present and she was able to choose from a variety of age-appropriate play materials. Mrs Edwards stated that the children were making less use of the sitting room than previously; however, she may need to make this space available at times depending on numbers in attendance, to ensure children have sufficient space to pursue their individual interests.

See recommendation 1

The garden was not in use at the time of inspection as building work was ongoing. A large free standing wooden cabin with power and water supply was under construction and it was intended that that this would be used by the children as a playroom, in addition to the available space indoors. Raised decking was also being constructed. There was limited free space remaining for outdoor play and Mrs Edwards stated that she would continue to make frequent use of local parks, to ensure that the children have opportunities for energetic play.

Mrs Edwards was aware of the importance of good hygiene, in order to minimise the spread of infection. Contact with the dog was supervised. Any accidents were recorded and details shared with parents.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. Reference: Health and Social Care Standards, standard 5: I experience a high quality environment if the organisation provides the premises –

5.2: I have enough physical space to meet my needs and wishes

5.21: I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.

**Grade:** 3 – adequate

## Quality of staffing

### Findings from the inspection

Martin Edwards was a designated childminding assistant. He provided support with the care of the children, when required, depending on numbers in attendance. He was not working in the service at the time of our visit. Observations during previous inspections showed that the children were comfortable in Mr Edwards' care.

Mrs Edwards stated that one of Mr Edwards' main roles was to take responsibility for collecting children from outlying schools which involved a car journey. She told us that he was familiar with daily routines and that she guided him as to the needs of the children at any given time. Mr Edwards may wish to undertake some additional learning which would further his understanding of children's needs and the childminding role. This could help him support children effectively.

Mrs Edwards confirmed that parents had been informed of Mr Edwards' involvement in the service; however, a parent who submitted a questionnaire was not aware of an assistant being available. Mrs Edwards should ensure that parents are aware of the potential for her assistant assuming responsibility for their child.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of management and leadership

### Findings from the inspection

Mrs Edwards had a number of years experience as a childminder and had a broad awareness of regulatory issues, including her obligation to submit information and make formal notifications to the Care Inspectorate, in certain circumstances.

A record keeping system was in place and we saw that, overall, this met current requirements. We asked Mrs Edwards to amend her medication form, to ensure that parental consent is clearly detailed. Mrs Edwards usually gathered necessary information about the children at the start of the placement which helped her to plan their care; however, in one case, the registration form had not been completed until some weeks after the child had started. We reminded Mrs Edwards of the importance of having this paperwork in place prior to accepting responsibility for any child as any omissions in this area could result in a child's needs not being understood and met.

See requirement 1

We asked Mrs Edwards to build on the initial information gathered, by recording more information on an ongoing basis. This will help her to meet children's individual needs and comply with the requirements relating to children's personal plans (see recommendation 2 under care and support).

Mrs Edwards had updated her first aid training since the last inspection; however, she had not undertaken any further learning in relation to behaviour management, as previously recommended. She stated that she hoped to access online training in the near future, in this area and in relation to supporting children with additional needs.

Mrs Edwards was aware of some current guidance documents which are in place to help childminders ensure consistently good outcomes for children. We directed her to further documents which she has not yet seen (available from the Care Inspectorate website) and discussed the benefits of making more use of this guidance to further develop children's experiences. Mrs Edwards main method of assessing her service was to take account of parents' wishes. Reference to relevant guidance should also help Mrs Edwards to assess the quality of her service and identify areas for improvement.

## Requirements

**Number of requirements:** 1

1. Mrs Edwards must ensure that required information is recorded prior to the child's start date, as follows:
  - child's name, address and date of birth
  - parents' contact details, including their name, address, telephone number and email address
  - emergency contact details, including their name, address, telephone number and email address
  - the name and address of the General Practitioner.

Reference: Requirements for Care Services Regulations 2011: Scottish Statutory Instrument 210 - Regulation 4 - Welfare of service users

## Recommendations

**Number of recommendations:** 0

**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

Mrs Edwards should undertake further learning in relation to positive behaviour management.

Reference: National Care Standards for Early Education and Childcare - standard 3 - Health and wellbeing and standard 6 - Support and development

**This recommendation was made on 7 June 2016.**

#### Action taken on previous recommendation

Mrs Edwards had not yet accessed any additional learning in this area.

#### Recommendation 2

Mrs Edwards should further develop children's records to reflect ways in which she works in partnership with parents to meet children's individual needs.

Reference: National Care Standards for Early Education and Childcare - standard 3 - Health and wellbeing and standard 7 - A caring environment

**This recommendation was made on 7 June 2016.**

#### Action taken on previous recommendation

Mrs Edwards was not routinely recording information about children's needs and progress which reflected partnership working.

### 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
7 Jun 2017	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
30 Jun 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
7 May 2015	3	Care and support 2 - Weak Environment 2 - Weak Staffing 2 - Weak Management and leadership 2 - Weak
14 May 2014	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 3 - Adequate
23 May 2013	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed
15 Jul 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
28 May 2012	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed
10 May 2011	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate

Date	Type	Gradings	
		Management and leadership	Not assessed
27 Sep 2010	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
16 Mar 2010	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	2 - Weak
		Management and leadership	Not assessed
28 Aug 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed
8 May 2008	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.