

Douglas, Angela **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 17 May 2018

Service provided by:
Douglas, Angela

Service provider number:
SP2003907364

Care service number:
CS2003013761

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 was registered with the Care Inspectorate on 1 April 2011.

The childminder, Angela Douglas is registered to provide a care service to a maximum of four children under the age of 16, of whom a maximum of four are under 12 years, 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.

Janice Johnston, Anne Kerr and Rachel Visca are employed as assistants. When an assistant is working with the childminder, the care service may be provided to a maximum of eight children at any one time under the age of 16, of whom a maximum of eight will be under 12 and of whom no more than two are under 12 months. Numbers are inclusive of children of the childminder's family.

The service is located in a residential area of Dumfries. The childminder provides her service from her home, which has a garden. The childminder's home is within walking distance of schools, shops and parks.

On the day of the inspection, there were five minded children present. The children were confident, relaxed and settled in the childminder's care. The childminder and one of her assistants were 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 Thursday 17 May 2018 between the hours of 9:45 and 13:15.

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

During the inspection process, we talked to the children, a parent, the childminder and her assistant, and contacted a parent by email. We observed the care given by the childminder and her assistant and looked at a number of documents including; children's folders, health and safety records, policies and procedures and other childminding business paperwork.

We looked at areas of the childminder's home and garden that were used for childminding purposes. We also took account of the comments made by parents in our questionnaires and in the childminder's feedback from parents.

Views of people using the service

Children played happily during the inspection. They made choices in their play activity as they role played making cups of tea. They presented as secure and confident in the childminder's care. We received three completed questionnaires and families indicated they were very happy with the quality of the service.

Additional comments included:

"Good daily routine - goes to the park and outings".

"Meets with us to discuss how improvements can be made".

"The childminder ensures outdoor play daily".

Self assessment

The provider submitted a self-assessment which told us about what happened in the service. There was little evaluation of quality and no areas for improvement were identified.

What the service did well

The childminder and her assistants provided appropriate care routines and activities in response to parents' requests and the needs and interests of the children. They were friendly and kind with the children, and the children were settled and confident. They had access to a range of suitable play equipment and staff supported children's development of skills and interests.

Parents had regular opportunities to exchange information with the childminder and there were some opportunities for parents/carers to express their views. The childminder had gathered and recorded important information for the children's personal plans and had made some improvements to her service since the last inspection.

What the service could do better

The childminder must continue to develop the administrative side of her service and we have repeated four of the seven recommendations made at the last inspection on 16 August 2017.

We also discussed with the childminder about improving attendance records and organising the environment.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found that the childminder and her assistants knew the children in their care well and communicated effectively with families.

They encouraged children to participate in activities, play together and to share toys and play materials. Children were settled, confident and enjoyed playing with a range of age appropriate toys. They were familiar with their daily routine and told us they enjoyed going to the park and making pictures.

During the inspection, we saw that children had opportunities to practice skills and play imaginatively. They enjoyed using the blocks to build, role playing with the dolls and buggies and playing with small world toys. The children had shown an interest in the moon and the childminding assistant developed this into an activity where the children investigated the shape of the moon at different times of the year. The children were very engaged in a drawing, cutting and sticking activity based on this and the childminding assistant supported children's language development as they described the full moon and the crescent moon and then made moon wall hangings to take home.

The children had personal folders and the childminder had prepared a personal plan for each child attending the service. Parents had agreed and signed these. Some plans had yet to be completed as the children had only started to attend the service. We discussed suitable resources to support the childminder in developing this aspect of her service.

Children were offered healthy meals and snacks. Staff encouraged them to sit at the table and to chat to one another. We noted that the service had not been inspected by the Food Safety Officer and we discussed this with the childminder. We observed that there continued to be little opportunity for children to be involved in preparing meals or snacks and newsletters including information about meals and snacks had not been maintained. We discussed alternative ways to consult and inform parents including text and messenger. At this inspection, we have repeated the recommendation made at the previous inspection on 16 August 2017. (see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder and her staff should encourage children to have more opportunities to be helpful and included in daily tasks around the home.

They should have more opportunities to learn about healthy eating by being involved in preparation of meals and snacks.

The childminder should ensure that parents have accurate information about what foods are being provided so that children have a balanced diet.

The childminder should contact the food safety officer from the local authority to determine if she is required to register as a food business operator.

This ensures care and support is consistent with the Health and Social Care Standards, which state that; I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning (HSCS 1.33); I can take part in daily routines, such as setting up activities and mealtimes, if this is what I want (HSCS 2.21) and; I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

Grade: 4 - good

Quality of environment

Findings from the inspection

Although the service has a good sized playroom for the children, this is a childminding service situated within the childminder's home. Children continued to be cared for in a friendly and clean environment and could choose from a suitable variety of toys and games. These were appropriate for their ages and stages of development and the children were confident in the childminder's home. The main areas of the home were set out as a playroom and children freely accessed toys and games and enjoyed playing with them.

Children were encouraged to tidy up when they were finished and to look after the toys.

The childminder had reviewed most of her risk assessments for her home and for events, like outings, and we could see that she had considered generally how to keep children safe whilst in her care. We saw that she had considered an individual child's health needs. Some risk assessments had not yet been reviewed. We discussed with the childminder how individual health and safety needs fitted in to children's personal plans and should be reviewed at least six monthly or sooner if circumstances changed.

In the kitchen, plates, cups and other utensils appeared untidy and needed to be better organised. There was also some clutter at various locations throughout the areas of the house used for childminding purposes. Although this did not prevent children from accessing toys and play equipment, we talked to the childminder about relocating items and equipment not currently in use. Comments from a parent also identified the environment as an area for improvement and suggested that "A little more organisation, tidiness and fresh displays would make it more inviting and stimulating". We discussed better organisation of the environment with the childminder and have made a recommendation.
(see recommendation 1)

The childminder and her assistants knew about good practice for controlling infection. We saw that the children knew that they had to wash their hands after they had been to the toilet and before meals. Parents confirmed that the childminder took children to local parks and places of interest.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure the childminding environment is inviting and stimulating for the children attending, including tidying away equipment and documentation not currently in use. This ensures that the environment is consistent with the Health and Social Care Standards, which state that: I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishing and equipment (HSCS 5.22).

Grade: 4 - good

Quality of staffing

Findings from the inspection

The childminder had employed the same three assistants for several years and she had used safe recruitment procedures to make sure that they were safe for working with children. They worked together well and were continuing to develop as a team.

The staff member we observed during this inspection had developed a warm, friendly relationship with the children. She had recently started a course of study in early learning and childcare leading to a qualification. The staff member responded well to children's interest in the moon and we have described how she supported children's play and learning under quality theme 1, Quality of care and support.

The staff member demonstrated that she was enthusiastic in supporting children's learning and determined to develop her skills and knowledge. In our questionnaires, parents confirmed that they were familiar with the childminding assistant's role and were happy with the care they provided for children.

Overall, the childminder and her staff were still developing their roles and responsibilities in relation to professional development, children's personal planning and the quality assurance procedures for the service. As these were not fully in place, we have repeated the recommendation.
(see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children's care is provided by people who understand and are sensitive to their needs and interests the childminder should:

(1) Continue to make best use of the skills and experiences of her staff and develop an effective system for identifying and monitoring staff development needs, which should include regular opportunities to discuss and attend relevant training.

(2) She should ensure that they have regular opportunities to meet to share practice and to be involved in the evaluation and improvement of her service.

This ensures staffing 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: 4 – good

Quality of management and leadership

Findings from the inspection

The childminder provided parents with some written information about her service, which included newsletters. However, there had been no recent newsletters and she told us she planned to restart this. Communication with parents and families was mainly verbal and parents who completed our questionnaires and responded to our email told us that the childminder kept them well informed.

The childminder had made a positive start to developing the administrative side of her business. She had been working on how she managed the numbers of children attending her service and how she planned for their care. We discussed how she could record accurate times of children's attendance and, during the inspection, she made some changes.

Parents told us that the childminder "Meets with us to discuss how improvements can be made", "Asks my views and documents them in my child's care plan", and "I like the wee communication book". We found that this contributed positively to how the childminder and her assistants supported children and met their interests and needs. The childminder needs to continue to develop a more systematic and consistent approach to consulting with children and families to identify areas for improvement in her service and the steps she will take to address them.

The childminder had completed a self-assessment before our inspection which provided some factual information. There was little evaluation of quality and no areas for improvement had been identified. We discussed the online resource available via the Care Inspectorate 'Hub' entitled 'Your Childminding Journey' and suggested that this could support the childminder in evaluating her service. Although the childminder was aware of the General Data Protection Regulation (GDPR), she had not yet taken any steps to review her data collection, and she had not registered with the Information Commissioner. We discussed this with her and provided some guidance.

We also suggested that the childminder prepare a year planner to include; regular reviews of aspects of the service that included staff, parents and children; monitoring staff and training events; planning staff meetings, reviewing risk assessments and a timescale for action points from the inspection. We have repeated the recommendation from the previous inspection.
(see recommendation 1)

The childminder and her assistants had met with the SCMA support worker and had linked with the local nursery, and they valued the support they had received. Overall, the childminder had made some improvements including personal plans and developing the skills of her staff.

At this inspection, we saw the positive impact this had on children's experiences. As a result, we have raised the grade for this quality theme from adequate to good. However, the childminder must continue to improve her management and leadership of the service to support good quality care experiences for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure that children's needs are met, safely and effectively:

(1) The childminder should ensure that she keeps up to date with current best practice guidance and attends relevant training regularly.

(2) She should continue to develop an effective system for identifying and monitoring staff development needs, which should include regular opportunities to discuss and attend relevant training.

(3) She should also develop a systematic and consistent process for evaluating the quality of her service and involve staff, children and parents/carers.

This ensures management and leadership is consistent with the Health and Social Care Standards, which state that; I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11); 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) and; I can be meaningfully involved in how the organisations that support and care for me work and develop (HSCS 4.6).

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

Recommendation 1

Children should be nurtured by staff who will promote their general wellbeing, health, nutrition and safety. The childminder and her staff should encourage children to have more opportunities to be helpful and included in day to day tasks around the home. They should have more opportunities to learn about healthy eating by being involved in preparation of meals and snacks.

The childminder should ensure that parents have accurate information about what foods are being provided so that children have a balanced diet.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

This recommendation had not been fully met and we have repeated the recommendation at this inspection under quality theme 1, Quality of care and support.

Recommendation 2

Children should be cared for by staff who have assessed their needs and who use this information to plan for their health, welfare and safety. The childminder should continue to develop her personal plan format so that it clearly shows how she will meet children's needs. She should ensure that these are reviewed formally with parents whenever there is a significant change or at least every six months.

National Care Standards for early education and childcare up to the age of 16 - Standard 4: Engaging with children.

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

The childminder had personal plans in place for the children but needed to further develop these to specifically identify how the service would support the children. We discussed suitable resources to support her with this.

Recommendation 3

The childminder should continue to make best use of the skills and experiences of her staff. She should ensure that they have regular opportunities to meet to share practice and to be involved in the evaluation and improvement of her service.

National Care Standards for early education and childcare up to the age of 16 - Standard 12: Confidence in staff.

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

The childminder had not fully met this recommendation and we have repeated the recommendation at this inspection under quality theme 3, Quality of staffing.

Recommendation 4

The childminder should continue to develop an effective system for identifying and monitoring staff development needs, which should include regular opportunities to discuss and attend relevant training.

National Care Standards for early education and childcare up to the age of 16 - Standard 12: Confidence in staff.

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

The childminder had not fully met this recommendation and we have repeated the recommendation at this inspection under quality theme 4, Quality of management and leadership.

Recommendation 5

The childminder should continue to establish formal methods of involving parents and children in assessing and improving the quality of her service. This should include ensuring that she reviews personal plans at least every six months or if there is a significant change.

National Care Standards for early education and childcare up to the age of 16 - Standard 14: Well-managed service.

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

The childminder had begun to review personal plans and we discussed with her how she could establish formal methods for involving parents and children in assessing and improving the quality of her service.

Recommendation 6

In order to ensure that children's needs are met safely and effectively, the childminder should ensure that she keeps up to date and attends relevant training regularly.

National Care Standards for early education and childcare up to the age of 16 - Standard 12: Confidence in staff.

This recommendation was made on 4 October 2017.

Action taken on previous recommendation

The childminder had not fully met this recommendation and we have repeated the recommendation at this inspection under quality them 4, Quality of management and leadership.

Recommendation 7

Children should be cared for in an environment which promotes their individual safety. The childminder should develop her format for children's personal plans to include, when necessary, an individual assessment which shows how the service will keep children safe according to their individual needs and how this will be reviewed with parents and children.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 1 April 2018.

Action taken on previous recommendation

The childminder had made some improvement in this area including specific guidance for an individual child's health.

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 Aug 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 3 - Adequate
12 Sep 2016	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership 2 - Weak
17 Mar 2016	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 2 - Weak
27 Feb 2015	3	Care and support 4 - Good Environment 3 - Adequate Staffing 4 - Good Management and leadership 4 - Good
12 Mar 2013	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
2 Nov 2010	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
15 Dec 2009	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed

Date	Type	Gradings	
18 Jun 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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