

Malcolm, Beth Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 16 May 2018

Service provided by:
Malcolm, Beth

Service provider number:
SP2013984468

Care service number:
CS2013314857

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 by the Care Inspectorate on 30 May 2013.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

The childminder provides her service from her home in the coastal town of Saltcoats, North Ayrshire close to the local shops, beach and parks. She can care for up to six children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. The childminder's husband is registered as her assistant.

Mrs Malcolm principally aims "to provide a safe, secure and nurturing environment in which children can feel happy, relaxed and where all their basic needs are met" and "to encourage the children's emotional, social, physical, creative and intellectual development".

At the time of this inspection eight children were using the childminding service at various times.

What we did during our inspection

We wrote this report following an announced (short notice) inspection which took place on 16 May 2018.

The childminder completed and submitted an annual return and self assessment form as requested.

We sent the childminder questionnaires to give to parents/carers using her service. Two were completed and returned to us.

During the inspection process we gathered evidence from various sources including:

- Children's information/personal plans
- Sticker charts

- Parental permissions
- Allergens information
- Medication information
- Policies/procedures
- Risk assessments
- Infection control procedures
- Displayed information
- Communication folder
- Information Commissioners Office (ICO) registration
- Childminder's own personal plan
- Training
- Insurance certificate
- Registration certificate

We spoke with the childminder and her husband and observed interaction and the relationships between them and the children present.

We also looked at the childminding environment and some resources.

Views of people using the service

Two young children were being cared for during our visit. They were happy, settled and familiar in their surroundings and enjoyed positive relationships with the childminder and her husband.

Varied activities and resources were readily available for them to choose from and they enjoyed drawing pictures and playing with play dough and bubbles. One of them presented the inspector with one of their artwork creations.

Both parents who completed and returned our Care Standards questionnaires were very happy with the quality of care their children received and provided us with very positive comments including:

"My son absolutely adores Beth. I would never use anyone else"

"The service that Beth provides in terms of activities, healthy snacks, daily discussions with parents, involvement of both parents and children when planning activities, home and toys is exceptional"

Additional comments are included within this report.

Self assessment

The childminder explained why her self assessment had not been submitted prior to this inspection. She subsequently completed this document and submitted it to us on the same day following our visit. She identified what she thought she did well under each of the headings and how her daily practice resulted in providing positive outcomes for the children and their families. She also told us how the people who use the care service had taken part in evaluation processes and involvement opportunities. Improvements made since the previous inspection had also been identified and reflected our findings.

What the service did well

The childminder continued to maintain and develop her service. She had made positive changes/improvements and evaluated her own work practice to ensure she was meeting her own and families needs.

She fully involved parents/carers in their children's care and support and updated them on a daily basis.

She provided a safe, nurturing environment and had made positive changes, providing the children with additional space to play and sleep/rest safely.

Activities were varied and fun and she promoted the children's health and well-being, making very good use of outdoor space and local resources.

What the service could do better

The childminder should continue to maintain and develop the high quality service she provides and keep up to date with any changes in legislation and good practice.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder provided very good opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices. She exchanged information on a daily basis when parents/carers dropped off/picked up their children and kept them up to date through emails and texting photographs. A parent told us "Beth discusses planned activities with myself our daily discussions include safety, activities and health and well-being". The children were consulted on what activities/outings they wanted to participate in and they were in the process of undertaking a 'hedgehog project' from a suggestion made. Play materials were conveniently stored and readily available for the children to make their own decisions and promote independence.

The childminder and her husband knew the children well. The children's folders contained a very good range of personal information to enable the appropriate care and support to be provided. Personal plans had been developed following a recommendation made at the previous inspection. The childminder provided individualised care and support to the children and ensured parents/carers were fully involved. The children's needs were regularly reviewed with them to meet their on-going development and provide continuity between the service and home. Although the children in her care did not currently require medication she had appropriate permission and recording facilities readily available should the need arise.

The childminder promoted healthy lifestyles and self-help skills. Snacks were varied and healthy and the children took part in the preparation of food, for example, making sandwiches. The childminder spent a lot of time outdoors, ensuring the children participated in regular active play opportunities to develop their physical skills and enjoy being in the fresh air. A parent told us "my children are always outdoors at the beach, local parks, historical places"

A wide and varied range of fun, interesting and educational activities/resources were available. Different materials and textures such as flour, bubbles, play dough and paint encouraged the children to explore and experiment with their hands and feet. The childminder had extended experiences for the children, arranging membership with the RSPB for them. They each had a 'wildlife explorers' handbook and received information on fun activities they could take part in.

The childminder was well aware of her responsibility in ensuring the children in her care were kept safe. She had updated her knowledge and understanding of current guidelines with regards to child protection and operated a policy/procedure which advised parents of action which would be taken should concerns arise.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The childminder provided the children with a very safe, clean, warm, inviting and nurturing environment. She had developed an additional playroom for the children and a separate area for them to sleep in which she could readily monitor. All areas were bright, attractively decorated and cosy and well planned storage for toys and other materials allowed ample free space for them to play and be independent. Parents told us they were very happy with the environment their children were cared for in. They said "I know everything in Beth's home is safe as I've seen it for myself" and "Beth's home is cleaned daily to an exceptional standard, including toys and equipment, and is a very safe environment. The toys are always very varied and in good working order".

She had arranged for the Fire Service to carry out a safety check on her home and carried out risk assessments covering a range of potential hazards to the children and the steps taken to reduce any possible harm. These took account of the children's environment both indoors and out, car travel, various venues and outings, activities, pets and high chairs/buggies etc. All were reviewed to reflect any changes. An additional safety gate had been installed in the kitchen area to separate the family pet dog when children were playing/eating in that area. This showed us that risks to the children were minimised. Any accidents/incidents involving the children were appropriately recorded and shared with parents ensuring they were fully aware of the circumstances surrounding any event and what, if any, treatment was required. The childminder and her husband were First Aid trained.

Upgrading work being carried out on the garden area prevented the children from currently using this area, however, the childminder ensured that they were provided with energetic play opportunities in the local area, including parks, beach and wildlife hunts.

To help reduce the spread of infection the childminder encouraged the children to wash their hands at appropriate times, for example, before eating. A low level sink and newly installed paper towel dispenser in the downstairs toilet enabled even the youngest children to do so independently in a safe manner. Parents were provided with information on infectious illness exclusion periods and were asked to confirm they would comply with these to help safeguard herself and other children in her care by reducing the risk of cross infection.

A range of information was on display including a fire escape plan, risk assessments, food allergens, monthly planner and children's artwork.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder's husband is included in her registration to assist her in her service. We spoke about his role and the childminder told us that he occasionally helped by picking older children up from school/nursery. Parents had provided written permission for him to do so. An employee policy was in operation and the childminder kept her husband up to date with new legislation and good practice guidance including food allergies / intolerances, Ebola and risk assessment.

He told us about the daily discussions/updates he had with the childminder, accessing various websites to keep up to date and attending First Aid training.

Mr Malcolm was on a day off work when we visited. It was clear that he knew the children well and they were relaxed in his company. He was checked under the Protection of Vulnerable Groups (PVG) scheme to ensure the children received appropriate protection and provide reassurance to parents. The childminder shared learning from training courses she had attended with him such as the Solihull Approach), Book Bug and the impact of drugs/alcohol on children.

He provided support in keeping the environment safe. He carried out checks to ensure the smoke detectors were working efficiently and had installed the low level sink in the toilet which enabled the youngest children to independently wash their own hands safely. He was also working on developing the garden area to provide a safe outdoor space for the children to play in.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The childminder continued to maintain and develop the service she provided to improve outcomes for the children and their families. She kept up to date with best practice and any changes to legislation through various methods including reading, information received from the local authority, our website and contact with other childminders.

In addition to accessing websites to update her professional knowledge and understanding the childminder received information on training sessions taking place for childminders in the local area. She was well aware of the importance of keeping up to date with current best practice and had attended further training sessions since her previous inspection, for example, first aid, child protection, the Solihull Approach and Book Bug. Future training was planned with the childminder undertaking courses on nurture and the new Health & Social Care Standards.

By creating her own personal plan she had evaluated her work practice using the SHANARRI well-being indicators and developed a personal risk assessment. This helped her ensure positive outcomes for herself and the families using her service.

The childminder provided parents with information about her service including her policies and procedures which informed her daily practice. Her complaints policy informed parents of her procedure should any concerns/issues arise. Parents we consulted with told us that, due to the positive relationships they had with the childminder, they would speak to her face to face should any concerns arise.

Daily exchanges of information took place with parents and the childminder encouraged them to make further comment through evaluation questionnaires and emails. She valued feedback and suggestions from both the parents and the children. Through observations and talking with the children she could assess what they enjoyed taking part in and make any changes as required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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

Mrs Malcolm should further develop the information she holds on the minded children to form individual personal plans. Parents and children (where appropriate) should be involved in this process and plans should be reviewed as required by Regulation. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6 - Support and development.

This recommendation was made on 24 June 2014.

Action taken on previous recommendation

The childminder had developed personal plans for the children in her care using the SHANARRI well-being indicators. They were individual to each child and involved parents/carers in the process. This recommendation was 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
15 May 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good 5 - Very good

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