

Gordon, Jessie Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 4 June 2018

Service provided by:
Gordon, Jessie

Service provider number:
SP2003909450

Care service number:
CS2003034601

The service

Introduction

The service is provided from the childminder's home within the residential area of Calderbank in Airdrie. The childminders home is close to the local school, nursery, shops, parks and other amenities.

The children have access to the playroom, living room and bathroom which are all on the one floor.

This service registered with the Care Commission in 2002 and transferred it's registration to the Care Inspectorate in April 2011. It is registered to provide a care service to a maximum of six children at any one time under the age of 16, 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.

On the day of the inspection six children was present. One child was attending the service all day and the other five children attended after school hours.

Aims of the service include meeting the needs of families and involving children and families in the improvement of the service.

What we did during our inspection

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. GIRFEC 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 GIRFEC. 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.

We compiled this report following a short-notice announced inspection, which took place between 2pm and 6pm on 4 June 2018. The inspection was carried out by a care inspectorate early years inspector.

Throughout the afternoon, we spoke with the childminder, the children and one parent. We also observed the children at play. We reviewed a number of documents which included children's personal plans, policies and training certificates.

Views of people using the service

The children present were happy and spoke highly of their time with the childminder. Some of their comments are noted below:

- "There's loads of toys and we mostly get to go outside every day"
- "I like coming here because there's loads of kids to play with"
- "It's really fun"
- "I like being able to help with the younger kids because I am the eldest"

Two parents returned care standard questionnaires to us and we spoke with one parent who came to collect their children during the inspection. All feedback indicated that parents were very happy with the quality of care their children received. Some of their comments are noted below:

- "Jessie is the nicest, most compassionate childminder. I am delighted here"
- "Jessie is kind and caring and our children love her"
- "We could not ask for a better environment for our children to be looked after in"
- "The childminder has helped raise our children and will always be an important part in our family"
- "We feel blessed to have her look after our children".

Self assessment

We did not receive a self-assessment from the childminder. Issues relating to how parents and children are involved in decisions within the service and the quality of the service's health and safety records are considered

What the service did well

Children experienced a warm atmosphere where they felt loved and supported by the childminder. The children enjoyed accessing outdoors each day to explore and play.

What the service could do better

Children's care needs could be further improved if the childminder developed her knowledge and skills by participating regularly in training and reflection of practice.

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

Children experienced warmth, kindness and compassion from the childminder. Minded children were welcomed in to the home and Mrs Gordon chatted naturally to them during play and asked about their day. She listened attentively to their conversations and responded respectfully, sharing their excitement with them. The older

children were very excited about their school trips and Mrs Gordon talked enthusiastically about where they were planning to visit, building the children's excitement.

During the inspection Mrs Gordon's husband returned from work. He took time to say hello to all of the children and asked them about their day. We could see that the children felt valued and secure and were treated as part of the family.

The childminder knew the children in her care very well and could describe their interests, likes, dislikes and achievements. This helped her plan experiences to support children's development. The childminder was in the early stages of formally recording this information within children's personal care plans. We chatted with the childminder about how these could be developed to meaningfully plan how she would meet children's needs.

The children directed their own play and could freely access a wide range of resources. Play was uninterrupted and children had time to develop their skills. During our visit children were busy playing outdoors, exploring water, pretending to cook and imaginatively playing with fairy figures.

Children independently and safely accessed the kitchen for fresh drinks throughout the session. They ate snack when they were ready to, in a relaxed and unhurried atmosphere. The children wanted to play before eating and the childminder followed their choices.

The childminder was alert to any signs of neglect, abuse, bullying or changes in children's personalities and was aware how to raise any concerns she may have. However, we discussed with Mrs Gordon the benefit of attending child protection training to gain knowledge and understanding of new areas of safeguarding to consider. This would help to ensure that children were protected from harm. See recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder attends child protection training. This is to ensure that she has the most up to date knowledge to protect children from harm, neglect and abuse.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

Grade: 4 - good

Quality of environment

Findings from the inspection

Children could access nearly all of the childminders home. The only area excluded was the childminder's bedroom. This meant that children who didn't want to play in the dedicated playroom had access to some areas to be alone. We noticed one child enjoyed playing quietly with a dolls house in the hallway.

Children could access a huge variety of toys in the playroom. Whilst there was something to meet all interests, there was so much that it sometimes became difficult for children to develop their skills during play as there was too many other things getting in their way. The childminder agreed to de-clutter the playroom to give children better use of the space, make it safer from tripping hazards and become a more peaceful environment. See recommendation 1.

The garden was a well laid out space and was a curious environment that sparked imagination. Interesting garden ornaments encouraged imaginative conversations and a willow tunnel created a den. A little kitchen and water tray were well used together for exploration and imaginative cooking. One child was particularly interested in this during our inspection. We discussed with the childminder about moving the large cars from the play kitchen area as they were restricting children from moving freely during imaginative play.

Older children were allowed to play with peers in the street outside. Parents had verbally consented to this and the childminder explained how the children had to be aware of road safety and stranger danger before being allowed to participate in this experience. Those who did go out checked in with the childminder at regular intervals. We asked the childminder to formally assess the risks of this type of play by writing and regularly reviewing a risk assessment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder tidies and de-clutters the playroom. This would provide children with enough space to meet their needs.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards which state "I have enough physical space to meet my needs and wishes" (HSCS 5.20) and "I experience and environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment" (HSCS 5.22).

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Relationships between the childminder, the children and their families were very positive. Mrs Gordon had created a culture of honesty and welcomed families in to her home for extended periods of time to chat about their child's needs. As such the children received stability in their care as the childminder and parents worked together.

Children were involved in improving the service. The childminder regularly sought their views verbally and made changes as a result of them, for example purchasing new toys on their request. Children felt valued and respected and were open with their opinions throughout our visit.

Mrs Gordon had appropriate paperwork to manage children's safety. However the childminder should be better organised at completing these timeously. For example, Mrs Gordon should complete a premises check before children come in to the home. This would prevent children coming to any harm. On the day of the inspection we found a few minor safety issues that could have been prevented had Mrs Gordon carried out and completed the premises check.

The childminder agreed that she would benefit from updating her skills and knowledge by attending training and keeping up to date with good practice guidance. This would enhance children's care and support. See recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder develops her skills and knowledge by keeping abreast of good practice guidance. This will help the childminder provide high quality care to the children. Methods to develop knowledge should include but are not limited to:

- Attending training
- Completing online training
- Entering into professional discussions with other childminders
- Following social media sites such as the 'Care Inspectorate' Facebook page
- Reading documents
- Reflecting on learning.

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

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 provider should refer to the guidance given to her 'Personal Planning and Reviews' - Guidance for Service Providers and update children's personal plans in consultation with parents and where appropriate the child.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing. Standard 6: Support and development.

This recommendation was made on 19 September 2017.

Action taken on previous recommendation

The childminder had made a positive start on developing personal plans. We found that each child had six monthly targets to support their development. Therefore this recommendation is met.

Recommendation 2

The provider should access child protection training or workshops. This would support her in ensuring that she keeps up to date with current legislation and assist her to support the safety and wellbeing of children in her care.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing. Standard 14: Well-managed service.

This recommendation was made on 19 September 2017.

Action taken on previous recommendation

The childminder had not yet attended child protection. This recommendation is therefore not met.

The recommendation had been repeated within this report linked to the new Health and Social Care Standards.

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
14 Jun 2017	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
12 Jul 2016	Announced (short notice)	Care and support 3 - Adequate Environment 4 - Good Staffing 3 - Adequate Management and leadership 3 - Adequate
29 Jun 2012	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
18 Aug 2009	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
19 Aug 2008	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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