

Black, Lynn Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 31 May 2018

Service provided by:
Black, Lynn

Service provider number:
SP2006961310

Care service number:
CS2006134546

The service

Introduction

This service registered with the Care Inspectorate on 1 April 2011.

Lynn Black, referred to as 'the childminder' in this report, is registered to provide a care service to a maximum of 8 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. The parts of the premises not to be used are the upper part of the childminder's home. The childminding service operates from the childminder's home in Sauchie. It is near local schools, parks and transport links. Aims of the service included; to meet the needs of children in a safe, warm, fun and homely environment where children are treated equally and fairly.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators. Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

What we did during our inspection

We wrote this report following a short notice announced full inspection. This was carried out by a Care Inspectorate inspector. The inspection took place on Thursday 31 May 2018 in the morning. We gave feedback to the childminder the same day and emailed further information following the inspection.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the childminder to complete and submit to us.

We sent three care standards questionnaires to the childminder to distribute to relatives and carers of people who used the service. We received one completed questionnaire before the inspection. Following the inspection we phoned the parent of the child present to seek their views on the service.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the child present and the childminder's child
- the childminder.

We observed and viewed:

- the environment
- the childminder's practice and interactions with the child
- the child playing.

We looked at the following evidence:

- evidence from the most recent self-assessment
- children's records and developmental progress forms
- accident and incident records
- questionnaires children had completed
- photographs of children's experiences
- information displayed for parents in the hall
- registration certificate
- private Facebook page
- insurance certificate.

We took account of all of the above information when we evaluated this service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

Views of people using the service

There was one minded child present during our visit. They were happy to speak with us briefly and answered our simple questions about what they liked. The child was two years old and was comfortable in the childminder's care. They enjoyed cuddling with her or inviting her to play their imaginative games.

We received one completed care standards questionnaire before the inspection and spoke with a parent on the phone to gain feedback. Overall both parents were happy with the quality of care their child received in this service. Comments included:

'I am very happy with the service provided for my children. The environment is safe and clean and the children love going. They have created a lovely bond with Lynn which makes it even easier to go to work. I know my children are safe and happy.'

'My children are very happy here, settling in was flexible and well-thought-out. The children get outside lots and I usually pick them up from the park. I am happy with the service, there's nothing I would change.'

Self assessment

We received a fully completed self-assessment from the provider. Although it gave a good account of things the childminder had put in place, she should consider writing what these mean for children. Writing about the impact of the measures in place would detail more of her knowledge and understanding.

What the service did well

The childminder continued to provide a relaxed and informal style of service which met parents needs. Making regular use of the outdoor opportunities in the local communities benefitted children's overall health and wellbeing.

What the service could do better

The childminder should now utilise best practice guidance and websites to help inform her practice and enable her to keep up-to-date with changes that affect her service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Relationships with parents remained positive and this helped to build trust and respect. Informing parents of how their child was throughout the day through texts and private social media pages suited the needs of families. It made communication quick and convenient which enabled care and support to be altered depending on children's needs.

Children's experiences were being captured through photographs and informing parents of these. In children's folders we saw that outcomes were being considered in line with the wellbeing indicators (SHANARRI). This helped us and parents to see the impact of children's experiences. Some developmental checklists were being used, however we suggested the childminder noted significant conversations with parents and children's developmental achievements using the photographs with outcomes identified. This would provide an individualised timeline of children's progress and development.

The childminder was aware of her role in protecting children and supporting them to achieve. She understood the differences between 'Getting it Right for Every Child' (GIRFEC) and 'child protection'. The childminder told us about times when she had advised parents to seek support from their health visitor to support children's development. Knowing her responsibilities helped to ensure children's health, safety and welfare was a priority.

Health and wellbeing was encouraged through spending lots of time outdoors in local parks and green spaces. Children's next steps were considered when planning the activities and daily routines. For example, on a child's progress sheet we noted that she was not keen on walking too far so the childminder decided to build this up gradually and give the child the choice of walking or using the buggy depending on how she felt. This promoted the children's choice and took account of their emotional wellbeing which would contribute to their feelings of being nurtured and respected.

We advised the childminder of current best practice in promoting positive behaviour. (See Quality of Management and Leadership.)

The childminder was supportive of the child present and was responsive to her needs. The child was able to verbally express themselves and ask for help when required. The childminder explained how she tried to support

parents by following their home routine, techniques and individual preferences to ensure children don't get confused. For instance, this was helpful in toilet training to make it more likely for children to achieve.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The home was pleasant, inviting and comfortable for the child present. We could see she felt at home and was able to access the downstairs area of the home. The childminder responded to the child's request for a snack and allowed her to help in the kitchen when preparing it. The childminder provided all foods and gave us some examples of foods the children enjoyed.

'Setting the Table' nutritional guidance was considered to provide a healthy and balanced diet for the children, although some treats were given on occasion with parent's knowledge. Daily checks before the children arrived helped keep the home hazard free for younger children.

The childminder had a husband and three teenage daughters. We could see the minded child had a good relationship with one of the daughters and this would contribute to their feelings of acceptance and belonging. The minded child even liked to wake up the childminder's daughters and invite them to play, this showed the child was comfortable and at ease around the family.

The child was able to access some toys and liked to build dinosaurs out of construction toys. They were able to sit comfortably and relax on the couch and enjoyed a cuddle on the childminder's knee. This caring and nurturing relationship showed a relaxed and informal style of care that was responsive to meet the children's needs.

Children were enabled to learn about safety outdoors, positive risk taking by using equipment at parks and their local community through many trips, activities and visiting places in the area. Joining up with other childminder's helped children to build friendships with a variety of children in their local area. It also meant that the childminders could work together which enabled more opportunities to be offered to the children. Parents confirmed their children were often outdoors and collected from the local park. The childminder ensured the children were suitably clothed so they could get out in all weathers. This promoted children's health and development.

Infection control procedures were in place and helped to ensure a hygienic environment and food preparation. The childminder was not confident in her knowledge of exclusions for infectious diseases or what when we would need to be notified of an outbreak. We advised she familiarised herself with the Infection Prevention and Control NHS Scotland Guidance May 2018 found at URL: <http://www.hps.scot.nhs.uk/resourcedocument.aspx?id=6606>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Information gathered on each child was appropriate to ensure a plan was in place to meet their needs when they started. We advised the childminder that 'record of minded child' documents should be updated at least every six months or sooner in line with personal plan legislation. This would help to ensure children's health, safety and wellbeing needs continued to be met throughout their time using the service. **(See recommendation one.)**

We informed the childminder of the 'Health and Social Care Standards', 'Building the Ambition' and sent her promoting positive behaviour information. We advised that she should familiarise herself with these and begin to consider how they will inform her practice. We emailed the childminder information to support her to do this.

Attending training courses, local childminder groups and using links at the council enabled professional dialogue. We asked the childminder to begin to evaluate training to consider her learning and use best practice documents and tools such as 'My Childminding Experience' to promote service improvement. This could help her to make a development plan to show on-going progress and learning. **(See recommendation two.)**

We found the childminder was willing to work with us and was keen to improve her service. She also looked after some older children after school and we discussed how she managed the different ages of children. The childminder was flexible in her approach and allowed the children to choose what they wanted to do. Sometimes they would compromise but mostly everyone liked to be outdoors somewhere. The childminder had given a child a questionnaire based on SHANARRI to seek their views. Whilst this was a positive start we gave some other ways to gather younger children's views. Using visual prompts was one suggestion we made. The childminder could keep photographs and write brief notes of discussions she had with children and changes she made to the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should support children's continued health and wellbeing by updating information held on minded children at least every six months or sooner if needed.

This is to ensure 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" (1.15).

2. The childminder should further familiarise herself with legislation, best practice and guidance documents that are relevant to her service. Doing this would allow her to consider improvements that could be made in order to keep up to date with best practice and consider her own strengths and areas for development.

This is to ensure 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, guidance and best practice" (4.11).

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

Mrs Black should consider ways to evidence some of the verbal feedback she has with children and their parents.

National Care Standards - Early Education and Childcare up to the age of 16 - Quality of Experience - 5.4 and A well-managed service - 14.4.

This recommendation was made on 31 October 2016.

Action taken on previous recommendation

The childminder had put in place some ways to evidence feedback from parents and children. This included asking questions on her private Facebook page and offering children a questionnaire based on the GIRFEC well-being questionnaires. The childminder was able to send and receive information to parents using more technology based methods which seemed to suit parents busy lives. 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
7 Jul 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
19 Aug 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 5 - Very good
26 Oct 2012	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
3 Feb 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good

Date	Type	Gradings	
		Management and leadership	Not assessed
30 Sep 2008		Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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