

Baxter, Diann **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 12 June 2018

Service provided by:
Baxter, Diann

Service provider number:
SP2003901195

Care service number:
CS2003002704

The service

Introduction

The childminder provides her childminding service from her detached property in a residential area of Forfar. The minded children have access to the ground floor only, making full use of a living room, kitchen and dining area, conservatory, hallway and toilet. Children can access the garden directly from the conservatory. A room downstairs was available for children who required a sleep during their time with the childminder.

The service 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.

Until 28 June 2018 during term time only, on Wednesdays from 11:30 until 14:30, to provide a care service to six children at any one time under the age of 16, of whom no more than four are not yet attending primary school and of whom no more than one is under 12 months.

Other conditions of registration are: The provider may employ Jean Greig as an assistant and overnight care will not be provided.

On the day of inspection the childminder was working with two children. We found that the childminder adheres to the conditions of her registration.

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), 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. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report following an unannounced inspection between 13:10 and 14:45 on 12 June 2018. We gave feedback to the childminder at the end of the inspection.

We received three completed questionnaires about this service. In addition to the information provided by parents in these questionnaires we gathered information on the service from a range of other sources. These included:

- observation of the children during activities
- observation of the childminder and her interactions with the children in her care
- all about me information
- observation of the environment
- discussion with the childminder
- toys and resources
- the childminder's policies
- registration certificate.

Views of people using the service

During the inspection we saw the childminder working with two children. We could see that they were both comfortable with the childminder and familiar with their surroundings and routines. One of the children attending told us:

'I have a toy cat called Little Cuddles.'

'Look how far I can throw the ball.'

The parents who responded to our questionnaires were very positive about the experiences for their children. They strongly agreed that they were happy with the quality of care received by their children when using the service. They told us:

'We are so happy with the children being looked after by Diann. She has a genuine affection for each of the children she looks after and she knows all their preferences and quirks! She happily goes above and beyond to help everyone. Diann is fair, firm when she has to be and fun. Our children look forward to going.'

'Diann provides an excellent childminding service to my children. They both enjoy her company and telling me with enthusiasm what they were doing at Diann's daily. She is a very organised and reliable person. She is very warm and treats children fairly.'

'Diann is very thoughtful regarding both of my children. Their needs are always met and reviewed on a regular basis.'

Self assessment

The childminder had submitted a self assessment. The information contained in this was helpful during the inspection and in the writing of this report.

The childminder demonstrated, through our observations and discussions, her commitment to ensuring the children she worked with were happy and had positive experiences with her.

What the service did well

The childminder had positive relationships with the children and families she worked with. She had daily communication with parents and kept them informed and included about their child's care. The childminder made good use of the local community and provided active outdoor opportunities for the children she cared for.

What the service could do better

The childminder should develop medication permission forms to maximise children's safety. Children's personal plans should be reviewed every six months. The childminder should consider developing them to further involve children.

The childminder should review her nappy changing practice in line with current best practice guidance.

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

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area. We discussed child protection and were satisfied with the childminder's knowledge and awareness of her role in protecting children.

On the day of inspection, we saw that the children were happy, comfortable and very relaxed in the care of the childminder. The childminder had developed warm relationships with the children. The children were confident to engage the childminder in their play and asked for support where needed.

We looked at information held for each child. We would ask that the childminder ensured all information is updated every six months or sooner if required. We suggested that the childminder could further develop children's all about me books to enable children to have ownership, share their own ideas and identify their own goals.

The childminder used the information provided by parents to follow the children's home routines as much as possible. She told us about how she considered children's daily routines when planning for the day and ensured that children had a range of opportunities out in the local community and time spent at the childminder's house. She recognised the importance of following established routines for the children in her care.

The childminder followed children's interests and respected their ideas and wishes. We discussed how she could further involve children in the planning and evaluating of their experiences. We suggested this could be done through floorbooks or mind maps and that older children could take responsibility for this.

The childminder communicated with parents on a daily basis and kept them well-informed and included about their child's care. Parents told us about the positive relationships they had developed with the childminder. One parent commented:

'Diann is always telling me what my children have been doing. She sends me daily photos of how they are spending their time.'

We looked at the medication procedures. The childminder should develop a medication permission form to be completed by parents prior to administering medication. We directed her to the Care Inspectorate HUB (www.hub.careinspectorate.com) to follow best practice guidance (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should develop medication permission forms to improve how medication is managed within the service.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

Grade: 4 – good

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area. We concluded this after talking with the childminder and looking round the childminder's home.

From our observations we saw that the childminder's home was clean and tidy. The children had plenty of space to play and the childminder had considered how best to use the space available. There were a range of toys, books and games stored in the conservatory. Children were able to choose from these independently. The children told us they enjoyed doing art and craft activities and having their lunch at the table in the dining area.

On the day of inspection, we saw the children making good use of the childminder's garden which appeared to be safe and secure. The children had free flow access between the conservatory and garden and enjoyed spending time both in and outdoors. There were opportunities for the children to be active outside and they were enthusiastic to show us how high they could jump on the trampoline.

The childminder told us about regular outings they made in the local community. The children enjoyed visiting parks, toddlers and the community café. These opportunities allowed children to explore their local area and have a sense of belonging.

Accidents and incidents were recorded appropriately, including any treatment given to the child. They were shared with parents and signed. A copy was held for the childminder's own records.

We saw that the childminder was aware of the need for children to have regular outdoor active play. This contributed to the health and wellbeing of the children.

We observed a nappy change and reminded the childminder of the importance of wearing a disposable apron and gloves to minimise the risk of spreading any infection. The childminder should review her nappy changing procedure to ensure risks to herself and the children are minimised (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should improve her nappy changing procedure to minimise the risk of spreading infection and to ensure children's safety.

This is to ensure the quality of the 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' (HSCS 4.11).

Grade: 4 – good

Quality of staffing

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area.

The childminder employed an assistant. The assistant is the childminder's mother and only works occasionally. She was not present on the day of inspection.

The assistant is well-known to the children and families. A parent commented:

'Diann's mum looks after the children for short spells if Diann has an appointment. The children love her.'

On the day of inspection, one of the children spoke fondly of the assistant and told us that he called her 'Granny Jean'.

The childminder discussed any training she attended with the assistant. We would ask that the assistant refreshes her knowledge on child protection to ensure she is up to date with current best practice. We directed the service to online training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area. We concluded this after talking with the childminder and looking at supporting paperwork and individual records.

The childminder was a member of the Scottish Childminding Association (SCMA). She received regular information from them and used Care Inspectorate Care News to keep up to date with developments in childcare.

The childminder had recently completed first aid and child protection training through the SCMA. She told us that she was now more confident to deal with any child protection concerns if they arose. We directed her to the Care Inspectorate HUB website to read current best practice guidance, particularly around infection control and medication, which would contribute to her professional development.

Parents' views and suggestions about the service were gathered during a social event each year. This enabled them to feel included in the service development. We suggested that the childminder records this information to evidence how these suggestions are implemented. We discussed with the childminder ways in which she could further involve children in the evaluation of her service and how they could be given opportunities to become more included and responsible.

The childminder had open communication with the families she worked with. They were confident to share any suggestions or concerns with her. A parent commented:

'I would talk to Diann if I had any concerns. She always listens and is very helpful and approachable.'

We would ask that the childminder reviews her policies regularly to ensure they are up to date with current best practice guidance.

The childminder provided good experiences for the children in her care. She wanted the very best for the children and families she worked with. We saw evidence of happy children who were being treated with respect and enjoying their play. The childminder should now act on the recommendations and improvements discussed during this inspection to further develop and improve her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

It was recommended that the childminder undertakes updated training as identified within this report to keep her knowledge and skills up to date.

National Care Standards, Early Education and Childcare: Standard 3, Health and Wellbeing.

This recommendation was made on 12 June 2014.

Action taken on previous recommendation

The childminder had completed first aid and child protection training. She should continue to identify any further training needs. This recommendation has been 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
21 May 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
14 Aug 2013	Announced (short notice)	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
11 Jan 2013	Re-grade	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership Not assessed
17 Aug 2010	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
2 Nov 2009	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
11 Aug 2008	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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