care inspectorate

Ovens, Elaine
Child Minding

Type of inspection: Unannounced
Inspection completed on: 30 May 2018

Service provided by:
Elaine, Ovans

Service provider number:
SP2003906184

Care service number:
CS2003012460

HAPPY TO TRANSLATE

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

Mrs Elaine Ovens, referred to as the childminder throughout this report, operates her childminding service from her home in a quiet residential area of Corstorphine in the city of Edinburgh. Her home is close to transport routes and local amenities. The areas used to provide her service are the lounge/diner, downstairs shower room and supervised access to the kitchen. There is a fully enclosed garden to the rear of the property.

The childminder is registered to provide a care service to a maximum of eight children under the age of sixteen, 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. These numbers are inclusive of the childminder's family. Adrian Ovens and Emma Ovens are employed as assistants.

There are two children registered with the service aged two years old and eight years old both of whom attend on a part-time basis. One minded child was present at the inspection.

The stated aims and objectives of the service include the following:

'To provide a quality, safe and flexible service to children aged 0 to 16 years, for parents who wish to work or study.

To provide a caring and relaxed atmosphere for your child in my home. They will be made to feel welcome and free to play with all the toys and play equipment in my home.'

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

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 the 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.

What we did during our inspection

We wrote this report following an unannounced inspection which took place on Wednesday 30 May 2018. We gave feedback to the childminder on the day of the inspection.

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

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

We looked at:
- the childminder's certificate of registration
- a sample of children's files
- risk assessments
- a sample of the childminder's policies and procedures
- medication system
- accidents/incidents recording system
- resources, toys and environment.

We spoke with the childminder and her assistant and observed their interactions with the minded child present during the inspection.

Views of people using the service

There was one minded child present during the inspection aged two years old along with the childminder's granddaughter aged four years old. The child was enjoying her lunch which parents had provided when we arrived to carry out the inspection. They were then put down for a nap as she was too tired to finish lunch. The child went to the childminder for reassurance which she dealt with in a kind, caring and nurturing manner. The child appeared happy and settled in their environment.

We sent three Care Inspectorate care standards questionnaires to the childminder to distribute to parents. Parents did not return completed questionnaires before the inspection.

Self assessment

The Care Inspectorate did not receive a completed self assessment from the childminder. We discussed this with the childminder at inspection.

What the service did well

The childminder demonstrated that she provided a nurturing and welcoming environment for children using her childminding service. She offers a variety of activities and outings which are appropriate for the children attending.

What the service could do better

The childminder should continue to review her service regularly in line with best practice guidance and progress with the areas for improvement as outlined in this report.

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	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder responded well to children's requests. She demonstrated that she had a very good knowledge of the children and described how she met their individual care needs. The children appeared happy and content in her care and with the assistant. The childminder and assistant worked closely with the families and were familiar with children's home routines. A child led settling in process was used which allowed the childminder to support children's transition from home to the service.

Children's files had been developed through consultations with parents and included information such as their likes, dislikes, dietary requirements and allergies. The childminder reviewed the plans at least once every six months to ensure the information held was up to date. This helped to support her to meet the children and their family's changing needs. The childminder had started to record children's development. We discussed with her that these should be developed further to link the information to the wellbeing indicators. She agreed to do this and we will follow it up at the next inspection.

The childminder communicated with parents through daily discussions, text messaging and e-mails which supported the children's health and wellbeing needs.

The childminder provided snacks for the children and meals were provided by the parents. The childminder offered healthy options which included a variety of fresh fruit. She took children's dietary requirements into consideration.

The childminder demonstrated that she was aware of how to administer medication safely and her policy was shared with parents. She record any accidents or incidents appropriately and informed parents what had happened to their children and the actions taken by her. The childminder showed a good knowledge of child protection and was aware of who she would contact if she had a welfare concern about a child in her care. This contributed towards the children's wellbeing and safety.

The childminder provided a variety of play experiences for the children and took account of the interest of the children attending each day which allowed her to support their development. This included healthy, active outdoor experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home offered children a comfortable, homely environment where they were cared for and nurtured. The space available to the children allowed them to move about safely and to access a variety of toys and resources which helped to encourage their curiosity.

The children had opportunities to play outside in the childminder's garden where they could be out in the fresh air whilst being active. The children were also active in their local community through attending a local playgroup and going to the local parks with the childminder and the assistant. This allowed them to develop a sense of belonging to their local community.

The childminder offered a safe and secure environment for the minded children. She was aware of how to minimise any potential hazards through carrying out regular risk assessments and had measures in place to protect the children. This included keeping the front and back doors locked and having a fully enclosed garden. The childminder shared information with the children on how to keep themselves safe when out and about with her. She reminded them about road safety and the importance of staying close to her when playing in the local parks. This helped to ensure that they knew how to keep themselves safe.

Infection control measures were followed by the childminder including a cleaning routine, regular hand washing and an effective nappy changing routine. Exclusion periods for illness were shared with parents should their child be ill. This supported children's health and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder's daughter worked with her to assist in the delivery of the service. She had been safely recruited and a Protecting Vulnerable Groups (PVG) disclosure check had been carried out before she began her role within the service.

The assistant worked with the childminder for the day to day delivery of the service. She was kind, caring and nurturing in her interactions with the children. The assistant worked closely with the childminder which had helped her gain experience, knowledge and confidence to carry out her role within the service. It also helped her to meet the needs of the minded children.

The assistant took part in training courses to continuing her professional development and had attended training courses on first aid, child protection and health and hygiene. She told us that she was planning to begin qualification training. The assistant was in the process of finding out which course she would be able to attend which met with her work commitments. This helped to demonstrate his commitment to the service.

Support and supervision meetings took place regularly and the assistant's work practice was monitored and discussed as part of this. We discussed with the childminder that 1:1 support and supervision meetings should be recorded to allow any identified actions to be followed up on. She agreed to do this and we will follow this up at the next inspection.

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 told us about the different ways she kept up to date with best practice and legislation. She was a member of the Scottish Childminding Association (SCMA) who sent her a monthly magazine and information by e-mails. The childminder also received a copy of the Care Inspectorate's Care News. These kept her up to date and aware of any changes and helped her to keep up to date with best practice. The childminder was registered with the Information Commissioner's Office (ICO) which is the UK's independent public body set up to promote access to official information and protect personal information.

The childminder talked about the training she had taken part in since her last inspection. She had attended courses in first aid, health and hygiene and child protection. This demonstrated her commitment to keep up to date with best practice to support positive outcomes for children.

The childminder involved parents and children in the evaluation of her service. She used questionnaires to gather formal comment from parents on ways she could improve and develop her service. The childminder told us that

she got a limited response from parents by using questionnaires and that she gathered more information through the discussions she had daily with parents. Children were encouraged to give their views on things they would like to do and places they would like to go. Parents and children's comments and views were valued by the childminder.

A complaints policy was shared with parents and told them how to raise concerns about the childminder's service. She told us that she was confident that parents would discuss any aspect of her service with her if they had an issue.

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

The childminder should develop a medication policy to share with parents. The policy should inform parents that they must give the first dose of any new prescribed medicine. This is to follow the guidance given in the document 'Management of medication in daycare of children and childminding services' which can be found on our website www.careinspectorate.com.
National Care Standards early education and childcare up to the age of 16
Standard 3: Health and well-being.

This recommendation was made on 26 May 2016.

Action taken on previous recommendation

The childminder had developed a medication which was inline with the guidance given in the document 'Management of medication in daycare of children and childminding services'.

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	
26 May 2016	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good
29 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 5 - Very good
16 May 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
13 May 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed

Date	Type	Gradings	
24 Apr 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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