

Watt, Roseanne

Child Minding

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

Service provided by:
Roseanne Watt

Service provider number:
SP2003901981

Care service number:
CS2003003726

The service

Introduction

Mrs Watt is registered to provide a care service to a maximum of 6 children at any one time under the age of 14, 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 childminder operates her childminding business from the family home which is a detached villa in Bishopbriggs, East Dunbartonshire. There are some shops, schools and nurseries nearby.

The childminder has a living room and dining room which are used for childminding. There is also an enclosed garden where children can play safely. The childminder aims to provide a safe and stimulating environment in which children can feel secure and happy and that takes account of parents' wishes.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are – safe, healthy, achieving, nurtured, active, respected, responsible and included often referred to as 'SHANARRI'.

What we did during our inspection

We wrote this report after an unannounced inspection was carried out by a Care Inspectorate inspector. The inspection took place on Wednesday 30 May 2018. As requested by us, Mrs Watt completed and submitted a self assessment and annual return to us.

During the inspection, we spoke to:

- the childminder
- one minded child.

Throughout the inspection, we gathered evidence from many sources including the relevant sections of policies, procedures, records and other documents including:

- accident and incident recording,
- aims and objectives,
- behaviour management policy,
- certificate of registration,
- certificate of insurance,
- child protection policy,
- children's records,

- complaints policy,
- medication recording policy and system.

We also observed the childminder caring for a minded child.

Views of people using the service

Prior to the inspection taking place we gave the childminder three care standards questionnaires to distribute to parents. We received two returned questionnaires. Parents provided positive feedback. Comments included:

"Roseanne Watt provides an amazing service for my child. She loves going to Roseanne Mon-Fri and it's really like a home from home where my child feels relaxed, at ease and happy".

"I think she provides a fantastic service to not just my child but to all the kids she looks after. She does well with them all and has very much become a part of our family".

Self assessment

We received a completed self assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information she had given us for each of the headings that we grade her service under".

What the service did well

The childminder had satisfactorily addressed the recommendations recorded at the previous inspection; she was further developing her service using the wellbeing indicators from GIRFEC and had attended Child Protection training in January 2018.

Children's personal plans were in place and were shared with parents every six months.

She had updated her knowledge by reading current good practice guidance on GIRFEC.

The childminder demonstrated a good knowledge of the children she cared for. She showed us children's information and talked about individual children's interests and preferences. She told us she shared information with parents on a daily basis. The childminder reflected on good relationships with the families she provided care for.

What the service could do better

The childminder should continue to develop her service as planned. She should address the recommendations recorded in this report in relation to children's personal plans, medication guidance, good practice guidance such as 'My World Outdoors' and 'Building the Ambition'.

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

The quality of care and support provided was very good. The childminder gave opportunities for children and parents to be involved in the development of the service. She provided a welcome pack that included service policies and information about her service and consulted with children to establish what activities and outings they wanted to be involved in. She observed children and noted their preferences and interests. This enabled her to offer resources and activities they enjoyed.

She worked in partnership with parents, sharing and exchanging information about children. This information was used to inform personal plans for children. We sampled plans and found that relevant information was recorded.

We asked the childminder to consider how she could record more information about children's development and learning using GIRFEC principles. She agreed to do this. (See recommendation 1).

The childminder had built good relationships with children and families by being open, approachable and supportive. She chatted informally each day to parents and shared information about their child's day with them using Whatsapp. She had recently consulted with parents and children using questionnaires reflecting GIRFEC wellbeing indicators to seek feedback on her service. Very positive feedback was returned.

The childminder was more familiar with good practice guidance, having used the Care Inspectorate website to source information. She was beginning to use this guidance to further develop her service.

The childminder was familiar with nutritional guidelines to plan menus for children and used these to plan nutritious snacks. Children were encouraged to be physically active. The childminder accessed local walks each day and local parks. She walked children to nursery and school.

A policy on behaviour management was implemented in the service in partnership with parents. The childminder described how she promoted appropriate behaviour and safety when outdoors with children.

We discussed child protection procedures. A child protection policy was in place. The childminder was able to explain to us what she would do if she had a child protection concern. The childminder knew who she would contact to discuss these concerns. She had recently completed child protection training.

We found that the childminder had systems in place to administer, store and record any medication children had been given. However, these were not in accordance with Care Inspectorate guidance, Management of Medication in daycare of children and childminding services. We therefore asked the childminder to review her medication policy and procedure. (See recommendation 2).

We observed the childminder caring for the minded child present during the inspection. The childminder provided very responsive care and was gentle and thoughtful in her interactions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Personal plans for children should be further developed to ensure that children's learning, development and clearly identified next steps for learning are clearly recorded for each child.

Health and Social Care Standards 1.15 - 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.

2. The childminder should review the service policy and procedure on administration of medication in accordance with Care Inspectorate guidance, Management of medication in daycare of children and childminding services.

Health and Social Care Standards 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

Grade: 5 - very good

Quality of environment

Findings from the inspection

The quality of environment was very good. The childminder's home was a warm and homely environment. The accommodation was safely arranged, hygienic, smoke free, clean and tidy. The house provided a good amount of space for children to play and learn. Children had access to play in the lounge and dining room and, the rear garden was set up for children's play.

Children enjoyed visits to local parks and also walked to nursery and school each day to ensure that they enjoyed fresh air and exercise. Children also regularly visited soft play, soccer world kids world, Jo Jingles, large parks such as Pirate Park, Heads of Ayr farm park, Rapper Park and the Five Sisters Zoo and Transport Museum.

Since the last inspection the childminder had purchased a range of new resources including ride on toys, puzzles, small tables and chairs and a play tunnel. Resources were easily accessible for children to play with independently and in small groups.

The childminder implemented appropriate infection control procedures to keep her premises safe and hygienic, however she had an out of date copy of the best practice guidance, Infection Prevention and Control in Childcare Settings. We directed her to the Care Inspectorate hub on our website and asked her to obtain the most recent guidance. The childminder was beginning to develop additional policies and procedures relating to health and safety and maintained cleaning records and maintenance and equipment records. She had considered potential risks within her environment and had developed risk assessments relating to premises, trips and outings. There was a recording system in place to record and inform parents if any accidents or incidents occurred. We sampled this and found that records were satisfactory. Appropriate insurance was in place.

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

The childminder managed the development of her service well and was committed to continued professional development. She had started to keep up-to-date with current legislation and best practice by visiting the Care Inspectorate's website and reading Care Inspectorate magazines. She was familiarising herself with the Hub (Resource Library) on the Care Inspectorate website and had researched GIRFEC. She was aware of the new Health and Social Care Standards. Since the last inspection she had completed training on Child Protection and First Aid.

We discussed personal plans (See Quality of care and support) and outdoor learning to help the childminder further develop her service in accordance with current good practice guidance. We directed the childminder to our website and good practice guidance such as My World Outdoors and Building the Ambition. (See recommendation 1).

The childminder had obtained evaluations from parents and children using service questionnaires. She also had an information board in her hallway and a suggestions book which had ideas from children recorded and acted on, for example, activities and places to visit. This showed us that parents and children were fully involved in the service and care that children received.

The childminder had an effective complaints policy in place. Parents were given a copy of the policy before starting the service. We informed the childminder of the change in legislation relating to a maximum response time of 20 days for complaints received and she changed this information on her policy during the inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should use relevant good practice guidance to inform practice and further develop her service.

Health and Social Care Standards 4.11 – I experience high quality care and support based on relevant evidence, guidance and best practice.

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

The childminder should continue to implement the Scottish Government guidance, GIRFEC, as planned.
National Care Standards Early Education and Childcare up to the age of 16:
Standard 6 – Support and Development.

This recommendation was made on 12 June 2014.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 2

The childminder should complete child protection training as planned.
National Care Standards Early Education and Childcare up to the age of 16:
Standard 12 – Confidence in Staff.

This recommendation was made on 12 June 2014.

Action taken on previous recommendation

This recommendation had been addressed.

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	
12 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good
30 Aug 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
30 Oct 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.