

Williamson, Lesley Ann

Child Minding

Type of inspection: Unannounced
Inspection completed on: 31 May 2018

Service provided by:
Williamson, Lesley Ann

Service provider number:
SP2003904758

Care service number:
CS2003008157

The service

Introduction

Lesley Ann Williamson has been registered with the Care Inspectorate since April 2011. The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, 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 the children of the childminder's family. The parts of the premises not used are the three bedrooms on the first floor. Overnight service will not be provided.

The childminder lives in a semi-detached house in a residential area of the Highland town of Thurso. The children had access to the ground floor, which included a living room, playroom, kitchen and hallway. The childminder made use of local parks and outdoor resources.

What we did during our inspection

We completed this report following an unannounced inspection, which took place between 11.45am and 2.25pm on 31 May 2018. Feedback was provided throughout the inspection. The inspection was carried out by an inspector.

During this inspection we spoke with the childminder and the three minded children present. We observed how the childminder cared for and interacted with the children. During the inspection we evaluated the quality of care, environment and management and leadership. We looked at some documents and records; including children's files and photographs.

We check that 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 centre of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. These are referred to as the SHANARRI wellbeing indicators.

Views of people using the service

We spoke to and interacted with the three minded children who were present during the inspection. We observed the children to be happy and confident in the care of the childminder. They spoke about the activities they were doing and what they enjoyed, these included;

"I like going to the park, there is swings and a slide there, and we run about".

"We went to the beach and got sand to make this". (diorama with diggers)

"I like it here, we always do something like go to the park or play games".

"My photo, me playing".

"It's fun, I like watching TV and playing with the diggers, I know all about diggers and tractors".

One parental questionnaire was returned following the inspection and we spoke to one parent during the inspection. They told us they were very happy with the care their child receives and got lots of information about

what their child had been doing. They commented that they have reassurance that their child is safe and well cared for when they leave for work.

Comments within the questionnaires included:

- "She asks and forms a professional relationship learning how we want our child to be cared for".
- "There is a playroom and regularly go on outings to swing park".
- "The childminder is very dedicated to caring for my child and pays close attention to my child's needs".
- "She is conscientious and trustworthy".
- "The childminder gives an oral report regarding pertinent information and in the case of accidents, she produces a written report which we sign".
- "My child attends the play park, soft play, shops, beach, local attraction, and toddler groups with the childminder".
- "When I drop off or pick up my child we discuss things".

Self assessment

The childminder did not complete a self assessment prior to the inspection.

What the service did well

The childminder knew the children and their families well. She provided a homely environment and interacted well with the children. She listened to children's ideas and supported them to make choices. Children had daily access to outdoor play, making regular use of local parks, forests and beaches.

What the service could do better

There were some areas we agreed the childminder could improve on. These included reviewing lunch time arrangements to support children's experiences. We discussed accessing training, either on-line or in person to support the development of the service and to review arrangements when children are being dropped off.

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

We assessed the overall quality of care and support provided as good.

The childminder used a variety of ways to communicate with parents including text messages and telephone calls. She spoke with them daily about their child's day and any relevant matters. All of the children had attended the service for a period of time and the children had positive relationships with the children and their families.

We saw that the childminder provided good care and support to the minded children present. Children were happy and confident interacting with the childminder who was nurturing and caring towards them. All of the children had trusting and respectful relationships with the childminder. They had fun as they played and were clear about the boundaries within the house.

The childminder had a good understanding of child development and each of the minded children's needs and personalities, adapting the care provided depending on their needs. Children had a voice and were respected and valued as she listened to the children's stories and interests and provided activities which reflected these.

Children were encouraged to lead healthy lifestyles by being active and making use of the local community resources such as the local play parks, forest and beach. The children spoke enthusiastically about their trips to these and how they collected different items and brought them back to play with, such as developing a play diorama with diggers, sand and shells.

The childminder had consulted with parents about their preferences for meals and agreements were made based on the needs, likes and dislikes of the children. Records about children's care, preferences and routines were put in place when children first started. Following a recommendation at the last inspection the childminder had introduced individual care folders for each child, detailing their progress and what they need help with. These also included a selection of photographs which the children enjoyed discussing. We discussed how these could be further developed, incorporating the wellbeing indicators. Information about examples for recording these details can be found at: <https://education.gov.scotland/improvement/hwb30-making-links> and www.mindingkids.co.uk

The childminder was aware of her responsibilities for the safe guarding and protection of children. We discussed the need to update her training in relation to this. **(See Quality of management and leadership for further information).**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We assessed the overall quality of the environment as good.

The areas used for childminding were bright, inviting and comfortable for the children. Risks within the home had been assessed and overall appropriate measures put in place. The types of resources and activities reflected the ages of children attending. The childminder provided opportunities for the children to choose activities and toys which interested them, such as the cars and diggers.

Large storage units within the playroom had a large selection of interesting toys, games, puzzles, craft materials and books meant children could access their chosen activity independently or with adult help. Around the room were resources such as balls and cars which were popular and well used. These helped to encourage children to use their creativity and imagination when playing.

We discussed improvements for infection control regarding hand washing before meal and snack times; there was lots of discussion with the children about what they do at nursery and how this needs to be followed at the childminders also. We also discussed changes to meal times, such as having a social sit down time where children can eat their food in a relaxed manner without lots of distractions. **(See recommendation 1.)**

The childminder was clear about her responsibilities when supporting children with their personal care needs. Since the last inspection, infection control procedures had been put in place for nappy changing. Incident and accident records were kept and copies held within each child's file.

Children had access to a small enclosed garden at the side of the house. The childminder explain that children did not normally use this, as they made extensive use of local parks and other outdoor attractions including the beach, forest and walks.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote the health and wellbeing of children during meal times, the childminder should review the organisation of meal times and continue to promote appropriate hand washing practices.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I can enjoy unhurried snack and meal times in as relaxed an atmosphere as possible'. (HSCS 1.35)

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We assessed the overall quality of management and leadership as adequate.

The childminder was knowledgeable about children's development and aware of the individual needs of each child. She was experienced as a childminder, having been registered for a number of years.

She was enthusiastic about the care she provides and the impact this has on the children and wanted the best outcomes for the children. She worked very closely with other local childminders to keep practice and knowledge up-to-date, sharing information and good practice between them, and as such had updated her policies and procedures as necessary. She was a member of the Scottish Childminding Association (SCMA) and used their guidance information to support the development of her service.

We discussed the need to carry out refresher training in safe guarding and child protection. We discussed accessing additional training and support via an online system, which should support the childminder to keep up-to-date with training. **(See recommendation 1.)**

We had a discussion about how to access various best practice guidance, which should be used to further support the development of the service. These included: The Health and Social Care Standards (HSCS), Building the Ambition, 'Our Creative Journey' and new childminder development resources, including 'My childminding experience' which can be found within the Care Inspectorate website 'The Hub': <http://hub.careinspectorate.com>

The childminder spoke with parents and children regular about their preferences and provided them with opportunities to influence the development of the service. The minded child was supported to make choices about activities and deciding if they enjoyed the activity or not.

We discussed reviewed arrangements for children being dropped off at the house when the childminder was on a nursery run. The childminder agreed to review this with parents to ensure they are all clear about their expectations.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote best practice and ensure children are protected from harm, the childminder must attend up-to-date training in child protection and safe guarding.

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

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

To promote the health and wellbeing of minded children, current infection control guidance must be followed when changing nappies.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2 - A safe environment, Standard 3 - Health and Wellbeing and Standard 14 - Well Managed service.

This recommendation was made on 13 November 2017.

Action taken on previous recommendation

Following the previous inspection the childminder had purchased disposable gloves and aprons for use when changing nappies.

Recommendation 2

To support children's learning and development, the childminder should introduce personal plans for each child, detailing how their health, wellbeing and safety needs are supported. These should be reviewed with parents at least every six months.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3 - Health and Wellbeing and Standard 14 - Well Managed Service.

This recommendation was made on 13 November 2017.

Action taken on previous recommendation

Following the previous inspection, the childminder had updated all of the children's files and introduced individual folders for each child. These contained information about the children's health and wellbeing, their development and areas they needed assistance with. They contained photographs of the children involved in a variety of activities and were available for parents and children to view and update.

Recommendation 3

To promote best practice, the childminder should review her policies and procedures and make amendments in line with current best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3 - Health and Wellbeing, Standard 7 - A Caring Environment and Standard 14 - Well Managed Service.

This recommendation was made on 13 November 2017.

Action taken on previous recommendation

The childminder had updated her policies and procedures following the last inspection. She works closely with other local childminders to review and update her policies when needed.

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
17 Oct 2017	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
21 Oct 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
27 Nov 2009	Announced (short notice)	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good Not assessed
18 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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