

Knox, Susannah

Child Minding

Type of inspection: Unannounced
Inspection completed on: 8 June 2018

Service provided by:

Service provider number:
SP2007964010

Care service number:
CS2007144702

The service

Introduction

This service has been registered with the Care Inspectorate since 13 June 2007.

Susannah Knox is registered to care for 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 the childminder's family. Upstairs cannot be used. Overnight service will not be provided.

The service is provided from the childminder's home within a residential area of Greenock, Inverclyde. The areas used to provide the service were the lounge, kitchen/dining area and bathroom. Children also had access to the rear garden.

Included in her aims, Mrs Knox states "I am committed to meeting the individual needs of all those within my care. The welfare of the children is central to my provision of care, learning and play. All children are respected and valued and I provide experiences to support their physical, social, emotional and intellectual development in a warm, caring and secure environment"

What we did during our inspection

We wrote this report following an unannounced inspection which took place between 9.15am and 1pm on Friday 8 June 2018. The inspection was carried out by a Care Inspectorate Early Learning and Childcare inspector.

During the inspection, we spoke to the childminder and the minded children present. We observed the care given by the childminder and looked at a number of documents including health and safety records, planning tools and certificates of training. We looked at feedback given by service users.

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 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.

Views of people using the service

The children present during inspection enjoyed playing with the games and resources available to them. They appeared very happy and secure in the care of the childminder and told us that they liked coming to the childminder's house.

Four parents returned questionnaires to us. Their response demonstrated that they were very happy with the quality of care their children received. Included in the comments were:

"Susannah is a true gem. It is clear she genuinely loves each child in her care and my boys adore her. She ensures each child is treated as an individual and encourages them to develop skills at their own pace. Both my husband and I consider Susannah to be a close friend and I strongly believe that both my boys have grown so

much in her care. There is no doubt they are safe, respected, nurtured and very well cared for when they are with her"

"Excellent service. I have used Susannah's service for four years now and I am delighted with the love, care and attention she provides for my child. It truly is a home from home. Susannah is approachable and both my husband and I feel very comfortable in her home, to ask advice etc"

"I am very happy with the service. My daughter is very happy with Susannah and looks forward to her days. I am kept up to date and enjoy being sent pictures of my daughter enjoying her days"

"The service provided by my childminder is invaluable to me. Not only do I trust her sincerely but, more importantly, so does my son. I feel as if my childminder truly supports my child and he feels safe and supported in her care. She has a very good awareness of my son's life circumstances and has been able to help him through new challenges. She has a much needed holistic approach to her care"

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder.

The provider identified what the service did well and gave examples of how she worked closely with parents to ensure that she met the care needs of every child. The self-assessment clearly identified how the childminder seeks feedback from children and families. The childminder told us that she uses the information gathered to improve future care.

What the service did well

We saw that the childminder provided a warm, caring, nurturing environment for children. She provided a very good standard of care and support to the children and their families, while meeting their individual needs.

What the service could do better

The childminder should continue to develop personal plans to ensure that they show clearly when they are reviewed. She should review her infection control policy and procedures to ensure that they reflect good practice guidance.

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	5 - Very Good

Quality of care and support

Findings from the inspection

We found that children received very good care and support from this service.

The childminder was established within her local community. Children and their families were offered a settling in period to meet their individual needs, building relationships with the childminder. The childminder also shared information with parents/carers before starting to ensure they knew what to expect. The childminder could demonstrate that children and their families are included as active participants; they are listened to and offered choices. The childminder had daily discussions with parents, in person and via 'whatsapp', to ensure that children's needs are properly met.

Our discussions with the childminder demonstrated that she knew the children very well. She supported children's individual needs well; for example, to reassure a child who was afraid of dogs, she compiled a book which explained dog's behaviour. The childminder had gathered information on each child and used this to form her personal plans. We asked the childminder to review her personal plans so that they reflect children's current needs and show clearly when children's plans have been reviewed.

We observed positive interactions between the childminder and the minded children that were caring and nurturing. Children presented as happy and secure in the childminder's care, confident their needs would be met. They played happily during the inspection, taking ideas from the childminder to help extend their play. Daily outdoor play and fresh air helped to encourage healthy lifestyles for children. The children were encouraged to be compassionate through regular visits to residents of a local care home and compiling care packages for people being discharged from the hospital.

The childminder was confident in her role to safeguard children; children were never unsupervised whilst in her care. Should children require any medication, a procedure was in place and the childminder was confident in her role to meet children's identified health needs. The childminder had an inclusive approach to ensure all children, wherever possible, had the best possible experience whilst in her care. Using her knowledge of children and their developmental stages, she had planned a range of activities that was influenced by their interests.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

On the day of inspection, the childminder's home was clean, well maintained, safe and stimulating for children. The childminder had organised her accommodation to meet the needs of the children. She used her lounge and dining area for the minded children with access to a secure outdoor area. A range of resources were provided, including a table and chairs and a comfortable sofa for the children to relax. We saw that there was sufficient space that children could choose to play by themselves or with others. A covered area in the garden meant that children could shelter from the sun.

There was a good range of toys and resources available that children could easily access; we found these to be clean, in good condition, and appropriate for children's individual age and stage of development. On the day of inspection, we saw the children selecting toys they wanted to play with, allowing them to make choices and to promote their independence. We found that toys related to children's individual interests. This told us that the childminder responds to children's needs and interests which helps them to feel included in the service. Regular cleaning and daily checks ensured a hygienic and safe environment. The childminder encouraged handwashing and, should children be ill, she followed best practice guidance on periods of exclusion for any childhood illnesses. The childminder changed her hand towel daily; we suggested that she use small flannels for single-use which helps prevent cross-contamination. We saw that the childminder did not follow the most recent guidance in relation to nappy changing procedures. We signposted the childminder to the best practice guidance 'Infection prevention and control in childcare settings' and asked that she review her policy and procedures (see Recommendation 1).

Written risk assessments for the premises and specific activities, such as contact with the childminder's dog and outings in the car, helped the childminder identify what action to take to limit possible hazards to children. We asked that the childminder seek permission from parents for children to have contact with her dog. The childminder had appropriate procedures in place for recording any accident/incidents and we saw that information had been exchanged appropriately with parents. The childminder has a current first aid certificate to treat children appropriately should an accident occur.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To reduce the risk of infection, the childminder should review her policy and procedures in relation to nappy changing and the use of hand towels. This should reflect the current best practice guidance, 'Infection Prevention and Control in Childcare Settings' (Day Care and Childminding Settings).

This is to ensure that care and support is consistent with national health and social care standard which states: "My environment is secure and safe" (HSCS 5.17)

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder used a range of methods to keep up with best practice and legislation. This included attending training and receiving updates as a member of the Scottish Childminding Association. The childminder demonstrated a commitment to improvement. She regularly shared good practice and organised training events with other childminders in the area. The childminder also told us that she was working towards a qualification in Social Services; she demonstrated how this had helped her to evaluate her service. We found that the childminder had attended a wide range of training to support her practice such as 'Building the Ambition', 'Mindfulness' and an update on first aid. We discussed the latest national guidance documents that the childminder should access to further develop her service.

Daily discussion with children and parents took place and this feedback directly influenced the care and support the childminder provided to the children in her care and any improvements to the service. The childminder took into account children's thoughts and opinions when she planned activities and purchased new resources. Parents who returned our care standards questionnaire agreed the childminder has involved them and their child, in developing the service; for example, asking for ideas and feedback. This told us the childminder values contributions from children and their families to help make improvements. We discussed how the childminder could further involve children and families in evaluating and improving the service.

The childminder had a clear complaints policy which was made available to parents and families when registering with the service. Parents who returned our care standards questionnaire told us they were confident in raising any concerns they may have with the childminder.

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

There are no outstanding recommendations.

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 May 2014	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div>

Date	Type	Gradings	
12 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
21 May 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Sep 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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