

Masterson, Lesley **Child Minding**

Type of inspection: Announced (short notice)
Inspection completed on: 19 July 2018

Service provided by:
Masterson, Lesley

Service provider number:
SP2011982928

Care service number:
CS2011301746

The service

Introduction

Lesley Masterson is registered to provide a care service to a maximum of seven children at any one time under the age of 16, of whom no more than six may be under 16, no more than three are not yet attending Primary School and no more than one is under 12 months.

Numbers are inclusive of children of the childminder's family. No overnight care may be provided. Minded children cannot be cared for by persons other than those named on the certificate.

This service registered with the Care Inspectorate in January 2012.

The service is provided from the childminder's home within a residential area of Dundee, close to the local school, parks and other amenities. The areas used to provide the service are the sitting room and upstairs bathroom. Children also had access to the side and rear gardens which are fully enclosed.

Aims of the service include: 'to provide a safe, warm, friendly and secure environment for the children in my care'.

What we did during our inspection

We wrote this report following a short notice announced inspection on Thursday 19 July 2018 between 1.10pm and 3.50pm. A Care Inspectorate Inspector carried out the inspection.

During the inspection, we spoke to the childminder about how the service was developing. The minded child was too young to share his views about the service. We observed the care given by the childminder, her interactions with the minded child and looked at a number of documents including children's plans, health and safety records and training information.

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 parents 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. These are often referred to as the SHANNARRI wellbeing indicators.

Views of people using the service

There was one child present during the inspection aged 22 months and too young to share any thoughts on the service. He appeared confident and relaxed around the childminder. He was enjoying playing on the trampoline when the inspector arrived. He freely chose what he wanted to play with during the inspection.

We sent care standards questionnaires to the childminder to distribute to parents. We received two completed questionnaires before the inspection visit. Both parents 'strongly agreed' they were happy with the quality of care their children received at the service.

Additional comments included:

'I am very happy and grateful for Lesley being in my daughter's life the past 5 years. The development stages are great; I see a huge difference in my daughter's achievements and abilities. (X) will miss going to Lesley's, and myself, as not only is she a childminder she is a true, caring person who has been emotionally supportive during hard times. She is a star.'

'Over the past year myself and (X)'s dad have split up and Lesley has handled the situation with a huge amount of compassion. She has got to know our routine and ensures we are both aware of (X)'s progress with her. Recently (X) has showed signs of frustration through late development with speech and Lesley has went over and above to ensure the consistency between home/childminder.'

Self assessment

The childminder did not submit a self assessment as requested before the inspection was carried out. We discussed the benefits of completing a self assessment to support the evaluation of the service.

What the service did well

The childminder has continued to build very good relationships with children and their families. She supported the children well and was responsive to their needs and interests.

What the service could do better

The childminder should address the requirement and recommendation continued from the previous inspection. The childminder should develop methods to keep up to date with best practice and legislation. She should continue to evaluate her service in consultation with children and parents/carers, identifying areas for improvement.

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 observed the childminder to be friendly and caring. She knew the children she cared for well and talked about how she supported and met their individual needs and interests. The minded child present during the inspection appeared relaxed and confident around the childminder. The childminder spoke with the child throughout the inspection, reassuring him when needed, reinforcing language and joining in his play.

Personal plans were in place for all minded children, recording a range of relevant information. These were reviewed at least every six months with parents/carers to ensure the information was up to date. We reminded the childminder to have the parents/carers sign the plans once reviewed and/or updated along with the date. The childminder had recorded her observations of the children's development, this was aiding her in supporting the children individually and in planning activities and experiences that supported development and progression. We discussed the benefits of recording specific next steps for the children.

The childminder continued to build very good relationships with parents, carers and children. She talked with parents and carers daily, texted and sent messages and photographs of the children through Messenger to keep parents and carers included in the children's day at the service. The childminder had also introduced scrapbooks for each child, which contained photographs of them involved in a variety of activities and experiences. These were shared with parents/carers. We suggested the childminder put the date with the photographs, as it would provide a timeline for the children attending the service and their development.

Healthy lifestyles were encouraged at the service. Healthy snacks and meals were provided, taking into consideration children's likes/dislikes and nutritional guidance. The childminder was registered as a food provider. Children had daily opportunities to access fresh air and physical play, for example, playing in the garden, visiting parks, feeding the ducks and going to see the horses.

The children's safety was paramount. The childminder was confident in the procedures to follow should she have any concerns about the children's safety. She had a child protection policy in place and was currently looking for training to refresh her child protection knowledge. Written permissions were gained before the childminder administered medication. A medication policy was in place as was a medication record. The medication record had not been updated since the last inspection therefore, we have continued the recommendation at this inspection **(Please see recommendation 1)**.

The childminder reinforced children's safety by talking about road safety, keeping within view at the park and risk assessing their own play when out in the local and wider community.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should update the administration of medication record to ensure it continues to follow best practice guidance.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 3: Health and wellbeing.

Referring to the new Standards:

The childminder should update the administration of medication record to ensure it continues to follow best practice guidance and keep children safe.

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

Grade: 4 – good

Quality of environment

Findings from the inspection

We saw that the childminder's home was clean and tidy. She made good use of the space available in her home, with children playing in the living room and garden. Basic risk assessments were in place for childminding areas, informed by the visual risk assessing the childminder was undertaking all the time.

A range of age/stage appropriate resources was available to the minded children. They could choose what they wanted to play with independently and their interests were taken into consideration by the childminder.

Infection control measures were in place within the service. Children were encouraged to wash their hands regularly; toys and equipment were washed or cleaned often or as needed. The childminder wore disposable gloves and aprons when nappy changing or dealing with bodily fluids to help minimise the spread of infection.

Children had fun playing in the childminder's secure garden. There were outdoor toys and equipment to play with, encouraging imagination and creativity. We saw that one of the children had been drawing and mark making on the path with chalk. As we arrived on the day of inspection, the minded child was enjoying playing on the trampoline with the childminder standing by the netting supervising. Since the last inspection, the childminder had continued to develop the outdoor space and had introduced a mud kitchen for the children to play with.

There had not been any accidents or incidents since the last inspection. A recording system was in place should any occur. Parents signed the record to confirm the childminder had shared the information with them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder told us that reading the Care Inspectorate Care News helped her keep up to date a little with best practice and legislation, as did meeting up with a local childminder. We encouraged the childminder to access the Care Inspectorate Hub where all best practice guidance and legislation can be found. We advised reading and becoming familiar with best practice guidance, for example, Building the Ambition, My World Outdoors and Our Creative Journey. We explained that the Hub now contains a section that is aimed primarily at childminders and may support the childminder in developing her knowledge and skills.

We discussed the importance of keeping in contact with the Care Inspectorate and submitting all information when requested to do so. At the last inspection, we talked with the childminder about the importance of submitting the action plan, subsequent self assessments and the annual return. As the childminder had not submitted any information when requested to do so, we have carried over the Requirement made at the previous inspection. **(Please see Requirement 1).**

We discussed the benefits of gaining feedback from children, parents and carers. We talked about various methods of encouraging parents/carers and children to formally assess the childminding service. We also talked about completing the Care Inspectorate self assessment as it would help the childminder identify what is working and areas for further improvement.

The childminder had accessed some training since the last inspection. She had refreshed her first aid knowledge online and had undertaken an autism awareness course. She told us she was looking for a child protection course to refresh her knowledge. We encouraged the childminder to continue to identify training that would support her professional development and positive outcomes for children. Regular training opportunities may also help the childminder become more familiar with best practice guidance and legislation.

Policies and procedures, including a complaints policy were in place. The childminder was about to review her policies and procedures with support from another childminder. We advised they start with the core policies and procedures and access the Care Inspectorate Hub for up to date guidance.

Requirements

Number of requirements: 1

1. The provider must submit notifications and relevant information to the Care Inspectorate in line with their registration requirements and responsibilities.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/28 Regulation 4(1) (b) (c) Records, Notifications and Returns.

Timescale for implementation: immediately upon receipt of this report.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must submit notifications and relevant information to the Care Inspectorate in line with their registration requirements and responsibilities.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/28 Regulation 4(1) (b) (c) Records, Notifications and Returns.

Timescale for implementation: immediately upon receipt of this report.

This requirement was made on 2 November 2017.

Action taken on previous requirement

The childminder had not submitted an action plan, Annual Return or self assessment as requested by the Care Inspectorate.

Not met

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 develop the children's personal plans and ensure that they are reviewed at least every 6 months or sooner in accordance with legislation. Parents/carers and children where appropriate should be involved in this process.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 3: Health and wellbeing.

This recommendation was made on 2 November 2017.

Action taken on previous recommendation

The childminder had reviewed children's plans every six months. We reminded her to have parents sign and date the plans on review or update as plans were not signed. The childminder had further developed the plans with the introduction of observations of the children.

Recommendation 2

The childminder should update the administration of medication record to ensure it continues to follow best practice guidance.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 3: Health and wellbeing.

This recommendation was made on 2 November 2017.

Action taken on previous recommendation

We have continued this recommendation from the last inspection as it is not yet addressed.

Recommendation 3

The childminder should access training opportunities to develop her skills and knowledge to ensure that she continues to meet children's needs and improve the childminding service.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 12: Confidence in Staff.

This recommendation was made on 2 November 2017.

Action taken on previous recommendation

The childminder has accessed some training opportunities online. She should continue to identify professional development that would support her practice and positive outcomes for children.

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	
29 Aug 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
14 Jul 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
9 Aug 2012	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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.