

Ramsay, Schonaid Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 4 July 2018

Service provided by:
Ramsay, Schonaid

Service provider number:
SP2006959987

Care service number:
CS2006126869

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

We are 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 is 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.' Information relating to this can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

Ms Ramsay is the sole provider of the childminding service and will be referred to as 'the childminder' in this report. The service is registered to provide care to a maximum of eight 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 childminder's family.

The service operates from the childminder's family home, which is in a built up housing area, close to local shops and amenities in Livingston, West Lothian. The areas of the house used for childminding include the living room and dining area, toilet and an enclosed garden to the rear of the house.

What we did during our inspection

We carried out a short notice inspection on Wednesday 04 July 2018 between 9:30 and 11:45.

During this inspection process we looked around the areas of the childminder's home used by minded children and gathered evidence from:

- The annual return and self assessment documents which were submitted before the inspection.
- Children's information folders including personal plans.
- Policies including medication and child protection.
- Certificate of registration.
- Public liability insurance.
- Observation of practice
- Chatting to the children present .

Views of people using the service

For most of the inspection four children were present, with a fifth child coming in just before the inspection finished. All children were happy in the care of the childminder. Based in the playroom, they chose what activities they wanted to do with the childminder making suggestions if needed. This led to children building with the duplo and were pleased when they had their achievements praised by the childminder. They chatted in a relaxed way which demonstrated they had a close, caring relationship.

During their play children said;

'I'm taking my plane on holiday'.

'I'm going to be a childminder'.

Parents were happy with the service provided. They told us they talked to the childminder every day about their children. They got updates about the activities they had been involved in and information about their routines.

Parents told us that children participated in a range of activities that were suitable for all the ages of children. They liked that there was a separate toy room so 'plenty for them to in there'. Parents told us children were 'always out about in the holidays'.

All parents said they had a positive relationship with Mrs Ramsay so they would be able to discuss any issues with her. Other comments included:

'Both my children are happy going and leaving and I feel my youngest one is coming on as he has learned a lot at his time'.

'I feel there could be more activities and interaction don to take advantage of the space within Shona's home and surrounding areas'.

Self assessment

We did not receive a self assessment from the childminder. The self assessment allows the childminder to review and evaluate this service, identifying strengths and areas for development. The childminder should ensure that a self assessment is completed when requested to by the Care Inspectorate and submitted within the timescales given.

What the service did well

The childminder demonstrated that she knew children well and supported their individual needs. We saw she had good relationships with the children in her care.

What the service could do better

We talked to the childminder about further developing children's personal plans to include information about how they are being supported in their development. She should ensure the documents are dated when they are reviewed with parents.

The childminder should continue to seek training to update her knowledge in First Aid certificate

From this inspection we graded this service as:

Quality of care and support	3 – Adequate
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

The childminder gathered appropriate information about children's individual needs, routines and abilities so she could support their care and development in a consistent way. Throughout the inspection she demonstrated she knew children well and had developed relationships which were a positive and respectful. The children present were happy in the care of the childminder and involved her in their play and told her what they were doing.

Through discussion the childminder told us how she supported children in their development. Within their personal plans, the well-being indicators were used to show how children's health and well-being was being promoted. For example, we saw that children were learning how to share and helped to keep safe. We talked to the childminder about continuing to develop children's personal plans and to note the outcomes for them. We also discussed the information that could be included for older children, for example what the boundaries are in place when they play outside by themselves and how children follow them. Although she talked with parents on a daily basis about their children she should formally review personal plans at least six monthly. We will therefore continue the recommendation made at the last inspection. (See recommendation 1).

Children had various opportunities to learn about healthy lifestyles. Children went outdoors every day and could participate in a range of physical activities that promoted their well-being and helped develop their physical skills. For example they went to soft play and local parks.

The childminder was aware of her responsibilities in relation to safeguarding children and had completed on-line training with the Scottish Childminding Association (SCMA).

None of the children had needed medication, but there was an appropriate system in place to record the required information if needed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder continue to improve children's personal plans to show their progress in a meaningful way. This could include:

- the strategies in place to support children in line with the wellbeing indicators
- clear plans to help children achieve
- updates on their likes and dislikes
- updates at least once in every six months or when there is a significant change in children's circumstances, including a formal review of children's progress
- parental involvement and discussion
- child involvement and discussion
- significant events which may give rise to an additional support need, short or long term.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The childminder's home was well maintained and organised for the children. This meant that children were cared for in a homely environment that was welcoming and friendly. The childminder told us how she ensured the areas used by children were safe, clean and hygienic. We therefore saw that the environment was suitable for children to play in.

Since her last inspection the childminder told how she had improved the playroom used by children. She had decorated the room and added a storage unit so that children could access the activities they wanted to do. The childminder told us how she planned activities and outings for children, dependent on who was attending. The childminder used community resources well to provide a range of activities and experiences for children. These included going to the park. One parent said they were 'outings in the holidays' and visits to the childminders caravan.

At the last inspection we asked the childminder to formalise the boundaries children had when accessing the local community by themselves. While permission was in place from parents and the childminder could tell us how she managed this, we asked that this information is included within children's personal plans. Having detailed information about the safety measures in place means that everyone is aware of how children are being kept safe. (See recommendation 1)

The childminder had five dogs. They were kept in a separate room and not in the vicinity of children. The childminder told us that she had replaced safety gates with solid doors and this meant that children could not touch the dogs as they passed the utility room as they had been able to in the past.

There was a system in place to record any accidents, but there had not been any since the last inspection. We had made a recommendation at the last inspection for the childminder to renew her First Aid certificate. She had found it difficult to get a course to attend so we will continue this. See recommendation 3 in quality theme 4.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the safety measures and boundaries in place for children accessing the local community independently should be included in children's personal plans. This should involve children and families confirming that they understand this. Details may include:

- places they can access independently
- places they are not allowed to access
- what to do in an emergency
- examples of emergencies
- expected behaviour when in the local community
- measures in place to reduce risks to children.

This will ensure children are kept safe while also supporting them to be independent and responsible.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17). And 'my environment is secure and safe' (HSCS 5.17).

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was a member of SCMA and had valid public liability insurance in place.

We made recommendations at the last inspection about self evaluation and using best practice guidance to keep up to date with current trends for children's service. The childminder had not introduced systems to evaluate her service and did not have evidence to support how she kept up to date with current practice. We talked with the

childminder again about using documents such 'Building the Ambition' to reflect on the service she provides. We also advised the childminder about the new Health and Social Care Standards which will be used to assess services at inspection. She should become familiar with this document and consider the outcomes for children using this. (See recommendations 1 and 2).

The childminder had not attended training as recommended at her last inspection as she found it difficult to source courses. We talked to her about the importance of continued professional development and keeping a record of how she keeps up to date with current practice. This can be through attending training, completing on-line courses or researching topics. (See recommendation 3).

The childminder and parents told us about the positive relationships they had developed which helped them share information and ensure children's needs were met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. We recommend that the childminder introduce systems to evaluate the quality of her service. This could include:

- regular, formal discussions with parents about what they like about the service and what they would like to improve
- using best practice documents to self reflect on what is good about the service and what could be better
- talking to children about what they like and what they would change about the service
- information on any changes made to the service such as new resources or new outings, including why this change was made.

This will help families feel included and respected. It will also help the childminder to identify areas for improvement by herself, constantly improving children's experiences.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance systems. (HSCS 4.19).

2. We recommend that the childminder read and reflect on her practice in line with best practice documents. This should include:

- Building the Ambition (2016) (<http://www.gov.scot/Resource/0045/00458455.pdf>)
- Health and Social Care Standards (2017) (www.newcarestandards.scot)
- My World Outdoors (2016) (http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf)

This will contribute towards improved outcomes for children.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state 'I have confidence in people because they are trained, competent and skilled,

are able to reflect on their practice and follow their professional and organisational codes'. (HSCS 3.14) and I experience high quality care and support on relevant evidence, guidance and best practice'. (HSCS 4.11)

3. To improve her professional development, the childminder should identify training or research that will help her develop her skills and knowledge to enable the development of her service. This should include First Aid training. She should keep a record of this to show how it has helped improve her service.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCS 3.14).

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

We recommend that the childminder further improve children's personal plans to show their progress in a meaningful way. This could include:

- the strategies in place to support children in line with the wellbeing indicators
- clear plans to help children achieve
- updates on their likes and dislikes
- updates at least once in every six months or when there is a significant change in children's circumstances, including a formal review of children's progress
- parental involvement and discussion
- child involvement and discussion
- significant events which may give rise to an additional support need, short or long term.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support and Development

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

Although there are personal plans in place they could be further developed so will continue this recommendation.

Recommendation 2

We recommend that the childminder improve nappy changing practices in line with recent best practice guidance. This can be found in the document 'Infection Prevention and Control in Childcare Settings' (<http://www.hps.scot.nhs.uk/resourcedocument.aspx?id=5761>).

Particular attention should be given to:

- the use of non-latex gloves
- using a wipeable surface
- the use of disposable aprons
- handwashing for the childminder and the child after nappy changing
- using safe cleaning materials to clean the area.

This will contribute towards children being kept safe and healthy in the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

The childminder had an appropriate system in place for nappy changing.

Recommendation 3

We recommend that the childminder communicate clearly the boundaries and rules in place for children accessing the local community independently, including clear written permissions from parents. This should involve children and families confirming that they understand this. Details may include:

- places they can access independently
- places they are not allowed to access
- what to do in an emergency
- examples of emergencies
- expected behaviour when in the local community
- measures in place to reduce risks to children.

This will ensure children are kept safe while also supporting them to be independent and responsible.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

The childminder could tell us about the boundaries in place for children who played outside by themselves. There was permission in place from parents, but the other details were not included in children's personal plans so we will continue this recommendation.

Recommendation 4

We recommend that the childminder improve the layout of the playroom for children. This will give them further choice and independence over their own play and encourage them to be responsible. Consideration could be given to:

- adding more storage for children to access toys independently
- sorting toys and resources into groups which children can help to tidy away
- displaying books in an easily accessible way to encourage this type of play
- discarding toys which are broken, worn out or dated
- having adequate floor space for children to move and explore the playroom
- adding more natural, open ended resources for children to play with
- including photographs of children and their families on the walls to create a homely feel.

National Care Standards Early Education and Childcare up to the age of 16: Standard 11 - Access to Resources

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

The childminder had improved the playroom for children. A new storage unit had been bought for the room and children could access resources they wanted to use.

Recommendation 5

We recommend that the childminder introduce systems to evaluate the quality of her service. This could include:

- regular, formal discussions with parents about what they like about the service and what they would like to improve
- using best practice documents to self reflect on what is good about the service and what could be better
- talking to children about what they like and what they would change about the service
- information on any changes made to the service such as new resources or new outings, including why this change was made.

This will help families feel included and respected. It will also help the childminder to identify areas for improvement by herself, constantly improving children's experiences.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

The childminder had not managed to meet this recommendation so we will continue it.

Recommendation 6

We recommend that the childminder develop a record of attendance to be completed each day she is minding children. This should show the time children arrive and when they leave to go home. It should be completed as this happens to ensure the information is accurate.

This will contribute towards children's safety in the service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well-Managed Service

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

An attendance record was in place.

Recommendation 7

We recommend that the childminder read and reflect on her practice in line with best practice documents. This should include:

- Building the Ambition (2016) (<http://www.gov.scot/Resource/0045/00458455.pdf>)
- Health and Social Care Standards (2017) (www.newcarestandards.scot)
- My World Outdoors (2016) ([http://www.careinspectorate.com/images/documents/3091/My_world_outdoors - early years good practice 2016.pdf](http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf))

This will contribute towards improved outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16: Standard 14 - Well-Managed Service

This recommendation was made on 30 October 2017.

Action taken on previous recommendation

Although had the best practice guidance, the childminder did not have evidence of how she used it in practice so we will continue this recommendation.

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 Sep 2017	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate Not assessed 3 - Adequate
24 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership 1 - Unsatisfactory 1 - Unsatisfactory Not assessed 1 - Unsatisfactory
19 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good Not assessed 3 - Adequate
26 Jun 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 3 - Adequate
25 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 3 - Adequate Not assessed
29 Aug 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 1 - Unsatisfactory Not assessed
12 Sep 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good Not assessed
18 Feb 2011	Announced (short notice)	Care and support Environment Staffing 4 - Good Not assessed 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
17 Nov 2009	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
24 Nov 2008	Announced (short notice)	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	2 - Weak
		Management and leadership	2 - Weak

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