

Garside, Susan Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 13 August 2018

Service provided by:
Susan Garside

Service provider number:
SP2003901264

Care service number:
CS2003002780

The service

Introduction

The childminder provides her childminding service from her semi-detached property in the village of Birkhill close to Dundee. The minded children use the ground floor of the house. This consists of a living room and a kitchen/dining room. The children have use of the family bathroom on the first floor of the house.

Mrs Garside is registered to provide a care service to a maximum of six children at any one time under the age of 16 years, of whom a maximum of four 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 children of the childminder's family. On the day of the inspection there was one child being minded.

We found that the childminder adheres to the conditions of her registration. The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

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 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. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report following a short notice announced inspection on 13 August 2018 between 10.15am and 12.00pm. We gave feedback to the childminder at the end of the inspection.

As requested by us the childminder issued questionnaires to parents to be returned to us. We received one completed questionnaire before the inspection.

As requested by us the service sent us a completed annual return. The service had not completed their self assessment as had been requested.

We gathered information on the service from a range of sources which included:

- observation of children during activities
- observation of the childminder and her interactions with the children in her care
- all about me information
- observation of the environment
- a full range of policies and procedures kept by the childminder
- discussion with the childminder
- parent questionnaires and parent comments.

Views of people using the service

During the inspection we saw that the minded child a had strong relationship with the childminder. He was confident and happily playing with a good range of toys, puzzles and books.

Parents who responded to our questionnaire told us:

"Susan and my child have a great relationship. She is very good with him.
My child enjoys his time with her."

Self assessment

The childminder had not completed the self assessment of her service as had been requested.

What the service did well

The childminder worked hard at forming warm and trusting relationships with the children and families she worked with. She offered a caring and homely experience for children.

What the service could do better

There were important areas of recording and information gathering were not completed by the childminder. We discussed the areas of recording which must be kept by all registered services.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area. We concluded this after talking with the childminder. We looked at supporting policies created by the childminder.

During the inspection we observed the childminder caring for one young child. The relationship between them was warm and caring. The childminder was reading stories and playing alongside the child. She was encouraging his learning by helping him to count and identify colours. Through daily discussions with parents the childminder knew the routines of the child and followed these and supported his development.

We looked at the individual information held on the minded children. We explained to the childminder that it was important to have all of the relevant information gathered for each of the children. This should be current and contain all of the necessary information to keep the children safe and healthy. It is necessary to have up-to-date contact information for parents and for the child's GP. It is a requirement to review this information with parents every six months **(see requirement 1)**.

Parents provided all meals and snacks and the childminder spoke to the child about eating healthily. There were regular opportunities for active outdoor play which also contributed to the child's wellbeing.

We discussed the need to have an accurate record for the administration of medication **(see recommendation 1)**. The childminder was unable to show us any way that she would record any medication which might have to be given to minded children. We discussed the need for her to know when any previous doses of medication have been given by parents. They should be asked to confirm this information for her in writing.

The childminder had some knowledge about how to keep children safe while in her care. She had not had recent training. She had previous experience in child protection issues and felt confident in dealing with any issues which could arise,

Requirements

Number of requirements: 1

1. In order to ensure children's needs are met, the childminder must implement a tailor-made personal plan for every child attending the service by 15 September 2018.

In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed personal plan, created in partnership with children and parents/ carers, within 28 days of starting in the service.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least once every six months whilst the child is attending the service.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards 1.15, which states that "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."

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 5 (1) and (2)(a)(b) - Personal Plans.

Recommendations

Number of recommendations: 1

1. When a child requires medication, the childminder should administer and record this safely and share all information with parents/carers. The childminder should improve the paperwork she uses in order to reflect best practice and current legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child, any treatment that I experience is safe and effective (HSCS 1.24).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

From our observations we saw that the childminder's house was clean, tidy and well organised. She operated a strict no smoking policy. We saw that the house was safe for children. Toys and books were stored in the living room and these were easily accessed by children who could choose what they wanted. Children were encouraged to take responsibility for tidying away when that had finished playing.

The minded children had the opportunity for active play in the fresh air. The childminder's garden was safe for children. It was fully enclosed and had a good range of toys and activities which were appropriate to the age and stage of the children. The childminder and the children had frequent walks around the village. They had social times when they attended the local mother and toddler group.

The childminder told us that she was aware of the need to use measures to prevent the spread of infection between any minded children and her family. The children used the upstairs bathroom. She told us that she used liquid gel for handwashing. We asked that when the children were in the house they should always use soap and water as this is the most effective way of ensuring hands were clean **(see recommendation 1)**.

The childminder told us that she was aware of the need for children to be safe while in her care. She regularly walked with the children to the park and the village hall. Children told us about how they kept themselves safe while walk near and crossing the road. The childminder had appropriate car seats in her car to help protect children, and parents gave permission for children to be transported.

The childminder told us that she made daily visual checks of her home and garden before children arrived. She had been asked to create risk assessments for her home and for outings that she went on with the children. This recommendation was made at a previous inspection. This recommendation is continued **(see recommendation 2)**.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should improve handwashing measures to ensure children are kept safe.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

2. Children should be in an environment that is safe and secure. The childminder should improve the way she assesses risk so to minimise hazards and reduces risk.

This is to ensure the quality of the environment is consistent with the Health and Social Care Standards, which state that as a child, I am protected from harm by people who have a clear understanding of their responsibilities. (HSCS 3.20)

Grade: 3 – adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area. The childminder was very experienced, having worked with young children for a number of years.

The childminder had limited records for us to see. She had not taken sufficient action to meet recommendations made at a previous inspection.

She had completed her annual return for the Care Inspectorate which gave us information about her service. She had not submitted a self assessment which had been requested.

The childminder promoted openness with the families with whom she worked. She had a complaints' policy which was shared with parents. This contained all of the necessary information. Policies were shared with parents when they began to use the service.

The childminder had an informal way of involving parents and children in evaluating her service. She listened to the children and offered them opportunities to choose and give suggestions about what they wanted to do. She worked hard to build relationships with the families that she worked with. She spent time every day talking with parents and sharing information.

The childminder accessed training through Angus Council. She told us that she used the Scottish Childminder's Association newsletter to keep her up to date with legislation and best practice. We considered that this was an area of her service which she could improve.

We considered that there were a number of areas that the childminder needed to work on to allow us to be fully confident that she was following the most current legislation and best practice guidance. We saw that there were significant gaps in the records that she kept. These records should be regularly reviewed and updated to support the health and wellbeing of the minded children **(see recommendation 1)**.

We referred her to the document 'Records childminding services must keep and guidance on notification and reporting'. If followed this will guide the childminder to improved record keeping.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should review the records, policy and procedures which ensure that children are cared for in a safe and appropriate setting.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, "I use a service and organisation which are well led and managed." (HSCS 4.23).

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

The childminder should wear disposable aprons when dealing with bodily fluids and changing nappies.

National Care Standards for early education and childcare up to the age of 16:
Standard 2: a safe environment.

This recommendation was made on 10 September 2014.

Action taken on previous recommendation

The childminder had all of the appropriate protective equipment necessary to help prevent the spread of infections during nappy changes.

Recommendation 2

The childminder should ensure that she has written risk assessments for all areas of her service, including her home and garden. The risk assessments should be carried out regularly and recorded on doing so.

National Care Standards for early education and childcare up to the age of 16.
Standard 2: a safe environment.

This recommendation was made on 10 September 2014.

Action taken on previous recommendation

The childminder had limited information recorded in risk assessments for her home, garden and outings. To support the health and safety of the minded children we discussed how these could be further developed.

This recommendation is continued.

Recommendation 3

The childminder should identify her development and training needs and access training to support her in improving her knowledge and further enhancing her service.

National Care Standards early education and childcare up to the age of 16.
Standard 13: Improving the service.

This recommendation was made on 10 September 2014.

Action taken on previous recommendation

The childminder had limited opportunities for training since the last inspection. She had not identified any training which was to be completed in the near future.

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	
18 Aug 2014	1	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
8 Sep 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
15 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
16 Jun 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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