

Josephine Turner Childminding Service

Child Minding

Type of inspection: Unannounced
Inspection completed on: 9 August 2018

Service provided by:
Turner, Josephine

Service provider number:
SP2017989088

Care service number:
CS2017356834

The service

Introduction

The care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

Josephine Turner was registered on 25 September 2017 to operate a childminding service. The service is registered to provide care to 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. There are currently three children accessing the service with a mixture of attendance patterns.

The childminder provides her service from her home, located in the East Kilbride area of South Lanarkshire. The terraced property is well situated to access local schools, parks and amenities. The garden provides opportunities for outdoor play.

Included in the aims of the service is to provide a "happy, nurturing, warm and friendly environment."

We checked the service was meeting the principles of Getting it Right for Every Child (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 help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on 9 August 2018 between 13:00 and 15:15. The Inspection was carried out by one Inspector.

During the inspection visit, we spoke to the childminder and the two minded children in her care. We considered the experiences and activities available to children. We looked at some procedures and records that gave some indication of how the childminder managed her service and planned to meet the individual needs of children in her care. We considered how the childminder promoted positive outcomes for children linked to the GIRFEC wellbeing indicators.

Views of people using the service

There were two minded children present at the time of the inspection. We observed the childminder being warm, caring and attentive in her approach. Children were relaxed and comfortable in her care. They were happy to chat with the Inspector and tell her what they enjoyed doing.

We issued two parental questionnaires one of which was returned prior to the inspection. Feedback confirmed the parent were very happy with the service their child received. Comments included:

"I speak to the childminder during collection and drop off regarding daily care for my child."

"The childminder will ask me for any information she requires."

"The childminder provides a safe & secure environment with a great location in East Kilbride."

"Stimulating environment where my child feels secure and learns daily."

"There are lots of toys to play indoors and outdoors."

"There are shops, parks, library and schools within walking distance."

"Childminder speaks to me about the service provided and any improvements for each of my children to provide best service to both."

Self assessment

The childminder did not complete a self-assessment document.

What the service did well

The childminder had developed positive relationships with the children in her care and their families. She provided a variety of activities and resources which were age and stage appropriate.

What the service could do better

As a matter of urgency, the childminder must develop a personal plan for all minded children. She should address the requirements and recommendations made in this report.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

The childminder showed a nurturing and caring approach to the children in her care. She responded warmly to the children as she engaged in play with them. The children were observed to be comfortable and settled in the childminder's home.

The childminder told us she provided a flexible settling procedure to take account of children and families individual needs.

Although the childminder could tell us some details about the children in her care such as their interests, likes and dislikes and emergency contacts she did not have the required personal plan. We discussed in detail the information which should be recorded in the personal plan such as child's name, address, date of birth, medical and dietary requirements and GP contact details and that a plan should be completed within one month of a child starting at her service. The Inspector explained the potential risk this lack of information could pose to the minded children. (See requirement 1)

In discussion with the childminder she stated that she had administered medication to a minded child, the required paperwork was not in place for this. The childminder had a copy of the document Management of Medication in Daycare and Childminding Setting and should use this to develop a recording system which meets best practice to ensure children's health and wellbeing needs are being met. (See requirement 2)

The childminder discussed with the Inspector what action she would take if concerned about a child's wellbeing which demonstrated she had some understanding of her responsibility in safeguarding the children in care. She had developed a child protection policy which was shared with parents. The Inspector suggested that the childminder would benefit from attending child protection training to extend her knowledge. (See recommendation 1)

The childminder promoted positive behaviour and stated she would work with parents if dealing with challenging behaviour. House rules were discussed verbally with the children regularly. We suggested these could be developed into written rules and displayed for the children to view.

Requirements

Number of requirements: 2

1. In order to ensure that children's health and wellbeing needs are being met, the provider must put in place a personal plan for each child by 6 September 2018. This is to ensure care and support is consistent with the Health and Social Care Standards which state 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." (HSCS 1.15) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210) - Regulation 5 (2) (a) (b) Personal Plans.

2. In order to ensure that people get the medication they need, the provider must put in place an effective medicines management system by 6 September 2018. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "if I need help with medication, I am able to have as much control as is possible" (HSCS 2.23), and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210) - Regulation 4 (1) (a) Welfare of users

Recommendations

Number of recommendations: 1

1. The childminder should access child protection training to extend her knowledge and ensure she is following the latest guidelines. 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: 2 - weak

Quality of environment

Findings from the inspection

The children were relaxed and comfortable in the childminder's home. They played happily with a variety of toys and resources.

Although space was limited the childminder made the best possible use of it with children accessing the living room, hallway, kitchen and upstairs toilet. The childminder had an enclosed back garden and also allowed the children to play in her front garden when she was present.

The childminder carried out daily visual risk assessments on her premises and removed any potential risks. Toys and resources were cleaned regularly.

The childminder encouraged the children to practice good hand hygiene. We suggested that the childminder replace the bar of soap currently used with liquid soap to help prevent the spread of infection.

The childminder records in a book any accidents the children have but does not get the parent to sign this. We explained the benefits of ensuring parents sign this as evidence that they have been informed about their child's health and wellbeing.

To encourage the children to be active the childminder took them to local parks and soft play centres.

The younger child attending the service was very excited to tell the Inspector about her live butterfly garden. She explained that she would have to feed and water the caterpillar she had and then it would turn into a beautiful butterfly. Later in the inspection visit the child enjoyed watching a short film about the Very Hungry Caterpillar.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder told us she had developed good relationships with the parents using her service. She verbally shared information about their child's day with them. The childminder should consider developing a more formal system to allow parents and children to evaluate her service. (See recommendation 1)

The childminder has been operating her service for eleven months and in that time has not accessed any training or kept herself updated in relation to childcare development. We discussed the importance of attending training to extend knowledge and skills which in turn would improve the outcomes for children. (See recommendation 2)

We signposted the childminder to the Care Inspectorate website where she could download a variety of best practice documents including My World Outdoors, Our Creative Journey, My Childminding experience, Building the Ambition and Getting it Right for Every Child (GIRFEC). These would help her to develop and improve the quality of the service she provided. (See recommendation 2)

The childminder had developed a complaints procedure which was shared with parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should involve parents and children in the evaluation and improvement of the service. This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve". (HSCS4.8)

2. The childminder should access best practice documents and relevant training to extend her knowledge and skills. This is to ensure that care and support 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)

Grade: 2 - weak

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

This service does not have any prior inspection history or grades.

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