

Karen's Stars Child Minding

Type of inspection: Unannounced
Inspection completed on: 25 July 2018

Service provided by:
Irvine, Karen

Service provider number:
SP2016988063

Care service number:
CS2016347505

The service

Introduction

Karen Irvine, operating as Karen's Stars, is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 children are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. Minded children cannot be cared for by persons other than those named on the certificate. Overnight service will not be provided.

The childminder operates the service from her family home in the Kirkintilloch area of East Dunbartonshire. It is well-situated to local amenities, a nursery and primary schools. Children have the use of a living room, kitchen and bathroom on the ground floor. Children have the use of the enclosed back garden.

At the time of our inspection, there was one minded child, aged one, attending the service.

The childminder has a set of aims that includes the following: 'I aim to provide a welcoming home from home environment where the children in my care feel safe, secure and happy. Your child's time with me will be fun, educational and stimulating as we learn to share and cooperate with others'.

The Care Inspectorate is 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's 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'.

What we did during our inspection

We wrote this report after a short notice announced inspection was carried out by a Care Inspectorate inspector. The inspection took place on Wednesday 25 July 2018. As requested by us, Mrs Irvine completed and submitted a self assessment and annual return to us.

During the inspection, we spoke to:

- the childminder
- one minded child.

Throughout the inspection, we gathered evidence from many sources including the relevant sections of policies, procedures, records and other documents including:

- accident and incident recording,
- aims and objectives,

- behaviour management policy,
- certificate of registration,
- certificate of insurance,
- child protection policy,
- children's records,
- complaints policy,
- medication recording policy and system.

We also observed the childminder caring for the minded child.

Views of people using the service

Prior to the inspection taking place we gave the childminder three care standards questionnaires to distribute to parents. We received two completed questionnaires prior to the inspection. Parents provided positive feedback. Comments included:

"Annually Karen provides us with a questionnaire in which we offer our feedback. Toys and equipment are appropriate for our daughters age group. There is a secure playpark and playing field which they visit on a regular basis. On other occasions Karen has taken our daughter to the local museums".

"I am happy with the toddler group and drop in sessions they attend".

Self assessment

We received a completed self assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information she had given us for each of the headings that we grade her service under.

What the service did well

The childminder had satisfactorily addressed the recommendations recorded at the previous inspection; she had obtained a satisfactory certificate of inspection from the Food Hygiene Information Scheme (FHIS), read and amended relevant service policies relating to infection prevention and control guidance and attended child protection training and food hygiene training.

Children's personal plans were in place and were shared with parents. The childminder had updated her knowledge by reading current good practice guidance on GIRFEC.

The childminder demonstrated a good knowledge of the children she cared for. She showed us children's information and talked about individual children's interests and preferences. She told us she shared information with parents on a daily basis. The childminder reflected on good relationships with the families she provided care for.

What the service could do better

The childminder should continue to develop her service as planned. She should address the recommendation recorded in this report in relation to reviewing children's personal plans with parents every six months and accessing the Care Inspectorate 'Hub' and good practice guidance and documentation.

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	4 - Good

Quality of care and support

Findings from the inspection

The childminder gave opportunities for children and parents to be involved in the development of the service using consultation questionnaires. She provided a welcome pack that included service policies and information about her service and consulted with children to establish what activities and outings they wanted to be involved in. She observed children and noted their preferences and interests. This enabled her to offer resources and activities they enjoyed.

We sampled questionnaires recently returned to the childminder. Comments included, "She is great - always doing something with the kids - taking them out/games/baking - never just sitting watching tv." and "She helps me cook".

She worked in partnership with parents, sharing and exchanging information about children. This information was used to inform personal plans for children. These plans had been further developed since the last inspection to include children's progress reports. We sampled them and found that relevant information was recorded. Children's development and progress was noted and next steps for learning identified. We asked the childminder to continue to shape the progress reports to fully reflect the wellbeing indicators from GIRFEC, Scottish Government guidance, Getting it Right for Every Child. We also asked her to formally share information recorded about children every six months with parents. (See recommendation 1).

The childminder had built good relationships with children and families by being open, approachable and supportive. She chatted informally each day to parents and shared information about their child's day with them. She used whatsapp, messenger and her private Facebook business page to share information and photographs of children with parents.

The childminder was becoming more familiar with good practice guidance, using Scottish Childminding Association's website (SCMA) to source information.

The childminder promoted children's health and wellbeing. She was familiar with nutritional guidelines to plan menus for children and used these to plan nutritious snacks. Children were encouraged to be physically active. The childminder accessed local walks each day and local parks. She walked children to nursery and school.

A policy on behaviour management was implemented in the service in partnership with parents. The childminder promoted appropriate behaviour and safety when outdoors with children.

We discussed child protection procedures. A child protection policy was in place. The childminder was able to explain to us what she would do if she had a child protection concern. The childminder knew who she would contact to discuss these concerns. She had recently completed child protection training. This was in response to a recommendation recorded at the last inspection.

We found that the childminder had satisfactory systems in place to administer, store and record any medication children had been given. These were in accordance with Care Inspectorate guidance, Management of Medication in daycare of children and childminding services.

We observed the childminder caring for the minded child present during the inspection. The childminder provided very responsive care and was gentle and thoughtful in her interactions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should formally share children's personal plan information with parents every six months and maintain a record of same.

Health and Social Care Standards, 1.15 - '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'.

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home was a warm and homely environment. The accommodation was safely arranged, hygienic, smoke free, clean and tidy. The house provided an adequate amount of space for children to play and learn. Children had access to play in the lounge and dining kitchen. The rear garden was used for outdoor play and there were safe arrangements in place for the family dog. A pet policy was in place and was shared with parents.

Children enjoyed daily outdoor play in the garden and local parks and walked to nursery and school to ensure that they had fresh air and exercise. The childminder also offered younger children regular opportunities to visit the local childminder's drop in group where they enjoyed play with other children. She also occasionally planned trips and outings further afield. We saw that a variety of resources was easily accessible for children to play with independently and in small groups.

The childminder had a copy of the current best practice guidance Infection Prevention and Control in Childcare Settings. She had obtained and read this in response to a recommendation recorded at the last inspection. She had also obtained a satisfactory Food Hygiene Information Scheme (FHIS) Certificate of Inspection and completed on line training in Food Hygiene in response to previous recommendations. We were satisfied that this training had helped her to develop her service accordingly.

The childminder had considered potential risks within her environment and had developed risk assessments relating to premises and trips and outings. There was a recording system in place to record and inform parents if any accidents or incidents occurred. We sampled this and found that basic information only was recorded. We discussed this with the childminder who told us that in future she planned to use the more detailed SCMA records in children's care plans. We asked her to ensure that this was completed and recorded this as a recommendation. (See recommendation 1).

Appropriate insurance was in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that all necessary information is recorded in children's accident/incident records.

Health and Social Care Standards, 3.14 - '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'.

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder managed the development of her service well and was committed to continued professional development. She had satisfactorily addressed the three recommendations recorded in the previous inspection report and had further developed her service in line with this. (See Quality of Environment).

She kept up-to-date with current legislation and best practice by visiting the Scottish Childminding Association (SCMA) website and reading SCMA and Care Inspectorate magazines. We advised the childminder to access the Care Inspectorate website including the 'Hub', a resource library of information and good practice documents. We also advised her to record her personal development reading and its impact on practice. (See recommendation 1).

The childminder told us that she enjoyed attending the local childminder's drop in and networking with colleagues. This enabled her to share information and expertise with other registered childminders.

The childminder had relevant policies in place and was creating new policies as she developed her service. She shared all of this information with parents. She had recently used questionnaires to obtain evaluations from parents and had obtained positive responses. She had an effective complaints policy in place, although no complaints had been received. Parents were given a copy of the policy before starting the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should record her personal development reading and its impact on practice to help her develop her service.

Health and Social Care Standards, 4.11 - I experience high quality care and support based on relevant evidence, guidance and best practice.

Grade: 4 - 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

Recommendation 1

The childminder should register with the local authority in order for her to be able to provide food and drinks as part of her childminding service.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 21 August 2017.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 2

The childminder should read the Health Protection Scotland document Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) and use this guidance when operating her childminding service.

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

This recommendation was made on 21 August 2017.

Action taken on previous recommendation

This recommendation had been addressed.

Recommendation 3

The childminder should consider accessing training in child protection, food hygiene and infection prevention and control to help her in her childminding role.

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

This recommendation was made on 21 August 2017.

Action taken on previous recommendation

This recommendation had been addressed.

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	
13 Jul 2017	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	4 - Good

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