

Miller, Catherine Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 10 August 2018

Service provided by:
Miller, Catherine

Service provider number:
SP2003905841

Care service number:
CS2003011761

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>

This service registered with the Care Inspectorate on 1 April 2004.

What we did during our inspection

We wrote this report following a short announced inspection which started at 10am and finished at 2.15pm after feedback. We spoke with the childminder and two minded children present. We used the Health and Social Care Standards, My Support, My Life to determine the standard of provision.

We saw where children played both indoors and outside. We observed the play and interaction between the childminder and children. We looked at the toys and activities available. A sample of records and documents were reviewed.

Views of people using the service

We sent three questionnaires to the childminder to issue to parents on our behalf. At time of writing this report, one had been returned. We were given contact details for one parent but were unable to contact her for comments.

The parent told us:

"Cathy is friendly and approachable and my children enjoy the time they spend with her. I have no worries regarding the service she provides".

Additional comments are within the relevant section of this report.

Children were happy, busy at play and clearly familiar with the routine of the day.

Self assessment

The childminder had provided us with a comprehensive assessment of both the strengths of her service as well as identified areas which would be improved.

What the service did well

The childminder was well organised and prepared for children's arrival. She offered good quality care and support within a safe environment. We found her to be kind, caring and conscientious and had made good, positive relationships with the families who used her service. The childminder was well organised and prepared for children's arrival. She offered good quality care and support within a safe environment. We found her to be kind, caring and conscientious and had made good, positive relationships with the families who used her service.

What the service could do better

We spoke with the childminder about continuing to use current best practice within her service. We asked the childminder to become more familiar with the Health and Social Care Standards, My Support, My Life.

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

We found the childminder was performing to a good standard when we considered the areas of this statement. We looked at evidence to show how the childminder supported and cared for children.

During this inspection we considered how well children and their families were included as active participants, were listened to and offered choices. We also considered whether the children received appropriate support and play activities for their age and stage of development.

We found that the service was good in these areas. (Health and Social Care Standards 1.15, 1.19, 1.31, 2.17, 2.27, and 4.15).

Two young children were present during the inspection. They played together happily, well supported by the childminder who used a calm and sensitive approach to extend their play.

The childminder had established good communications with the families using her service. This meant that she had gathered good quality information about how their care was to be applied.

Comments from parents told us:

"Cathy is friendly and approachable and my children enjoy the time they spend with her. I have no worries or concerns regarding the service she provides".

The personal plans we looked at contained useful guidance which the childminder used to support children and improve their learning and development. Although the plans showed that parents could choose between cots or prams for sleep, we spoke with the childminder about further clarifying information about sleep with parents. She should include the newly updated cot death trust leaflet and clearly record their decision with this in mind.

www.scottishcotdeathtrust.org/skyblucms/resources/early-years-safe-sleep

Feedback from parents confirmed their satisfaction with the childminder's care. When asked about how the childminder gathered their views, they told us:

"Discussion every morning at drop off and evening pick up. Cathy always asks if she should be aware of anything and used the info to better care for children". There were comments which confirmed that personal care arrangements were followed by the childminder.

We saw that the childminder followed correct good practice during nappy changing, using aprons and cleaning the mat after use. She kept the child entertained while changing, making it a positive experience for her.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

During this inspection we considered how well children and their families were included as active participants, were listened to and offered choices. We also considered whether children experienced a high level of positive stimulation and how well children were encouraged to be curious and explore the world around them. We found that the service was good in these areas. (Health and Social Care Standards 1.23, 1.25, 1.30, 1.31, 1.32, 2.17, 3.19 and 5.21).

Children were enjoying snack when we arrived. They were in appropriate seating at the table which meant their experience was positive, allowing the childminder to support them and chat during their time at the table. The areas used by children were clean and tidy and well organised for children's arrival. We looked at the childminder's risk assessment and found that she had correctly identified potential risks and reduced them where possible.

Parents, through our questionnaires, told us:

"Wide variety of activities and outings. Children enjoy time spent with Cathy. Cathy sticks to child routines as much as possible and checks with me if unable to do so".

The parents told us that there was a good range of toys/equipment suitable for use. Fenced in garden and gate to keep out of kitchen". We saw from the parents responses that they were familiar with the places the childminder took their children to, such as soft play, library, parks and beaches. This means that children had good connections with the local community and were engaged in energetic play in fresh air.

We saw how the childminder responded positively to one child's request for outdoor play. We saw that children were listened to and their wishes followed by the childminder. The older child was given a choice of activity during a quiet time. The play dough ingredients provided the child with an enjoyable and interesting experience, allowing her to measure and mix using support from the childminder to enhance the result. Both children present had good opportunities to choose from a selection of toys.

The garden offered children space for energetic play and the childminder was on hand to extend play ideas with balls, ribbons and fixed equipment. We observed the play experience for children and spoke with the childminder about reducing the plastic toys, following current good practice. The childminder told us about her practice using heuristic and natural play, such as is suggested in the 'Loose Parts-A toolkit' document recommended by the Care Inspectorate.

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

During this inspection we considered how well the childminder managed her service, updated her training and made on-going improvements. We found that the service was good in these areas. (Health and Social Care Standards 1.23, 2.17,3.20, 4.5,4.6, 4.8, 4.11,4.19,4.27).

Following discussion of her practice with the childminder, we saw that she has used her membership with the Scottish Childminding Association (SCMA) to keep up to date with legislation, childcare matters and training. She used her experience to maintain and update written policies and procedures which she shared with new and existing users of her service.

We saw that she had added GDPR (General Data Protection Regulation) information to her record keeping to keep parents informed of privacy of records. Parents were informed of any changes to the service as we saw that the certificate of registration and public liability insurance were displayed which gave assurance to users of the service.

We found the self assessment was well completed. This meant that the strengths and areas for improvement were identified. The childminder told us she had involved parents in determining the quality of provision through regular on-going feedback.

Comments from parents when asked about raising concerns included:
"I would speak to Cathy directly....she is friendly and approachable". They 'Strongly agreed that overall, they were happy with the quality of care my child receives at this service'.

We spoke to the childminder about the recently introduced Health and Social Care Standards. Although she was aware of them and how they support her service, we asked that she considers adding some information about them to her parents pack to further improve the participation arrangements. We also asked her to include some details of how she makes use of children's personal plans to encourage parents involvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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 continue to develop written personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and in consultation with the parents must be reviewed at least once every six months.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and well-being.

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

We sampled two plans and found that there was a good range of information recorded.

Recommendation 2

The childminder should ensure that she records administration of medication to minded children in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

Following discussion with the childminder, we found that the appropriate records management for medication was in place.

Recommendation 3

The childminder should review her infection control practice to include the use of PPE (aprons) and cleaning equipment. This should reflect the current best practice guidance, 'Infection Prevention and Control in Childcare Settings' (Day Care and Childminding Settings).

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

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

We observed the childminder to be using PPE equipment and improved cleaning arrangements.

Recommendation 4

The childminder should compile written risk assessments for her home and garden environment. These should include a risk assessment for the step ladder, the outdoor climbing frames and the family pets, including written permission for minded children's contact with the family pets.

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

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

We looked over the written risk assessments and found them to accurately reflect the safety matters within and outside the home.

Recommendation 5

The childminder should use the learning gained through training and professional learning to keep her practice up-to-date with current legislation and best practice.

National Care Standards for early education and childcare up to the age of 16 - Standard 6: Support and development.

This recommendation was made on 18 December 2017.

Action taken on previous recommendation

We discussed how the childminder had used best practice to improve her work with children and families. The childminder shared examples of how she followed best practice. We spoke with her about newly released guidance.

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	
10 Nov 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 3 - Adequate
12 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
25 Mar 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Mar 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed

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