

Simpson, Lynne Child Minding

Type of inspection: Unannounced
Inspection completed on: 27 July 2018

Service provided by:
Simpson, Lynne

Service provider number:
SP2003906411

Care service number:
CS2003012692

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

This service was previously registered with the Care Commission and transferred its Registration to the Care Inspectorate on 1 April 2011.

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). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Lynne Simpson provides her childminding service from her home in the Harthill area of North Lanarkshire. Children have access to the playroom, hallway, kitchen, bathroom and enclosed front garden. The service is currently registered with the following conditions:

To provide a care service to a maximum of seven children under 16 years, of whom a maximum of six will be under 12 years, 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.

Between 26 January 2018 and 30 June 2018, on a Friday between the times of 11.45 and 12.15 to provide a care service to a maximum of seven children under 16 years, of whom a maximum of six will be under 12 years, of whom no more than four 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.

Any other conditions unique to the service:

2. Minded children cannot be cared for by the persons other than those named on the certificate.

During our inspection one school aged and three pre-school aged children were present in the service.

What we did during our inspection

We compiled this report following an unannounced inspection which took place on the afternoon of Wednesday 25 July 2018. We gave feedback to the childminder after the inspection.

During this inspection we spoke with the childminder and the children attending the service and a parent collecting children from the service. We observed the care provided by the childminder while the children were playing during their afternoon's activities which included a snack. We reviewed a number of documents which included; children's personal plans, the childminder's training documents, health and safety documents and service policies and procedures.

Views of people using the service

The four children attending the service appeared to be happy and enjoying their time at the service. The children had positive relationships with the childminder and each other. The children told us about a variety of activities they enjoyed inside and outside. The children had been at a toddler group in the morning and had spent time playing and being active outside after lunch. The children chose to spend some time inside after their afternoon snack as it was a very hot day.

One family returned a questionnaire before the inspection took place and we spoke with another during the inspection. The families told us that they were very happy with the childminder and the care provided.

Self assessment

The childminder had not submitted a self assessment since 2016. We spoke about the importance of this. The childminder submitted a self assessment shortly after the inspection before we wrote this report. The self assessment could be further developed to show how the childminder plans to improve or develop the service in line with current best practice guidance. Consideration could also be given to GIRFEC and the SHANARRI Wellbeing indicators, 'Building the Ambition', 'My Childminding Experience' and 'Your Childminding Journey' when developing this.

What the service did well

The children had regular access to outdoor play and physical play opportunities which will help them to be active and healthy.

The children had positive relationships with the childminder and each other and had regular opportunities to build relationships with their peers at activities in the community.

The childminder gathered feedback from the children and families to help her to evaluate her service and support her to meet children's needs effectively.

What the service could do better

The childminder could develop her knowledge of current best practice to support her to provide high quality care and continue to improve the service.

The childminder could further develop the children's care plans to show how the children are progressing at the service in partnership with their families.

The childminder could develop a healthy eating policy to support her to help children develop a taste for nutritious foods and stay healthy.

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	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder shared the children's personal plans with us. We could see that information was gathered to help the childminder to meet the children's needs. The children shared information about their likes and dislikes when they started at the service to help the childminder settle them into the service. The childminder asked permission for a variety of activities and recently updated this to include information about the new recent changes to data protection. The childminder had developed a record of children's achievements which were linked to the SHANARRI wellbeing indicators. We spoke about how to share children's progress in the service with the children and their families. See recommendation 1.

The childminder had reviewed her medication policy since her last inspection. We shared the latest medication guidance and discussed how the childminder could add to the information recorded to ensure children's safety, for example, when a child has a long-term medical issue like asthma, putting a protocol in place to detail what steps to take and when to seek further medical assistance. See recommendation 1 under quality theme 4.

We saw that the children chose the activities they enjoyed from a variety of resources available in the service. The children told us about what they enjoyed in the service and we saw that they had regular opportunities to be outside and be active which will help them to stay healthy. For example the childminder had rain suits and wellies to ensure that children could still access the outdoors when it was raining. We shared recent best practice documents with the childminder to support her to develop the opportunities available in the service for example 'Building the Ambition', Inspiring Scotland's 'Loose Parts Play' and the 'Our Creative Journey'.

The children appeared to be relaxed and comfortable in the service, looking to the childminder for comfort and reassurance. The childminder was kind in her interactions with the children, using praise to encourage the children to try new things. We saw that the childminder had strategies to support the children to learn new skills like sharing popular resources, using timers. We spoke about how behaviour was managed in the service and discussed developing 'positive rules' to support the childminder to promote positive behaviour and help the children to manage their own behaviour. The childminder could further develop the behaviour management policy to share how this will be changed in the service in consultation with families. See recommendation 1 under quality theme 4.

The children were offered fruit as part of their snack and most enjoyed this, however, the children also had a small quantity of sweets as part of their snack. This is not in line with current best practice guidance.

See recommendation 1 under quality theme 4. We also spoke about the packed lunches provided by families. The childminder could share information with families about current best practice and support them to give children healthier lunches.

The childminder had develop an equal opportunities policy and we saw how she supported children in line with this, for example, not gender stereotyping resources.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the childminder develop children's plans to reflect ways in which individual needs are identified and addressed in consultation with families. These must be reviewed whenever there is a significant change and at least every six months in line with legislative requirements to ensure children's safety.

This is to ensure responsive care and support is consistent with the Health and Social Care Standards which state that "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 children had access to a playroom, hall, kitchen-diner, bathroom and enclosed outdoor area. The childminders home was clean and tidy.

The children enjoyed playing with construction, home corner, I.T. and small world play during the inspection. We spoke about ways to arrange the toys to ensure that children could freely access all of the resources. For example, ensuring that the book box didn't have other boxes stacked on top of it. The childminder said she knew that she should be reducing the amount of plastic toys in line with current best practice guidance. The childminder told us she found this difficult as the children were enjoying playing with most of the toys. We shared documents like 'Building the Ambition' and 'Loose Parts Play' to support the childminder with this.

The children had access to a good variety of activities in and outdoors, we spoke about how this could be developed to ensure that children had more access to natural materials and creative opportunities indoors. We shared documents like 'Our Creative Journey' to support the childminder with this.

The children had spent time walking, at a toddler group and playing in the garden on the day of the inspection. The children told us about the variety of places they accessed in the community, like the woods, parks and library. This will help them to feel involved in their local community.

The childminder had developed the service risk assessments since her last inspection to show how she manages risks in and outdoors. We spoke about how these could be further developed to show, for example, tasks she undertakes before trips like discussing road safety and checking her first aid kit to help ensure children's safety.

The childminder had developed a register of attendance to show when children were present in the service, with actual arrival and departure times and information about times when they were late or didn't attend. This will help to ensure children's safety in the event of an emergency and show that she is complying with her conditions of registration.

The children currently attending the service did not sleep while with the childminder. The childminder told us she had seen The Cot Death Trust Safe Sleep guidance and had a travel cot and mattress available for children if they needed a sleep.

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

The childminder was a member of SCMA and used the regular newsletters to keep up to date with current best practice information. The childminder had taken action to address the requirement and recommendations made at the previous inspection and we saw how this had impacted positively on the service. We shared some documents during the inspection which would support the childminder to develop the service and explained that these are all available on the Care Inspectorate's website 'Hub'. We spoke about how the childminder should review current best practice documents and develop the service practice and policies in line with these during the inspection. See recommendation 1.

One of the children had an accident in the service which required medical attention. The childminder was not aware that this should have been notified to the Care Inspectorate. We shared the notification guidance to help the childminder understand her legal responsibilities in terms of notification. See recommendation one.

A recommendation was made at a previous inspection that the childminder should complete her self assessment when requested. This was completed shortly after the inspection before this report was written.

The childminder asked the children and families for feedback regularly to help her assess the quality of her service. These showed that the children and families were happy with the service. We spoke about how the childminder could evaluate the service against best practice documents which we shared at the inspection to support her to continue to improve the service. We shared:

- Building the Ambition
- My World Outdoors
- Ready to Read
- Our Creative Journey
- The Health and Social Care Standards
- Notification guidance for childminders
- Setting the Table
- Infection prevention and Control
- Loose Parts Play
- Animal magic
- Children's services medication guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the childminder access information or training to develop her knowledge and skills in current best practice guidance and continue to improve the quality of her service. Consideration should be given to making notifications to the Care Inspectorate, medication, behaviour management, food and nutrition policies.

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

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The childminder must review and put in place meaningful and relevant risk assessments for both indoors and outdoors.

These assessments should also include the arrangements in place for trips, outings and dropping off and collecting children from nursery and school. The childminder must ensure proper provision for the management of the dogs during childminding hours is in place.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - 210 Section 4 (1)(a) Welfare of users.

Timescale: to be completed by 10 March 2018.

This requirement was made on 7 March 2018.

Action taken on previous requirement

The childminder had reviewed the risk assessments for the service to show how she managed risks in and outdoors. We saw that the dogs were managed effectively during the inspection and that the childminder had installed a high fence in the back garden to ensure that the children and dogs were kept separately while playing outside. The children and dogs were supervised when in the same areas.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The childminder needs to keep a personal plan for each child which shows how the children's health, welfare and safety needs are being met.

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

This recommendation was made on 7 March 2018.

Action taken on previous recommendation

The childminder had developed care plans for each child which shared the children's achievements linked to the SHANARRI wellbeing indicators. We spoke about how these could be further developed to show how children were progressing at the service and to show children and parents comments about their progress. See recommendation 1 under quality theme 1 - care and support.

Recommendation 2

The provider should complete and submit an annual self assessment as requested by us.

National Care Standards early education and childcare up to the age of 16 - Standard 14: A well-managed service.

This recommendation was made on 7 March 2018.

Action taken on previous recommendation

We discussed the importance of completing self assessments and shared documents which would support the childminder to do this at the inspection. The childminder submitted her self assessment before this report was written.

This recommendation is: met.

Recommendation 3

The provider should review and update policies and procedures in line with good practice. In the first instance, child protection, risk assessments, management of dogs, medication, complaints and healthy eating.

National Care Standards early education and childcare up to the age of 16 - Standard 14: A well-managed service.

This recommendation was made on 7 March 2018.

Action taken on previous recommendation

The childminder had reviewed her policies and procedures since her last inspection visit. We shared current best practice guidance for healthy eating and the administration of medication in the service and asked that these be further reviewed to include information about the childminder not being registered as a food business and putting protocols in place where children have long-term medical issues for example asthma. See recommendation 2 under quality theme 4 - management and leadership.

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
31 Jan 2018	Unannounced	Care and support
		Environment
		Staffing
		Management and leadership
		3 - Adequate
		2 - Weak
		Not assessed
		3 - Adequate

Date	Type	Gradings	
4 Mar 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
4 Jun 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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