

Happy Feet Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 24 July 2018

Service provided by:
Kane, Hayley

Service provider number:
SP2011983082

Care service number:
CS2011304470

The service

Introduction

The service was registered with the Care Inspectorate on 9 May 2012.

Happy Feet is operated by Hayley Kane who is referred to as the childminder in this report and is registered to provide a care service to a maximum of 6 children at any one time under the age of 12, of whom no more than 3 are not yet attending primary school and no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. Overnight care will not be provided. Minded children cannot be cared for by persons other than those named on the certificate.

The service is provided from the childminder's home within a residential estate in Kirkcaldy and centrally located for local community amenities. The areas of the accommodation used for childminding include the open plan lounge, kitchen/diner, conservatory, bathroom and rear garden.

There were two minded children present during the inspection, aged four and three years old.

The service aims to "provide a safe, stimulating, loving and caring environment for the children, in partnership with parents. I will help children to thrive in all areas of their development".

What we did during our inspection

We compiled this report following a short notice announced inspection, which took place between 1315 and 1555 on 24 July 2018. The inspection was carried out by an early years inspector.

During this inspection we gathered evidence from various sources:

We spoke to:

- the childminder
- the children present.

We looked at:

- observations of the childminder and her interaction with the child
- observations of the children at play
- chats with the children
- a sample of children's records of learning
- a sample of other documentation relevant to this inspection
- Certificate of Registration
- examination of equipment, resources and the environment.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

The children present were relaxed and seen to be very comfortable in the home. They had developed good relationships with each other and played well together. They enjoyed positive and warm interactions with the childminder and were confident in her presence. A sample of comments from children can be seen below:

"We eat healthy foods."

"Go to Ravenscraig Park on the slides."

"Go to the woods."

"I was listening to Hayley and I was super good. I was like the best baby in the whole wide world."

We issued three Care Standards Questionnaires to the childminder to hand out to the parents of the children who used her service. One completed questionnaire was returned to us. The response from this demonstrated that they 'strongly agreed' they were happy with the quality of care their child received. Additional comments demonstrated they were very happy with the level of care provided. These can be seen below:

"My child is always bringing home arts and crafts and also sometimes steals the odd toy or fancy dress outfit to bring home. Always lots of fun at Hayley's. My child also goes to numerous classes during time with Hayley. Either messy play, soft play, park days out or toddler groups. Also trips to library, museums etc. I have never had to complain, Hayley provides an excellent service and my child loves being in her care."

Self assessment

We requested a self-assessment from the childminder on 4 March 2018 but did not receive one. The childminder should ensure that she completes this to support her in providing evidence of areas of strength. This would also support her to quality assure her service and identify areas for improvement.

What the service did well

The childminder had met most of the recommendations made at her previous inspection. She continued to offer children positive experiences within the home and out in the local community which enhanced their learning, enjoyment and physical wellbeing. Children were happy, relaxed and making positive progress in her care.

What the service could do better

We made four recommendations for improved practice within this report. These focused on:

- recording of accidents and incidents and reporting of relevant incidents
- development of full risk assessments
- completion of Annual Returns
- six monthly review of personal plan information.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The childminder confidently demonstrated knowledge of each child as an individual and was able to discuss their stage of development and how she was supporting them in making progress and achieving.

Responsive and attentive care and attention by the childminder ensured children's requests were promptly responded to and their interests extended. The childminder's gentle manner helped build positive and trusting relationships, contributing to children feeling nurtured and secure.

Positive behaviour was promoted through gentle reminders, encouragement of manners and acknowledgement of feelings. This enhanced children's emotional wellbeing.

Children benefitted from opportunity to be around the family dog, which was a source of enjoyment to them. They were gently reminded of how to behave around the dog to help them stay safe and involved in its care, such as going for walks. This contact with a pet taught children responsibility, calmness and promoted physical exercise.

Healthy snacks and daily outdoor play along with outings in the local and wider community contributed to children being active and healthy. The childminder ensured children had lots of opportunity to engage with nature using resources such as 'nature detectives' and drawing on training in outdoor play, increasing children's sense of wellbeing.

The childminder should now develop individual personal plans which capture children's progress, achievements and next steps. These could be based around the SHANARRI indicators and should be kept under review. This would support the childminder to assess children's progress and interests and plan appropriate experiences for their continued success and enjoyment.

Hand washing should be actively promoted as children were seen to sit down and have snack without having done so, this is to promote their continued positive health.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

Children's learning and enjoyment was further enhanced through regular access to local community resources. This included the weekly gardening club at the local community centre. These experiences allowed children to develop new skills and build connections with each other, their peers and the wider world.

The home was warm, clean and inviting. Children made use of all areas of the home, moving easily around the living room, conservatory and garden which demonstrated their level of comfort and security in the home.

The variety of toys available gave children choice as they explored freely to meet their interests. Toys and books were easily accessible, supporting their independence. The childminder should now consider extending resources by introducing some 'loose parts' play materials to support children's creativity.

Accident and incident reporting was discussed and the childminder now feels more confident in regard to recording and reporting of these. This was a recommendation made at the last inspection and has been made again as the childminder confirmed she had not contacted us over a notifiable incident. The childminder should make reference to the document 'Records childminding services must keep and guidance on notification reporting' publication code OPS-1211-104 page 4. See recommendation one.

Although visual checks were made of the home prior to children's arrival, the childminder had not yet completed full written risk assessments. This was a recommendation made at the last inspection and has been made again. See recommendation two.

We reminded the childminder to complete an evacuation plan to ensure continued safety and wellbeing of children in the event of an emergency resulting in evacuation from the home. This should also identify a nearby place of safety and be shared with parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should ensure that she is recording all accidents and incidents that happen within the service, no matter how minor they appear. She should also ensure that she notifies the Care Inspectorate of any relevant incidents and makes reference to the document 'records childminding services must keep and guidance on notification reporting' to support her. This is to ensure care and support is consistent with the Health and Social Care Standards which state "Any treatment or intervention that I experience is safe and effective." (HSCS 1.24)

2. The childminder should develop full written risk assessments for her home, garden and outings to clearly identify risks and required action to minimise harm. These should be reviewed on an annual basis or sooner if there are any changes. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "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: 5 – very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Parents were fully informed as the childminder provided a regular newsletter and a folder of information which included a copy of her most recent inspection report. This supported induction as it allowed parents to assess her service.

The childminder was aware of current responsibilities regarding data protection and had registered with the Information Commissioners Office. This provided parents with further assurance in regard to confidentiality of children's information.

Children were enjoying positive experiences which were fun and enhanced their development, as the childminder stayed abreast of current practices with children through accessing a variety of training opportunities with different agencies and reading updates from the SCMA (Scottish Childminding Association). The childminder should now familiarise herself with the new care standards and the range of best practice documents available on the HUB section of our website to further enhance her learning and development.

The childminder had not submitted an Annual Return as requested. We therefore reminded her of the importance of providing up to date information to us. A recommendation was made. See recommendation one.

Regular review of children's personal plan information was not being undertaken in line with current legislation. We reminded the childminder that these need to be increased to once every six months, or sooner if there are any changes in a child's care or welfare. See recommendation two.

To support continued assessment of the service the childminder should refer to other childminders' reports, improve methods of gathering parents' and children's views and use her self assessment to ourselves to help her measure progress and make further improvements to her service.

We reminded the childminder to add times of children's daily attendance to her register to make this clearer and more robust.

The childminder is planning to move house in the future, therefore we reminded her to complete a variation as soon as possible to ensure continuity in provision of her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should ensure she completes and submits an Annual Return to us when requested to comply with the conditions of her registration. 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 that are well led and managed." (HSCS 4.23).
2. The childminder should ensure that information held on children is reviewed at least once every six months by parents or sooner if there is a change to the child's care or welfare. 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 because people have the necessary information and resources." (HSCS 4.27).

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 review the service medication policy to ensure that it reflects best practice. This is in accordance with:
The National Care Standards: Early education and childcare up to the age of 16. Standard 3; Health and Wellbeing.

This recommendation was made on 6 June 2018.

Action taken on previous recommendation

The medication form and policy had been updated and were appropriately completed by parents. This recommendation is therefore met.

Recommendation 2

The childminder should ensure that she is recording all accidents and incidents that happen within the service no matter how minor they appear.

This is in accordance with:

The National Care Standards: Early education and childcare up to the age of 16: Standard 3; Health and Wellbeing.

This recommendation was made on 6 June 2014.

Action taken on previous recommendation

We found there had been no accidents recorded since 2007 and one incident we were not informed about. We discussed with the childminder the kind of accidents and incidents that should be recorded and those that require notification to ourselves. This recommendation has therefore been made again.

Recommendation 3

The childminder should ensure that there are comprehensive risk assessments in place for the service and that risk assessments are regularly reviewed.

This is in accordance with:

The National Care Standards: Early education and childcare up to the age of 16: Standard 14 - Well managed service.

This recommendation was made on 6 June 2014.

Action taken on previous recommendation

The childminder was completing regular visual risk assessments, however, she had not yet completed full risk assessments for all areas of her service. We discussed these in detail and provided examples to support the childminder in completing these. This recommendation was made again.

Recommendation 4

The childminder should review her infection control policy to ensure that it has a comprehensive nappy changing procedure which includes the use of personal protective equipment and that it addresses her expectations in relation to hand washing within the service.

This is in accordance with:

The National Care Standards: Early education and childcare up to the age of 16: Standard 14 Well managed service.

This recommendation was made on 6 June 2014.

Action taken on previous recommendation

The childminder had updated her policy and we discussed nappy changing and confirmed hygienic practice. This recommendation is met with advice to further promote handwashing prior to eating.

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	
6 Jun 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
15 May 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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