

# Connor, Allison Child Minding

Type of inspection: Unannounced  
Inspection completed on: 20 August 2018

**Service provided by:**  
Connor, Allison

**Service provider number:**  
SP2017988756

**Care service number:**  
CS2017353712

## The service

### Introduction

This service registered with the Care Inspectorate on 25 July 2017.

Allison Connor provides a childminding service from her family home in the village of Dailly, South Ayrshire. She is registered to care for a maximum of 6 children under the age of 16 years, of whom no more than 3 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.

At the time of this inspection one minded child was present.

A full statement of the childminder's aims and objectives are available.

### What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 20 August 2018 between the hours of 10.40am-1.20pm. We provided the childminder with feedback on 20 August 2018.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com).

During this inspection process, we looked around the areas of the childminders home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- One minded children present during inspection

We looked at:

- Children's information records
- Children's personal plans
- Service policy and procedures
- Risk assessments
- Parental permissions
- Attendance register
- Registration certificate
- Insurance certificates
- Medication records
- Self-assessment
- Training records.

## Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to inspection, one completed questionnaire was returned. The parent who returned the questionnaire wrote and told us;

"Allison is very considerate of my child and their parents best interests and individual needs. She is welcoming and my son adores her. She arranges activities/resources based on my child's preferences, such as his favourite characters and hobbies/interests".

## Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, some areas for development and any changes it had planned.

## What the service did well

The childminder provided a welcoming environment for the children she minded. She was friendly and approachable and the child present was seen to be relaxed and comfortable in her care throughout our inspection. The childminder knew the children well and we saw her being responsive to the needs of the children in her care.

## What the service could do better

During this inspection we have made two recommendations to the childminder and asked her to address these.

1. The childminder should further develop children's personal plans.
2. The childminder should complete written risk assessments for the back garden and the pet cat and obtain written parental consent for minded children's contact with the family pet cats.

## 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 had daily discussions with the minded children's families to ensure that their children's' needs were met. Information was considered and care decisions made in partnership with families. We discussed how the childminder should further develop the children's personal plans to ensure that they reflect the current legislation (recommendation 1).

We observed interaction between the childminder and the child present and saw that she was responsive to their care needs. During the inspection, we viewed the child to be happy and relaxed in the care of the childminder, confident that their needs would be met.

We saw the minded child choosing toys they wanted to play with. We could see this supported the child to feel included in their care, offered them choices and allowed them to feel that their views were listened to.

The childminder had registered her service with the Food Standards Agency. The childminders information on food allergies was available. This told us that the childminder supported children to make healthy choices regarding food.

We looked at how the childminder would record information if she had to administer medication to children in her care. We found that the childminder had procedures in place for recording the administration of medicine.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should further develop children's personal plans to ensure that the information recorded identifies how they will meet a child's needs whilst in their care.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: My personal 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)

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We found that the childminder's home environment was child-friendly, well maintained, clean, warm and welcoming for children attending the service.

There was a range of toys and resources available; we found these to be clean, in good condition, accessible and appropriate for children's individual age and stage of development. On the day of inspection, we saw the minded

children choosing toys they wanted to play with, allowing them to make choices and to promote their independence.

The childminder used her living room for the children to play in and a range of resources were provided there including a television and a comfortable sofa for the children to relax on. The childminder had considered the layout of her home, creating a warm, nurturing environment that made good use of the space available. We saw that children could choose to play by themselves or with others. There was space for children to eat and rest when they wanted to.

To ensure that she provides a safe environment for the children, the childminder told us she cleans her home environment on a daily basis. We saw all cleaning products securely stored.

During our inspection, we viewed the risk assessments that the childminder had completed for her service. We found that these were appropriate, however, the childminder did not have written permission from parents allowing their children to have direct contact with her family pet cats. In addition, the childminder had not undertaken specific risk assessments for her pets or for her back garden. We have asked the childminder to complete a risk assessment for her back garden and for minded children's contact with the pet cats. We also asked her to obtain written parental permission for children contact with the cats (recommendation 1).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should complete written risk assessments for the garden and the pets cats and obtain written parental consent for minded children's contact with the pet cats.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; My care and support is provided in a planned and safe way (HSCS 4.14).

**Grade:** 4 – good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and legislation. The childminder told us she keeps up-to-date with best practice through a variety of ways, including her membership of the Scottish Childminding Association (SCMA), she receives regular newsletters and

updates from them, including a childminding magazine which she saves as a reference. She also kept in touch with other local childminders.

The childminder evaluated her service on a regular basis. She consulted with parents and children through regular discussion with them. We saw that the childminder had purchased resources to accommodate children's interests. This ensured that the children were actively involved in planning the service they received.

During our inspection, we asked the childminder if she had undertaken any training since her registration. The childminder told us that she had not attended any recent training. In order to support her knowledge and understanding of current child protection guidance, we asked the childminder to access child protection training at the earliest opportunity.

During our inspection we asked the childminder to show us her daily attendance register. We discussed with the childminder that she should expand her daily attendance register to include actual times of minded children's attendance.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 3 - adequate

## 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](http://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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