

McCallum, Adele Child Minding

Type of inspection: Unannounced
Inspection completed on: 16 August 2018

Service provided by:
McCallum, Adele

Service provider number:
SP2013985257

Care service number:
CS2013320021

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.

We registered Mrs McCallum to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, 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.

The childminder operates her service from the family home which is an end terraced property in the village of Glenluce, Newton Stewart, where she lives close to local shops and amenities, and has access to public transport.

Currently, there are seven children on the register who are cared for on a part-time basis. On the day of this inspection three minded children were present.

Children have access to a lounge, kitchen/diner and supervised access to the bathroom for younger children. There is a secure garden to the rear of the property for children to participate in physical play activities.

The childminder's aims included:

'To provide a safe, homely, caring happy and friendly environment; this should enable your children from the ages of 6 month to 16 years to be happy in my care as well as having fun and learning.'

What we did during our inspection

We wrote this report following an unannounced inspection which started on Thursday 9 August 2018 at 2pm and finished at 3pm. We made some observations of minded children at play and chatted to them. We returned on Thursday 16 August 2018 at 1pm until 2.45pm to discuss the management and leadership arrangements and follow up on the previous inspections requirements and recommendations.

The second visit involved discussions with the childminder about her progress since the previous inspection and an assessment of records and policy documents.

Views of people using the service

Minded children were happy playing together during both visits. The older children told us they enjoyed the activities, such as making outfits for the dolls and out in the garden.

We sent three questionnaires to the childminder to issue on our behalf. At time of writing, none had been returned to us.

Self assessment

The childminder had not yet submitted a self assessment which we have requested on several occasions. See Management and Leadership of this report for further details.

What the service did well

The childminders home was clean, tidy and ready for minded children's arrival. She was kind and calm and cared for children well.

What the service could do better

We found little improvements to the childminder's approach to the business side of her service.

Most of the requirements and recommendations had not been actioned.

There had been very limited change to the children's personal plans, which are a legal requirement.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We found the childminder was performing to a weak 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 weak in these areas. (Health and Social Care Standards 1.15, 1.19, 1.30, 1.31, 2.17, 2.27, and 4.15).

We found that children were mostly happy and content, playing with some toys and making crafts. As referenced in 'Quality of Environment' in this report, the childminder had not introduced additional play experiences, such as loose parts play, creative arts or specific play following children's interests. While we recognised that children were given some element of choice, this could be improved. We have made a recommendation about this, see 1, below.

We sampled two personal plans which the childminder had started to write, in partnership with some parents. These were still at a very early stage and we spoke with the childminder about how she could improve upon them and include children's learning and development. One minded child had some communication difficulties which were not recorded. There were no plans in place about how this child would be supported to improve communication with the childminder or other children. We are repeating a requirement, see 1, below.

The childminder had not updated her written policy relating to how to protect minded children from harm or abuse. She was unaware of changes to the referral process in Dumfries and Galloway should she have concerns about a minded child's welfare. The childminder had not sought training in child protection matters meaning we were not confident that she could respond appropriately to protect children from harm. The childminder should ensure she has written instructions and agreements from parents when minded children leave the premises while still in her care. This would mean that there would be clear information of when the childminder is responsible for minded children and ensure that her public liability insurance was still valid. We have made a requirement about this, see 2, below.

Requirements

Number of requirements: 2

1. The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this the provider must ensure relevant personal information is gathered for all children attending the service. This must include:- how the childminder will provide personal plans specific to each child's needs.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Timescale: By 3 August 2018.

2. To ensure children's health, safety and welfare needs are met, the provider must ensure:

- comprehensive and accurate information is kept about how children will be protected from harm or abuse.
- that she accesses training relating to Child Protection.
- develop written permissions for children leaving the childminder's care.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Timescale: By 10 September 2018.

Recommendations

Number of recommendations: 1

1. Minded children should experience and choose from a balanced range of activities which are planned to follow their interests, using national guidance.

Reference: Health and Social Care Standards, My Support My Life.

1.30 As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling.

1.31 As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials.

Grade: 2 – weak

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 adequate 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).

On arrival during our first inspection visit, we found the four children playing happily in the rear garden. Speaking to them, we found that they had enjoyed several fun days playing in the fresh air. They told us that they had painted, played games and had snacks outdoors. They had made good use of the local community during the summer holidays, going on walks in the local glen. This showed us that they were able to ask for activities which interested them.

The childminder had addressed the environment risk assessment following our last inspection. She had remodelled the home giving children a pleasant place to play and relax. The children were able to choose where they wanted to play which meant they were at home and familiar with the environment.

We spoke with the childminder about some of the best practice documents recommended by the Care Inspectorate. We found that she had not yet started to consider how to use this with minded children, such as 'Loose Parts Play-A Toolkit'. The 'Our Creative Journey' information would provide minded children with additional interesting play experiences if used well.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

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 weak in these areas. (Health and Social Care Standards 1.23, 2.17, 3.19, 3.20, 4.5, 4.6, 4.8, 4.11, 4.19, 4.23, 4.27).

We focussed on progress from the previous inspection. We found that the requirements and recommendations had not been fully met.

There was limited evidence that the childminder had made any improvements to her service provision, including training or updating her practice. The childminder had not submitted a self assessment of her service as requested in previous inspection reports. This information should show how the childminder has improved her service as well as identify future improvements.

The process for checking adults over the age of 16 living in the household had not been followed by the childminder. We have written separately to the childminder about the deadline for this matter to be progressed as a matter of urgency.

The childminder did not have her certificate of registration or public liability insurance displayed for parents. This means that people using the service are unaware of the limitations of the registration or information about insurance.

The Care Inspectorate will be working with the childminder, through an improvement notice, to rectify the outstanding issues contained within this report.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

In order to keep children safe and promote their wellbeing, the childminder must either attend courses or access e-learning in relation to the following:

- child protection
- first aid
- Getting it Right for Every Child

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Timescale: Within 12 weeks of receipt of this report.

This requirement was made on 12 January 2017.

Action taken on previous requirement

The childminder had not undertaken any training to support and improve her practice.

Not met

Requirement 2

The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this the provider must ensure relevant personal information is gathered for all children attending the service. This must include:- how the childminder will provide personal plans specific to each child's needs.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Timescale: Within 12 weeks of receipt of this report.

This requirement was made on 5 February 2018.

Action taken on previous requirement

After we gave the childminder a personal plan template for personal plans on our first visit, we found she had begun to compile two records. Five were outstanding and we have repeated this requirement.

Not met

Requirement 3

In order to ensure minded children are cared for in a safe and secure environment, the childminder must have appropriate risk assessments in place. The premises must be fit for purpose when the service is operating.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 10(1)(2)(a-d)

Fitness of premises

Timescale for completion: On receipt of this report

This requirement was made on 5 February 2018.

Action taken on previous requirement

The childminder had updated her risk assessment for the premises.

Met - within timescales

Requirement 4

In order to be able to keep minded children safe from harm and abuse, the childminder must keep clear and accurate information relating to the referral process in Dumfries and Galloway.

This is in order to comply with SSI 2011/210 (4)(a) Welfare of service users.

Timescale for completion: On receipt of this report

This requirement was made on 5 February 2018.

Action taken on previous requirement

The childminder had not updated her understanding of her responsibilities relating to child protection.

Not met

Requirement 5

The childminder must produce evidence that valid and appropriate Public Liability Insurance is in place to protect users of her service.

This is in order to comply with SSI 2011/210 (4)(a) Welfare of service users.

Timescale for completion: On receipt of this report

This requirement was made on 5 February 2018.

Action taken on previous requirement

The childminder had valid public liability insurance in place.

Met - within timescales

Requirement 6

The childminder must ensure notifications are submitted within the subscribed timescales.

This is in order to comply with SSI/2011/28 (4)(b)(c) Registration requirements

Timescale for completion: On receipt of this report

This requirement was made on 5 February 2018.

Action taken on previous requirement

We did not receive appropriate notifications about an adult over 16 years living in the household.

Not met

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

Previous recommendations

Recommendation 1

We recommend that the childminder increase her understanding of GIRFEC and SHANARRI. She should begin to use this model in her service to demonstrate how she is improving outcomes for the children in her care.

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 27 November 2014.

Action taken on previous recommendation

Not met. We have repeated this in this report.

Recommendation 2

We recommend that the childminder develops risk assessments and use these to support her service.

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

This recommendation was made on 27 November 2014.

Action taken on previous recommendation

Not met. We have repeated this in this report.

Recommendation 3

The childminder should develop a plan which sets out training which will help in improving her service.

National Care Standards, early education and childcare up to the age of 16. Standard 12 Confidence in staff.

This recommendation was made on 21 January 2016.

Action taken on previous recommendation

Not met. We have repeated this in this report.

Recommendation 4

We recommend that all children's records are kept separate to ensure confidentiality and accuracy.

National Care Standards, early education and childcare up to the age of 16. Standard 13 Improving the service and Standard 14 A well-managed service.

This recommendation was made on 21 January 2016.

Action taken on previous recommendation

Not met. We have repeated this recommendation.

Recommendation 5

We recommend that the childminder review her behaviour management policy to make it clear to parents the methods used within her service. This should be included in each child's Personal Plan.

National Care Standards for Early Education and Childcare up to the age of 16. Standard: 7 - A Caring Environment.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We found records relating to behaviour and how the childminder will support children to follow the house rules were poorly kept.

Recommendation 6

In order to provide high quality play resources for very young children, the childminder should make up treasure baskets and other heuristic play materials.

National Care Standards, early education and childcare up to the age of 16.
Standard 11 Access to resources

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We found that the childminder had not yet provided play materials for improved play opportunities.

Recommendation 7

We recommend that the childminder completes a current self assessment and submit it to the Care Inspectorate. This should include both areas where the practice is good as well as where improvements could be made. Parents and children should have the opportunity to contribute to this.

National Care Standards, early education and childcare up to the age of 16. Standard 13 Improving the service and Standard 14 A well-managed service.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have repeated this recommendation in this report as no self assessment has been submitted by the childminder.

Recommendation 8

The childminder should provide a clear statement for parents about how parental and child involvement happens in her service. This could include use of verbal and written feedback and evaluations of the service.

National Care Standards, early education and childcare up to the age of 16. Standard 6 Support and development and Standard 13 Improving the service.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

There was poor written information for parents and carers using the service.

Recommendation 9

The childminder should source information on food allergens and involve parents in the snack choices for this.

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

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

There has been no work undertaken by the childminder to address this matter.

Recommendation 10

The childminder should produce a detailed action plan following this inspection and ensure all matters identified are included.

National Care Standards, early education and childcare up to the age of 16. Standard 13 Improving the service and Standard 14 A well-managed service.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have not yet received an action plan to tell us how the childminder will improve her service. We have repeated this in this report.

Recommendation 11

The childminder should develop records for children which show how she monitors children's development and plans for their ongoing development and learning. She should use the SHANARRI wellbeing indicators within the 'Getting It Right For Every Child' to help make assessments of need. This should be shared with parents.

Ref: National Care Standards, early education and childcare up to the age of 16
Standard 4-Engaging with children Standard 5-Quality of experience Standard 6-Support and Development

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

There were no records which showed how children were learning or developing. There was no recognition of the 'Getting it right for every child' principles within the service.

Recommendation 12

The childminder should develop a written system that identifies how the childminder works and reflects her approaches to care matters, such as behaviour management.

Ref: National Care Standards, early education and childcare up to the age of 16
Standard 2 Being welcomed and valued Standard 14 A well-managed service

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

The childminder had not updated her policies or procedures as requested.

Recommendation 13

The childminder should attend training to support her learning in Child Protection, First Aid and Child Care matters, such as Building The Ambition. These would contribute towards children's continued wellbeing.

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

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

The childminder had not attended any training to support her learning for providing a childminding service.

Recommendation 14

The childminder should develop simple systems to help her evaluate the service. The childminder should identify areas where she needs to improve and the actions she has put into place to support any improvement.

Ref: National Care Standards, early education and childcare up to the age of 16.
Standard 13-Improving the service Standard 14-A well-managed service.

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

The childminder had not made any progress on evaluation for her service. There was no evidence of self assessment and the Care Inspectorate had not received the requested documents for evaluation.

Recommendation 15

The childminder should keep herself up to date with new guidance and best practice to ensure that she can continue to provide children and families with a good quality service.

Ref: National Care Standards, early education and childcare up to the age of 16.
Standard 13-Improving the service

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

There was no evidence that the childminder had knowledge of or had used good practice guidance for childminders.

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	<div>Care and support2 - Weak</div> <div>Environment2 - Weak</div> <div>StaffingNot assessed</div> <div>Management and leadership2 - Weak</div>
24 Nov 2016	Unannounced	<div>Care and support3 - Adequate</div> <div>Environment3 - Adequate</div> <div>StaffingNot assessed</div> <div>Management and leadership2 - Weak</div>

Date	Type	Gradings	
24 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
27 Nov 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate

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