

Waddell, Susan **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 19 September 2018

Service provided by:
Waddell, Susan

Service provider number:
SP2003909332

Care service number:
CS2003014982

Introduction

The childminder provides her childminding service from her terraced property in a residential area of Perth. The minded children make use of the living room and upstairs bathroom. A garden to the rear of the house is used occasionally by the children.

The service registered with the Care Inspectorate in 2002 to provide a care service to a maximum of eight children at any one time under the age of 16, of whom a maximum of six will be under 12, 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. Only the downstairs of the property and upstairs bathroom are to be used for childminding.

There were two children present during the second day of inspection. The childminder told us that she only minds after school and that these were the only children registered with her service. We found that the childminder adheres to the conditions of her registration.

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), 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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report following an unannounced inspection between 14:30 and 15:15 on 18 September 2018. We returned between 16:10 and 16:45 on 19 September 2018 to complete the inspection and feedback to the childminder.

We gathered information on the service from a range of sources. These included:

- observation of the childminder and her interactions with the children in her care
- children's personal plans
- observation of the environment
- discussion with the childminder
- discussion with the children
- toys and resources
- the childminder's handbook
- registration certificate.

Views of people using the service

During the inspection we saw the childminder working with two children. The children were relaxed in the childminder's home and had developed strong relationships with her. The children attending told us:

- 'I like to play teachers and watch TV.'
- 'I like to do arts and crafts.'
- 'I'm having macaroni tonight. We had pork chops last night.'

We did not receive any questionnaires from parents or carers.

Self assessment

The childminder had submitted a self assessment as requested. There was minimal information about the service and we discussed the use of the self assessment as an evaluation tool to reflect on the service, identifying strengths and areas for improvement.

What the service did well

The service provided a homely and caring atmosphere for children. The childminder had built strong relationships with the children and their families over a number of years and this meant that the children were happy and relaxed in her care.

What the service could do better

The childminder had not met the requirement or recommendations from the previous inspection. She should address these and other requirements and areas for improvement outlined within this report.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

The childminder had established strong relationships with the children she worked with. She had known the children for a number of years and had built up trusting relationships with them. She was kind towards the children and respected their choices, wishes and interests. A range of experiences were offered to the children including arts and crafts, baking, watching television and playing board games. The children were confident to tell the childminder what activities they wanted to do and were encouraged to follow their interests.

We looked at the children's personal plans. These contained basic information. The childminder told us that she planned to use Scottish Childminding Association (SCMA) care plans but had not yet issued these to parents. We discussed with the childminder the importance of ensuring information in personal plans was updated every six months or sooner, and that the plans were developed to ensure that they set out how children's needs, wishes and choices will be met. **(See requirement 1).**

The childminder provided meals for the children. She told us that children were involved in planning the menu and they were encouraged to be involved in preparing meals. During the inspection, we heard one of the children telling the childminder about making cornflake chicken nuggets at school. The childminder suggested the child could make it for dinner at the childminder's house. The children told us about the types of meals they had at the childminder's. They were well-balanced and healthy. At the last inspection, the childminder had previously agreed to register with the Food Standards Agency as a food business; however she had not yet registered. We signposted the childminder to 'Safer Food Better Business for Childminders' a resource written by the Food Standards Agency for further information.

The childminder had not recently administered medication. However, we looked at medication permission and administration forms in place and were satisfied that they followed current best practice guidance. This ensured children's health, safety and wellbeing needs were met.

Requirements

Number of requirements: 1

1. In order to ensure children's needs are met, the childminder must implement a tailor-made personal plan for every child attending the service by 28 October 2018. In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed personal plan, created in partnership with children and parents/ carers.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least once every six months whilst the child is attending the service.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards which state that '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.' (HSCS 1.15).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 5 (1) and (2)(a)(b) - Personal Plans.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area. We concluded this after talking with the childminder and looking round the childminder's home.

From our observations we saw that the childminder's home was clean and tidy. She created a homely atmosphere for the children in her care. The children appeared to be comfortable and had space to play and relax in the living room. There were a range of activities such as arts and crafts and board games available for the children. These were age and stage appropriate and provided opportunities for the children to be creative and have fun.

The children had access to the childminder's garden, which appeared to be safe and secure. However, the childminder told us that the children only played in the garden occasionally and tended to enjoy relaxing inside after school.

The children were encouraged to be independent. They walked home from school to the childminder's home and also had opportunities to play with their friends at the park. The childminder should ensure written permission from parents is in place. The childminder told us that both children carried a mobile phone and would contact her if they were delayed or needed help. She told us she discussed with the children how to keep themselves safe.

We had previously recommended that the childminder developed risk assessments to show what measures she had in place to ensure children's safety. The childminder had not met this recommendation and therefore a requirement has been made. **(See requirement 1)**. We discussed with the childminder the importance of identifying potential risks and the action taken to minimise the risks for the home and activities such as children walking home independently.

The childminder was aware of her responsibility to minimise the spread of infection. The upstairs bathroom appeared to be clean. Liquid soap was available and the childminder informed us that she changed the hand towel in the bathroom on a daily basis.

There had been no accidents or incidents since the last inspection. We were satisfied that there were appropriate systems in place to record any accidents and incidents. The childminder told us that she would share any accidents or incidents with parents.

Requirements

Number of requirements: 1

1. To ensure the health and welfare of children attending the service the provider must maintain effective risk management procedures. Risk assessments must be completed for all areas of the service. These must include the areas of the home used by the children, activities that children participate in and journeys outside the home including children walking home independently. This must be completed by 26th October 2018.

This is to ensure care and support is consistent with the Health and Social Care Standards which states that 'My environment is safe and secure.' (HSCS 5.17).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) Health, Welfare and Safety of Service Users.

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

From the evidence gathered during the inspection we found that the service was performing to a weak standard in this area. We concluded this after talking with the childminder and looking at supporting paperwork and individual records.

The childminder had not met the requirement and recommendations that had been made at the last inspection. We discussed with the childminder the importance of addressing these.

We discussed the childminder's role and responsibility in protecting children from harm. The childminder told us that she had accessed information online about child protection. However, the childminder was not confident in identifying signs or indicators of harm, neglect or abuse and was not aware of agencies to contact should she have a concern. We discussed the importance of understanding her role and responsibility in relation to child protection. The childminder must complete child protection training to ensure her knowledge is up-to-date with current best practice and reflect this within her child protection policy statement. **(See requirement 1).**

The childminder had not familiarised herself with best practice documents or national frameworks such as Building the Ambition and GIRFEC to ensure her knowledge and practice was up-to-date. **(See recommendation 1)**. We reminded the childminder about the Care Inspectorate HUB to access current best practice guidance. We also signposted the childminder to Your childminding journey; a learning and development resource.

The childminder should review and update her policies to ensure they reflect current best practice guidance. **(See recommendation 2)**.

The childminder had regular communication with parents and carers. She told us that she kept them updated on an informal basis through text or at drop off and pick up. The childminder told us that she consulted with children by asking for their ideas and opinions. We discussed with the childminder ways in which she could further involve children and parents in the evaluation of her service and how they could be given opportunities to become more included and responsible.

We would ask the childminder to explore the need for registration with the Information Commissioner's Office to protect her when sharing information and photographs.

The childminder should now act on the requirements, recommendations and improvements discussed during this inspection to further develop and improve her service.

Requirements

Number of requirements: 1

1. In order to ensure the childminder has up-to-date knowledge of how to protect children, the childminder must access child protection training and update her child protection policy statement to reflect current best practice by 31 December 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which states that 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) Welfare of Users.

Recommendations

Number of recommendations: 2

1. It is recommended that the childminder accesses information about GIRFEC and Building the Ambition, and attends first aid training, to ensure the service is working to current best practice guidance and meeting children's needs effectively.

This is to ensure the quality of 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).

2. The childminder should review and update the service's policies to reflect current best practice.

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

Grade: 2 - weak

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

Previous requirements

Requirement 1

To support the safety and welfare of children using the service the childminder must complete child protection training on a regular basis. The service child protection statement should be reviewed to include the child protection team contact details and those of the Care Inspectorate who must be notified of any child protection concerns.

This order is to comply with: The Social Care and Social Work Improvement Scotland(Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of Users.

Timescale for implementation: By 31 March 2018.

This requirement was made on 19 February 2018.

Action taken on previous requirement

The childminder had not met this requirement. A further requirement has been made within the report.

Not met

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

Previous recommendations

Recommendation 1

The service should ensure that personal plans are developed and that all information kept on each child is reviewed with parents once every six months or more often as necessary. This is to include contact information for parents, consent forms and all about me information.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3 – Health and Wellbeing, Standard 6 – Support and Development and Standard 14 – Well-Managed Service.

This recommendation was made on 19 February 2018.

Action taken on previous recommendation

The childminder had not made any progress in developing personal plans for children. The basic information she held had not been reviewed or updated by parents. This recommendation has not been met and a requirement has now been made.

Recommendation 2

The childminder should formally assess and record the potential risks and hazards associated with their home, garden and activities that children participate in, in order to promote the health and safety of children using the service.

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

This recommendation was made on 19 February 2018.

Action taken on previous recommendation

The childminder had not formally assessed and recorded potential risks and hazards. This recommendation has not been met and a requirement has now been made.

Recommendation 3

The childminder should access a course in Building The Ambition, Getting it Right for Every Child and First Aid to refresh her skills and knowledge and ensure children's safety in the service.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14 – Well-Managed Service.

This recommendation was made on 19 February 2018.

Action taken on previous recommendation

The childminder had not accessed any courses on Building the Ambition, Getting it Right for Every Child or First Aid. This recommendation has not been met. A further recommendation has been made in line with the Health and Social Care Standards.

Recommendation 4

The childminder should review and update her service's policies, particularly the service's child protection and complaints policy. We signposted the childminder to best practice guidance to support her to do this.

This recommendation was made on 19 February 2018.

Action taken on previous recommendation

The childminder had not reviewed and updated her policies. This recommendation has not been met and a further recommendation has been made in line with the Health and Social Care Standards.

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 Jan 2018	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
16 Aug 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
21 Sep 2015	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
9 Oct 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
3 Nov 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Nov 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Feb 2009	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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