

## **Brown, Wilma** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 11 October 2018

**Service provided by:**  
Brown, Wilma

**Service provider number:**  
SP2003902550

**Care service number:**  
CS2003004523

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://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. Getting it right for every child 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 Getting it Right for Every Child. 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.

Mrs Wilma Brown provides her service from the family home in Chapelhall, North Lanarkshire. The service is provided Monday to Friday flexibly to meet the needs of families. Local schools, shops and community facilities are accessible by foot, car and public transport. Children have access to the lounge/dining area and enclosed garden.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 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 lower floor of the premises is registered for childminding purposes.

Overnight care is not provided in this service.

The childminders aims to 'provide an environment in which each child will feel welcomed, feel happy, secure and valued'.

The service's full aims and objectives are available to parents/carers and visitors.

At the time of the inspection there were two minded children registered to use the service. The two minded children and the childminder's grandchild were present when we visited.

## What we did during our inspection

We produced this report following an unannounced inspection carried out by one inspector on the afternoon of Tuesday 9 October 2018. We provided the childminder with feedback throughout our visit and awarded grades at the end of the inspection.

In this inspection we gathered evidence from various sources, including:

- Discussions with the childminder
- Observations of the interactions between the childminder and the children
- Observations of the children's experiences and routines
- Children's records
- Observations of the childminding environment, including toys and resources.
- Some records, which included children's records, medication system, accident/incident records, attendance records and the service's child protection policy.

We used the SHANARRI wellbeing indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) to assess practice and looked at how the childminder used these, to ensure positive outcomes for children and their families.

## Views of people using the service

We asked the childminder to distribute three care standards questionnaires to parents/carers, who use her service on our behalf. One was completed and returned prior to the inspection taking place.

Children's views:

The children happily chatted to us about the activities they enjoyed. They told us they enjoyed spending time at the childminder's home and liked to play their favourite games with their friends. They spoke enthusiastically about activities and outings to fun places, with Summerlee Park, Calderglen Park, the beach and M & D's theme park being favourites.

They commented:

- 'I like playing with Peppa Pig'.
- 'My favourite is running and playing football'.
- 'We play football together'.

Parents/carers views:

The parent/carer who completed the care standards questionnaire strongly agreed with all of the statements. They confirmed they were happy with all aspects of the service including, communication, the childminding environment, meals and play activities.

Their comments included:

- 'Fantastic childcare, my child loves it. I feel completely happy leaving my child in the knowledge that he is safe, happy and stimulated'.

## Self assessment

We did not receive a completed self-assessment from the childminder. We discussed this process with the childminder and encouraged her to use this process to provide information about the strengths of her service and areas she plans to improve.

## What the service did well

The childminder was very fond of the children and had a good understanding of their needs. She was caring and affectionate towards the children and was attentive to their needs and ideas.

Children were cared for in a safe and welcoming environment and had a suitable range of toys and resources to choose from. They had good opportunities to play outdoors and visit fun places in the community.

The childminder had worked hard to address elements the outstanding recommendations made at the last inspection. This included reviewing medication procedures.

## What the service could do better

The childminder should continue to improve the overall management of her service.

This should include:

- Maintaining and reviewing personal plans for all children
- Submitting action plans following inspection.
- Reviewing and updating policies and procedures to take account of current good practice guidance.
- Completing a self-assessment
- Keeping her skills and knowledge up to date through training or other learning opportunities.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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 children were happy, settled and safe in the childminder's care. They had developed a positive relationship with her and each other, and played happily with the range of toys on offer. Children could freely choose what they wished to play with and the childminder supported their play well. The childminder engaged and interacted positively in their play.

She was kind, caring and sensitive to the children's needs and was attentive and responsive to their ideas. The children received praise and encouragement and were supported to be kind, take turns and share with others. This helps them to develop confidence and positive self-esteem.

The children enjoyed snack time. They were able to choose snacks and were encouraged to be independent. While children's choice was promoted, their options were limited and could have been healthier. We signposted the childminder to current best practice nutritional guidance and suggested this be considered to promote healthy eating in her service.

Children had regular opportunities to play outdoors. They freely accessed the garden area and regularly took walks to the local parks and visited interesting places in the local community. Children also had opportunities to attend local community activities, which enabled them to socialise with wider groups of children.

We made a recommendation about personal plans at the last inspection. While the childminder had good knowledge of the children's needs, personalities and interests this needed to be reflected in their personal plan. Of the plans that were in place, these needed to clearly demonstrate how their needs were being met and be reviewed regularly with children and/or parents/carers. We also noted a plan was not yet in place for a child who had recently started in the service. It is important for childminders to have personal plans which support them to meet children's health and wellbeing needs effectively and to comply with legislation. This recommendation will be repeated at this inspection. (see recommendation 1)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To support children's health and wellbeing, the childminder should ensure each child has a written plan that demonstrates how their needs will be met. 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)

Consideration should be given to:

- Ensuring each child has a personal plan in place within the required timescales.
- Demonstrating how children's health, welfare and safety needs are being met, their progress and achievements.
- Reviewing plans at least once every six months with parents/carers.

**Grade:** 3 - adequate

## Quality of environment

## Findings from the inspection

Children and families experienced a warm, friendly, welcoming environment. The children were relaxed and comfortable in the setting.

The childminder's home had been well prepared and organised for the children arriving. Childminding took place on the ground floor of the home with children using the lounge/dining room for play. This provided ample space for them to enjoy their activities. Children had access to toilet facilities downstairs. The kitchen area was used to access the toilet and garden. We found the areas used by children to be comfortable, clean, hygienic, smoke free and safe. There were a suitable range of toys available which reflected the ages of the children and their interests. These were stored appropriately, to enable them to access these independently. We encouraged the childminder to continue to review and build on the range of toys and resources for the children.

The children told us they liked to play in the garden. This provided an enclosed, spacious area for them to enjoy physical activities. The children particularly enjoyed using the trampoline, which was enclosed with safety netting. The children were clear about safe use of the trampoline and the childminder told us that they were supervised at all times, when using this. The childminder should develop a policy and a risk assessment for use of the garden trampoline, taking account of good practice guidance (see quality of management and leadership)

The childminder had visually risk assessed her home and had some measures in place to reduce potential risks to children. For example, medication and cleaning materials were stored out of children's reach. The childminder had a pet dog and cat, which the children were very fond of. The childminder had carefully considered the storage of pet bowls and litter trays. Children had access to appropriate handwashing materials and were encouraged and supported to wash their hands at appropriate times. We recommended that the childminder record and review risk assessments, to show how she promotes children's safety, health and wellbeing. (see quality of management and leadership)

As the childminder prepares meals and snacks, she has agreed to contact the local authority to seek advice about registering her service as a food business.

We reviewed the childminder's records and saw that there had been no significant accidents or incidents, since the last inspection. We saw that minor accidents had been appropriately recorded and shared with parents/carers. The childminder was clear about when to notify the Care Inspectorate.

## 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 had been minding children for many years and was enthusiastic about her role. She confirmed that she had positive relationships with parents/carers and told us that they mainly preferred to share their ideas informally through daily chats at the beginning and end of the day. This enabled her to respond naturally to their suggestions. Although she did not formally evaluate her service, she told us that parents/carers tell her that they are happy with her childcare service.

The childminder was clear about the conditions of registration. We noted that a time limited condition which was no longer relevant remained on the registration certificate. We explained the process to have this removed. The childminder has agreed to take this forward. We asked the childminder to ensure a copy of the service's registration certificate is available for parents/carers and visitors. Appropriate insurance was in place for the childminder's business to protect those who use the service. The childminder was clear about her responsibilities for using her car and advised us that appropriate car insurance was in place; however the schedule was not available for viewing at this inspection.

The childminder had addressed the recommendation made at the last inspection relating to improving medication procedures. Although no medication had been administered since the last inspection, an appropriate recording system was now in place and the childminder was clear about her procedures. Going forward, the childminder should further develop the written procedures for parents/carers (recommendation 1)

The childminder had made some progress on meeting aspects of the recommendation made at the last inspection relating to the service's policies, procedures and record keeping systems. For example, the childminder recorded when children arrived and departed the service and a brief policy was now in place for the management of pets. However, the areas that remain outstanding will be repeated in this inspection (recommendation 1)

The childminder was clear about her responsibility to protect children in her care. She had recently attended training on this matter and felt the knowledge gained from this had developed her confidence and understanding in this area. She knew who to contact if she had any concerns about children in her care. Although a brief child protection policy and procedure set out these responsibilities, this could highlight more clearly how she would raise concerns and the contact details of local agencies (see recommendation 1)

We discussed the importance of completing an action plan, detailing how the recommendations from this inspection will be addressed from this inspection. The childminder has agreed to submit this.

The childminder had continued to keep up to date with childcare matters through reading information from the Care Inspectorate and SCMA. She had also attended child protection training. We encouraged her to continue to engage in professional learning opportunities, and recommended that she prioritise refreshing her knowledge on Paediatric First Aid. We discussed the Health and Social Care Standards at this inspection and suggested the childminder explore these further. We highlighted 'Your Childminding Journey' which aims to support childminders with self-reflection and provide best practice.

References:

Health and Social Care Standards - <http://hub.careinspectorate.com/knowledge/policy-and-legislation/policy-portals/new-health-and-social-care-standards/>

Setting the Table Nutritional guidance and food standards for early years childcare providers in Scotland - <http://hub.careinspectorate.com/media/177298/nhs-setting-the-table-updated-jan-2015.pdf>

Our creative journey - <http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

Your childminding journey - <http://www.childmindingjourney.scot/>

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should take action to improve the following aspects of the management of her service, taking account of the content and references in this and previous inspection reports. She should develop, review and update policies, procedures and record keeping systems using appropriate good practice guidance where available.

Consideration should be given to:

- Completing self-assessment
- Management of medication
- Child protection
- Trampoline safety
- Risk assessments

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 based on relevant evidence, guidance and best practice'(HSCS 4.11) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).

**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

#### Recommendation 1

To enable her to meet the needs of children effectively, the childminder should further develop children's written personal plans. This should include:

- Reviewing plans at least once every six months with parents/carers
- Demonstrating how children's progress is being supported

National Care Standards. Early Education and Childcare up to the age of 16 - Standard 3 - Health and Wellbeing.

**This recommendation was made on 30 August 2017.**

#### Action taken on previous recommendation

The childminder had made limited progress with this recommendation. This will be repeated in this inspection. (please see quality of care and support)

#### Recommendation 2

The childminder should take action to improve the following aspects of the management of her service, taking account of the content and references in this and previous inspection reports. To develop, review and update policies, procedures and record keeping systems using current good practice guidance where available:

- Management of medication
- Child protection
- Management of pets
- Trampoline safety
- Risk assessments
- Attendance registers

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

**This recommendation was made on 30 August 2017.**

#### Action taken on previous recommendation

The childminder had made some progress with this recommendation, however, some elements had yet to be addressed. These areas will be repeated in this inspection. (please see quality of management and leadership)

#### Recommendation 3

The childminder should keep an accurate and up to date record of the medicines children take and ensure that written consent is sought from parents/carers.

National Care Standards. Early Education and Childcare up the age of 16. Standard 3 - Health and Wellbeing  
Standard 14 - A Well-Managed service

This recommendation was made on 30 August 2017.

## Action taken on previous recommendation

The childminder had taken positive steps to address this recommendation. Although, no medication had been administered since the last inspection, there was an appropriate system now in place and the childminder was clear about her procedures.

This recommendation had been met.

## 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

Date	Type	Gradings
12 Jul 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
22 Feb 2017	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 2 - Weak
10 Feb 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 2 - Weak
2 Mar 2016	Re-grade	Care and support Not assessed

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed
20 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak Not assessed 2 - Weak
15 Sep 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
26 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
26 Mar 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
17 Nov 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
21 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed
22 Apr 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed

Date	Type	Gradings	
8 May 2008	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak

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