

Fiona Howat Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 24 July 2018

Service provided by:
Howat, Fiona

Service provider number:
SP2013984862

Care service number:
CS2013317131

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

The service has been registered with the Care Inspectorate since August 2013.

The service is located in a residential area within the village of Auchinleck in East Ayrshire within reasonable distance to local parks/walks, school and shops. The childminder provides her service in her home a detached Bungalow. Minded children have access to certain areas of the ground floor and the enclosed rear garden. The childminder accesses the local parks for outdoor play and energetic activities.

The conditions of registration state:

'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 a maximum of 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's family.'

At the time of this inspection, the childminder was providing a service for nine children from eight families. We discussed with the childminder that the registered number of children are inclusive of her own children. The childminder stated that when maximum numbers are reached, her own children are looked after by family members. This contravenes the conditions of the childminders registration. (see report)

What we did during our inspection

We compiled this report after an unannounced inspection that took place on Tuesday 23 July 2018 between 8:45am and 11:30am. One Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection, we spoke with the childminder. There was one child present and she played close by throughout the inspection visit. We observed the care given by the childminder and looked at a number of documents including records for the children and health and safety records. We also inspected those areas of the property used for childminding.

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. GIRFEC 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 GIRFEC. 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.

Views of people using the service

One child played contentedly with the childminder's children throughout our visit. The childminder was aware of where they were at all times. The child looked very comfortable with the Childminder. The toys that were available were age appropriate. The childminder clearly understood her needs and outlined the care she provided in keeping with the parent's wishes and the child's age and stage of development.

We issued four questionnaires for parents to complete and two parents returned a completed questionnaire. Both indicated satisfaction with the service. Comments included:

'I am happy with how my children are cared for and with the routine they are in'

'The childminder varies the daily routine, including outings to parks, soft play, etc.'

'If I had any problems I would contact my childminder by phone or in person.'

Self assessment

The Care Inspectorate did not receive a completed self-assessment from the childminder. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered below.

What the service did well

The childminder was warm, caring and friendly in the way she provided care and support. She worked closely with families to agree how the service was provided and had developed an open and honest relationship with them.

What the service could do better

The childminder readily accepted our suggestions for improvement in relation to:

- Developing existing paperwork to establish a written personal plan for each child within 28 days of them starting the service, reflecting their individual health, welfare and safety needs and reviewed at least once in every six month period.
- Ensuring information on every minded child's medical needs and GP information is available.
- Establishing a simple register of children's attendance
- The number of children the childminder minds should be inclusive of her own family.
- Accessing training, particularly in relation to Child Protection, GDPR and complaints
- Making available to parents the registration certificate, insurance certificate, Information Commissioners Office registration certificate and Food Business registration certificate.
- Updating policies and procedures to reflect local and national best practice guidance
- Completing self assessment returns when requested by the Care Inspectorate

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

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

We concluded this after talking with the childminder and observing the children in her care on the day of the inspection visit. We looked at supporting policies and individual records for the minded children.

The childminder told us she had a flexible routine when new children were coming to use her service. She organised a visit with parents. She spoke about giving new parents a handbook, this handbook was available during the inspection visit but requires updating. We asked the childminder to update and distribute to parents annually. The childminder took time with the parents to collect individual information about their child. She got to know all about the child's home routine so she could follow it. This contributed to a smooth transition for the child. The childminder was aware of the need to nurture new children and give them the support to settle in to her service.

We looked at the individual information folders for each child. These contained details about each of the children from when they had started in the service. Initial information about their likes and dislikes had been collected from the parents. The childminder was familiar with each child's individual health, safety and welfare needs. We discussed how all the information on each child should be formally recorded in a Personal Plan and reviewed at least once in every six month period with the child and the parent or updated where necessary. (See Recommendation 1)

The childminder had knowledge about Getting it Right for Every Child and the wellbeing indicators. We suggested that she use this to develop her individual personal plans and how it could help her to focus on area of safety, health and welfare for each child. The childminder had recently updated her first aid certificate. Daily verbal information was given to parents as they collected children at the end of the day.

We saw that the childminder had a policy and recording forms for the administration of medication. We referred her to the Care Inspectorate website for the most recent good practice guidance on this.

The children's parents provided almost all food and snacks. The childminder provided some snacks and food. We asked that the childminder register as a Food Business with East Ayrshire Council. We discussed the childminder's responsibility for alerting parents to food which she provided that may cause allergic reaction in certain children.

We gave the childminder information about how to provide appropriate food for children who have food allergies and intolerances.

The childminder stated that when maximum numbers of children are reached, her own children are looked after by family members. This contravenes the conditions of the childminders registration, we have requested that the childminder includes her children within her ratios. Information with regards to this can be found in the Care Inspectorate document 'Registering and running a childminding service - what you need to know' Page 6. (See Recommendation 2)

The childminder aspired to providing a safe and happy experience for the children in her care and we judged that she achieved this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support the children to reach their maximum potential the childminder must establish personal plans that contribute consistently and fully to the child's individual health, welfare and safety needs. The personal plans for each child must be reviewed with each child and their parent at least once in every six month period.

This is to ensure care and support is consistent with the Health and Social Care Standards that state '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), and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 210:5(1): Personal plans.

2. Registered numbers should be inclusive of the childminders own family as stated on the Certificate of Registration.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience a service that is the right size for me.' (HCSC 5.5)

Grade: 4 - good

Quality of environment

Findings from the inspection

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

We concluded this after talking with the childminder and looking at supporting policies and records. We looked at the childminder's home and garden.

From our observations we saw that the childminders house was warm, welcoming and had appropriate resources for children to play with. She operated a strict no smoking policy. We saw that the house and garden were safe for children to play and enjoy. The children were kept safe.

The childminder told us she was aware of the need to use measures to prevent the spread of infection between minded children and her family. The children used the downstairs bathroom. Liquid soap was provided for hand washing . Children should have access to individual hand towels in order to prevent the spread of infection. (See Recommendation 1)

We discussed with the childminder her nappy changing procedures, although we did not see her changing a nappy we are confident that she follows the current best practice guidance available on the Care Inspectorate website.

The childminder told us that she was aware of the need for the children to be safe while in her care. She regularly walked with the children to school and nursery. She used the local amenities for walks and outings. She was aware of the importance of planning outings and being aware of the potential risks, she had these written down.

The childminder had recently got new family guinea pigs, she willingly agreed to update her risk assessments documents to reflect any risks that the guinea pigs may pose to the minded children and minimise where possible. (See Recommendation 2)

The childminder told us that the children always had opportunity for active play in the fresh air. The back garden was safe for the children. It was fully enclosed and had resources available to play with.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder must maintain her environment in a condition fit for childminding ensuring that there is proper provision for hand washing and drying.

This should be in keeping with 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding) October 2016 available from www.hps.scot.nhs.uk

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe.' & 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.17 & 5.22)

2. The childminder should compile written risk assessments for pet management. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

Grade: 4 - good

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 an adequate standard in this area.

The childminder was a member of the Scottish Childminding Association and used their publications and website for advice and support. She had well established close links with other local childminders, however she had found that these were not as active currently, but with whom she occasionally met and shared information and discussed concerns and best practice guidance. We would suggest that she continues to use the Care Inspectorate website for up to date information on legislation and best practice. www.careinspectorate.com

The childminder agreed to update her first aid, child protection and GDPR training imminently - we shared with her East Ayrshire Council's 'Understanding Child Protection' online training. She was aware of the impact the training would have on the outcomes for the children.

The childminder told us that she had given all parents a parent handbook when their child started in the service, this handbook was available during the inspection visit. We discussed the importance of keeping this information up to date and available at all times. We saw policies and procedures, we discussed reviewing these to more accurately reflect the service. All updated policies should be shared with parents on a regular basis.

The childminder had an informal system for registering and monitoring children's attendance, we requested that this be formalised to show a clear record of children attending the service. (see recommendation 1) The childminder willingly agreed to record the testing of smoke and carbon monoxide alarms with in this diary/ calendar.

The childminder had an informal way of involving parents and children in evaluating her service. She worked hard to build relationships with the families that she worked with. She spent time every day talking with parents and sharing information. She wanted the children to have a good experience whilst in her care.

The childminder kept photographs of the children to share their activities with parents. She was unaware of her responsibilities and had not registered herself with the Information Commissioners Office. We asked the childminder to register to ensure children's data was stored effectively and safely.

During the inspection visit we found that the childminder was offering an adequate childminding service. She was committed to providing the best care for the children and families she worked with. We saw happy children who were enjoying their play.

The childminder should take action to meet the recommendations made in this report. She should review her service, update paperwork and continue to access training to guide her to improve the experiences and outcomes for the minded children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should maintain a record of childrens attendance to show the total number of children in the childminder's domestic premises at any one time, including all children who live in the premises. This is in line with the Care Inspectorate guidance: 'Records childminding services must keep and guidance on notification reporting' (amended April 2015).

And this is to ensure care and support is consistent with the Health and Social Care Standards that state 'I use a service and organisation that are well led and managed.(HSCS 5.17)

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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
21 Aug 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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