

Masson, Lorna **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 30 August 2018

Service provided by:
Masson, Lorna

Service provider number:
SP2004937276

Care service number:
CS2003039849

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 December 2003.

Lorna Masson is registered to provide the childminding service which is located in a residential area within the town of Cumnock in East Ayrshire within close proximity to local parks/walks, school and shops. The childminder provides her service in her home, a detached bungalow. Minded children have access to the designated playroom, Kitchen and sunroom of the ground floor and the enclosed rear garden. The childminder also accesses the local parks for outdoor play and energetic activities.

The conditions of registration state:

'The childminder may care for 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 1 is under 12 months. Numbers are inclusive of children of the childminder's family.'

At the time of this inspection, the childminder was providing a service for eight children from seven families within the conditions of her registration.

The childminder provided care on a flexible basis. Three children under school age were present during the inspection.

The aims of the service include:

"To provide parents with a quality care provision.

I provide a varied and well-balanced activity programme within my home and wider community.

The safety and wellbeing of each child is of paramount importance whilst in my care. I aim to ensure the safety of the children."

What we did during our inspection

We compiled this report after an unannounced inspection that took place on Thursday 30 August 2018 between 11:00am and 14:30pm. One Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection, we spoke with the childminder. There was three children present who 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

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

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

"I am, and always have been, entirely satisfied with the service provided. Lorna provides a professional, compassionate and fun environment in which my child is thriving. Her genuine care for the children in her care is clearly evident and my child quickly formed a very positive relationship with her. I could not recommend Lorna more!"

"My child has attended Lorna's childminding service since she was six months old. I chose for my child to attend Lorna's as I knew that she would give my child the attention and care that I would give her myself.

I am always sent regular updates via text messaging, letting me know how my child is, putting me at ease knowing that my child is happy with Lorna and the other children.

Before my child started her nursery placement, she attended different toddler groups within the area with Lorna and other children she cared for. My child really enjoyed attending the groups and I believe this helped her with her confidence by meeting different adults and learning to play and share with other children. Lorna always encourages my child to play nicely with any child she meets and this was evident when my child started nursery.

During the school holidays, Lorna is always doing different activities and attending different groups with my child and other children. They are always going to different parks throughout the area, local play days that East Ayrshire Leisure arrange and often arranges play dates with other childminders. The favourite place that they attend is Dumfries House, which is local, this means that they are outdoors and enjoying the fresh air. My child thoroughly enjoys the times she spends outside. If it is a wet day, they have a great time inside doing different types of arts and crafts, which Lorna is brilliant at doing with the different ideas that she research's. She takes the children to the local library, which holds different events and goes to the cinema which my child really enjoys.

Lorna has helped, and been a big part of developing my child's educational needs by taking the time, using different methods and materials to allow her to meet the different milestones a toddler and young child should be meeting.

Lorna has adapted her home and garden to suit the needs of children in her care. She has an amazing playing space indoors and out which all the children extremely enjoy spending time and playing in. Lorna dedicates all her time to making sure that all the children are happy and safe. I could not think of a better person to look after and care for my child whilst I work full time."

"Lorna offers an excellent service. I genuinely could not recommend her highly enough. Lorna's environment is to an excellent standard which playfully encourages development and supports educational needs. I receive regular paintings, fantastic arts and crafts, baking and photos with all the fun and learning activities the children are involved in. Lorna is keen for parent feedback and suggestions. Lorna works in a friendly and professional manner and any time you arrive there is a very welcoming feeling. Lorna is able to identify any areas of development and encourages my child to assist me. Lorna is reliable and encouraging, she has a good bond with all the children in her care. It is clear when children are in her care that Lorna is able to maintain children's behaviour, It is never chaotic, it is always a happy place and my child is always busy."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. The childminder identified what they thought they did well, and gave examples of how her care had impacted on outcomes for children.

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. The children in her care responded to the nurturing and respectful manner in which the childminder spoke and interacted with them. The environment was engaging and well laid out to ensure that all children benefited from the childminders attention and support.

What the service could do better

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

- Requesting a variation to remove the time limited condition on her existing certificate of registration. Then printing and displaying the most up to date certificate.
- Updating the procedures she uses to change nappies, ensuring that the potential for cross contamination is reduced and minimised where possible. We referred the childminder to the Health Protection Scotland document 'Infection Prevention and Control in Childcare Settings' (Sept 2015) and specifically appendix 8
- Streamlining personal plans to be more specific with regards to health, safety and welfare.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed

Quality of management and leadership

5 - Very Good

Quality of care and support

Findings from the inspection

We found that overall the childminder provided a very good quality of care and support to children in her care.

Before children started in the service, the childminder provided a number of flexible induction sessions. This allowed the child to become familiar with the childminder and for her to get to know the family well. The childminder took account of each child's individual circumstances and adjusted the induction times to suit. The childminder used her experience to actively and engagingly support the development of her minded children. We saw this on a number of occasions during the inspection visit.

Through our discussions and observations, it was clear the childminder knew each child, and their family, very well. A range of documents were held by the childminder, which clearly detailed each child's specific care needs. These were completed with the parents when the child started within the service and updated and reviewed regularly. Children's views were included and revisited frequently.

We saw evidence that the childminder shared informative information daily with the parents about their child's activities while in the service. Parents we spoke to told us that they received daily feedback when picking their child up. The childminder also text messaged and emailed parents information. Parents received updated documentation, including policies and procedures annually. The childminder kept a comprehensive register of children's attendance.

The childminder had very good knowledge about Getting it Right for Every Child and the wellbeing indicators. This knowledge was used to inform the Personal Plans she kept for each child. Her plans were well focused on developments for children. We spoke with the childminder about condensing and streamlining the information she currently gathers to afford a more realistic workload, whilst benefiting her practice with a working tool to support the health, welfare and safety of each individual child.

We looked at the service policy on child protection. We discussed this with her and were happy that she was aware of her responsibility to protect children in her care. She knew who to contact for advice and support should a concern arise about any of the minded children.

We saw evidence that the childminder and the children had worked together to decide on the house rules. We saw that they had shared their own ideas. This showed us the minded children were being encouraged to be responsible. We saw the children were respected and included.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder provided a warm, safe and homely environment for the children she cared for. We concluded she did this to a very good standard.

Children had access to a designated playroom, the well laid out kitchen and a sunroom of the childminder's home; the childminder had made very good use of the space available. Children had access to an extensive, and child friendly enclosed back garden. This gave children plenty of space to be active, explore, be creative or sit quietly in comfort.

We were shown around the childminder's home. We saw a well resourced and tidy storage of resources, that the children in attendance showed us they were able to access freely. We saw them playing contentedly with an extensive range of toys, dolls, prams, crafts, beads and fine motor encouraging plastic pipettes throughout the inspection visit.

The childminder liked to get children out as much as possible. She had built into their routine a number of regular activities. This included collecting them from school, visiting the local play groups, as well as the local parks and arranged play dates with other childminders and letting them play with their friends, which supported their social development.

The childminder's home was child friendly and safe. She told us she was alert of any hazards and would act to minimise these to keep children safe. The childminder had supported children well to learn about keeping themselves safe and this was supported by the rules that the children were aware of.

We reviewed the childminder's procedures for promoting children's safety, health and minimising the spread of infection. We requested that the procedures she uses to change nappies be updated to reflect the guidance in the Health Protection Scotland document 'Infection Prevention and Control in Childcare Settings' (Sept 2015) and specifically appendix 8.

Where children had an accident, these were recorded and shared with parents. We reviewed some of these and found that they were detailed and contained appropriate information. Although there had not been any accidents that we required to be notified about, we reminded the childminder about the notifications that she must make to us.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership was very good. We concluded this after reviewing a range of paperwork and through discussions with the childminder.

We found the childminder to be professional, knowledgeable and well organised with regards to her childminding service.

The childminder had a very good commitment to her learning and development. It was evident from the inspection visit that she kept up to date with local and national best practice guidance.

The childminder was aware of key national documents and approaches such as Building the Ambition and the Getting it Right for Every Child approach and had received training on these. The childminder was a member of the Scottish Childminding Association (SCMA). This was also where she purchased her liability insurance.

The SCMA supported the childminder to keep up-to-date with changes that may affect her service. She also received their regular childminding magazine, the Care News magazine from the Care Inspectorate as well as sharing information with other local childminders. The childminder told us she regularly checked the Care Inspectorate Hub, as this has a large amount of best practice guidance and information that benefitted her service.

The childminder gave children and their parent's opportunities to provide feedback on her service and their views were respected. She communicated daily with children about what they would like to do and what resources they would like to play with. She knew children well and followed their likes and dislikes, while encouraging them to try new things. Parents views were sought with regards to what the service did well and if there were any areas for improvement.

We spoke with one parents during the inspection visit and heard very positive comments.

All parents told us that the childminder kept them up-to-date with any changes she has made to the service. One parent also told us that the childminder 'asks for suggestions and seeks parents views as and when anything arises.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

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	
9 Oct 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed 6 - Excellent
1 Nov 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
4 Nov 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
29 Sep 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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