

Bonny Kidz **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 8 October 2018

Service provided by:
Adeline Ramsay trading as Bonny Kidz

Service provider number:
SP2005953439

Care service number:
CS2005110559

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 has been registered since October 2006.

Adeline Ramsay referred to as the 'childminder' in this report is trading as Bonny Kidz childminding service.

Ann Nash and Derick Ramsay are employed as assistants. When working with the childminder, the service will be provided to a maximum of 10 children under 16 years with a maximum of eight children under 12 years, of whom no more than six are not yet attending primary school, and of whom no more than two is under 12 months.

When the childminder is working alone, the care service will be provided for a maximum of 8 children at any time under the age of 16 with no more than six children up to 12 years, no more than three not yet attending primary school and no more than one being under 12 months.

The service is provided from the childminder's home in a residential area in the town of Bonnybridge. The children have access to a lounge, dining room, and large conservatory. The securely enclosed garden to the rear of the property provides children with an inviting outdoor play area.

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.

Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

Aims and objectives of the service included:

"To provide a good quality, reliable and flexible service which meets the needs of parents and children."

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by a Care Inspectorate inspector. The inspection took place on 08 October 2018 between 09:00 and 12:00 and 15:45 and 17:15 of the same day. We gave feedback to the childminder and both assistants on 08 October 2018.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the childminder to complete and submit to us.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the children
- the childminder
- the assistants
- parents and carers.

We observed and viewed:

- the environment
- the childminder's practice and interactions with children
- the assistant's practice and interactions with children
- the children playing.

We looked at the following evidence:

- evidence from the most recent self assessment
- children's records
- accident and incident records
- written policies and procedures
- information for parents
- questionnaires.

As part of this inspection we focussed on how this service promoted children's health and wellbeing through infection prevention measures.

We took account of all of the above information when we evaluated this service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

Views of people using the service

We sent out five care standards questionnaires for parents and carers prior to our inspection. We received four completed questionnaires and they were happy with the service they received. They told us:

"I would speak to the childminder about any concerns that may arise".

"Always tells me if any changes or improvements are being made".

"Excellent service. Highly recommended".

"The childminder has great interactions with the kids".

"We fill in all about me forms and update anything as required".

We spent time with the children present on the day we visited. They were confident, happy and enjoyed playing in the home area and reading story books.

They told us:

"We play just dance on the Wii machine and have a TV" (talking about activities in the outdoor play shed).

"I like going down the slide on my jacket, you have to hold on to the sides. It's really fun" (talking about the garden area and safety measures).

"We go out sometimes" (talking about the garden area).

"I've made tea for you, do you like carrots?"

Self assessment

We received a completed self assessment from the childminder. The self assessment gave some examples of service strengths for each theme and some areas of improvements that have been made since the last inspection. More thought could be given to the wellbeing indicators and the new Health and Social Care Standards. By doing this the service will be able to evaluate practice more easily and recognise areas for improvement more readily.

What the service did well

The childminder had addressed most of the recommendations made at the previous inspection. Children were happy and confident in the care of the childminder. She nurtured their needs and knew them well as individuals. The childminder continued to provide a relaxed and informal style of service which met parents' needs.

What the service could do better

We spoke about the importance of remaining engaged with new documents and guidance to ensure that the experiences she offers children are of the highest quality. Infection control procedures should be managed better to support the health and wellbeing of children and reduce the risk of the spread of infection. We advised that all policies and procedures, including risk assessments, should be reviewed every six months and updated to include any changes. This would support quality practice and identify any current risks and hazards.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The children were confident, happy and vocal in the childminder's home. They independently accessed play activities, had positive social interactions and appeared to welcome and accept us as visitors. Children were keen to show us the recent changes made to the play room layout and were excited to tell us about the new nurture corner and story book resources. They told us, "This is the princess book Rapunzel, it's my favourite, we have

things to dress up with" and "I'm reading these books at home, in order". Providing play spaces and resources that captured children's interests and development stages of learning encouraged early literacy skills and promoted a love of books.

Healthy food choices were encouraged. A menu planner was in place and was displayed on a blackboard for parents and children to view. The childminder had some awareness of best practice nutritional guidance such as 'Setting the Table' document for early years. Children were encouraged to join in with meal time routines. For instance, they helped with setting the table for dinner. We noted that the childminder consulted children about their preferred choice of vegetables for dinner and responded to this appropriately. This would make families confident and reassure them that the service provided positive meal time experiences that encouraged social interactions, promoted self-help skills and supported a healthy lifestyle.

Children's birthdays were celebrated and we could see that parties were well organised and planned for individual preferences, this made children feel special. For example, specific character cakes were pre ordered and presents were purchased in partnership with parents' knowledge of children's current interests. During our visit children spoke about their birthday party with excitement and could recall details about food, games and friendships. The childminder had worked hard to create a homely environment where children could have fun and feel included.

A register recorded times in and out of the service and days children attended. This ensured us that the childminder operated within her terms of her registration in regard to the ratio of children. A large purpose-built storage system which housed children's coats, shoes and bags encouraged children to be responsible and kept the hallway clear. This would ensure hazards, such as, tripping or falling were minimised in the event of an emergency exit. The childminder had good understanding of child protection procedures to follow in the event of an incident. Parents could be confident that the service was aware of how to keep children safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children had good space to play indoors and the childminder had worked hard to develop a wide range of challenging and interesting play toys, books and games. In particular, opportunities for younger children had been enhanced through new play items. For instance, large wooden blocks provided opportunities for younger children to develop co-ordination and problem solving skills. In addition to this a home area with dolls, dishes and kitchen appliances supported social role play games and communication skills. Appropriate age and stage play experiences encouraged in-depth play and supported children to achieve and learn new skills.

Infection control procedures were adhered to in general practice, and cleaning schedules were in place. However, we had identified the need for a regular deep clean in some areas of the home, particular since the service now has two new puppies. We spoke about the importance of this to ensure the environment was hygienic and children were free from any potential hazards. The childminder agreed to take responsibility for this and make a clear list of areas requiring a regular deep clean. This would mean the childminder and cleaner for the service could work together to ensure a high standard of cleanliness is maintained at all times. This would support the health and wellbeing of children and reduce the risk of the spread of infection, keeping children safe and healthy.

The large, safe, enclosed back garden area provided opportunities to explore investigate and engage in active and healthy play. The play equipment such as the swing, slide and climbing frame encouraged children to develop skills in climbing, crawling, balancing and jumping. The inside play area looked directly out into the garden through large full-sized windows. This allowed light to flood into the indoor play area and created a bright and relaxed area where older and younger children could view weather conditions and signs of nature. Observing the outdoor natural environment in this way enhanced children's connections with the world around them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The childminder regularly works alongside two named assistants. The robust vetting procedures ensured that the assistants are suitable to work with children in the service. For example, Protecting Vulnerable Groups (PVG) check was carried out as part of the recruitment process.

We spoke with both assistants during our inspection visit and observed them interacting in play opportunities and conversations with the children present.

One assistant mainly supported children with homework after school. She talked with knowledge and compassion about children's early reading and writing development and skills. It was clear she understood how to support children to achieve in this area. For instance, she talked about breaking down spelling tasks to support children's understanding and used strategies to engage reluctant readers to participate in early reading activities. This support helped children to reach their potential and achieve.

The childminder's husband works mainly from home and he is also an assistant in the service. His role is to help with the collection and care of the children as required and assist the childminder with record keeping systems. Observing the level of interaction between both the assistants and the children present, it was evident they were all at ease in each other's company.

Appraisals were in place for both assistants, however, we noted that formal training opportunities were not being accessed. We spoke with the childminder about her responsibility as an employer for ensuring that training was ongoing for any assistants working within the service. This would ensure that children's care, learning and development needs were appropriately supported throughout their time in the service. In particular we asked both assistants to consider child protection training to ensure they remain up-to-date with current information sharing procedures to protect children. **(See recommendation 1.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The service should develop their training and development opportunities to ensure both assistants are increasing their knowledge and skills in areas which will help to improve children's outcomes in a more targeted way. This should include opportunities to discuss where children need the most support and how they can take actions which will support specific outcomes for children.

This is to ensure 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).

Grade: 3 – adequate

Quality of management and leadership

Findings from the inspection

The childminder is currently taking steps to develop her knowledge and understanding of the wellbeing indicators to capture children's learning activities, (there are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included). This will help to show children's progress and achievements in particular areas and identify where support is required for individual children. We spoke about the importance of remaining engaged with this guidance to ensure that the experiences she offers children are meaningful, rich and of the highest quality.

Appropriate policies and procedures were in place, however, we saw that risk assessments and service policies were not reviewed and updated regularly. We advised that they should be reviewed every six months and updated to include any changes to keep the service current and meaningful. This would make families confident and reassure them that the service is managed by an organised and reflective person. **(See recommendation 1.)**

We could see the childminder had positive relationships with children and parents. Families felt included in the service through daily conversations and formal questionnaires. They told us they would feel comfortable approaching the childminder with any concerns. Social media was used to share children's play experiences, outings and celebrations and children were keen to tell us about the entries, such as sports day in the local

park. Involving children in their learning journey in this way encouraged them to be active learners and have pride in their achievements. Sharing information with families would make them feel included and informed about their child's care, play and learning experiences.

The childminder engaged well with the inspection process and was keen to develop her service and take on our suggestions and ideas for improvements. We found the childminder had made positive improvements since our last inspection in areas such as, the play environment spaces and resources. She should continue to address the recommendations and suggestions made in this inspection to further develop and improve the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder review and evaluate the policies and procedures for her service to be in line with best practice guidance and communicate effectively the practices which are used in the service to care for children. Specific attention should be given to:

- risk assessments
- parent and child questionnaires
- general policies and procedures.

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).

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

The childminder should ensure that activities are suitably stimulating for all children in her care and reflect their age and stage of development.

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

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

We saw that the childminder had purchased new play resources which specifically enhanced skills and development for younger children. Play spaces had been rearranged to enhance the play environment and encourage different types of play.

This recommendation was met.

Recommendation 2

To promote children's health and wellbeing, the childminder should improve children's personal plans. Plans should include:

- clear information about children's health needs and the support they require.
- reviewed routines, including sleep arrangements
- details of children's progress and achievements
- ensuring children (where appropriate) and parents/carers are involved in setting and reviewing plans.

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

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

Improvements had been made to children's personal plans. Children's progress and achievements are beginning to be documented and shared with parents. We spoke about the importance of keeping personal plans up-to-date.

Through discussions we were satisfied that this recommendation is now met.

Recommendation 3

To promote children's health and wellbeing, the childminder and assistants should continue to access relevant learning and development opportunities.

National Care Standards. Early Education and Childcare up to the age of 16. Standard 12 - confidence in staff.

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

The childminder had accessed some relevant training and development opportunities and we could see this was beginning to make an impact on her practice. We discussed training needs for the two assistants, in particular child protection training.

This recommendation was not yet met. It has been made again in quality of staffing

Recommendation 4

To ensure children's health and wellbeing, the childminder should improve how medication is managed in the service.

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

This recommendation was made on 24 January 2018.

Action taken on previous recommendation

We are now confident that the childminder is managing medication safely, in particular when gaining permission from parents and recording information appropriately.

This recommendation is now met.

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
12 Oct 2017	Unannounced	Care and support
		3 - Adequate
		Environment
		4 - Good
		Staffing
		3 - Adequate
		Management and leadership
		3 - Adequate

Date	Type	Gradings	
27 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 3 - Adequate
18 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 1 - Unsatisfactory 2 - Weak 2 - Weak
30 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 2 - Weak
13 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed
13 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed
30 Apr 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak Not assessed
24 Apr 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
25 May 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed

Date	Type	Gradings	
15 Apr 2011	Re-grade	Care and support Environment Staffing Management and leadership	2 - Weak 2 - Weak 2 - Weak Not assessed
18 Oct 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
27 Nov 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
23 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 2 - Weak Not assessed

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.