

# Hogan, Yvette Child Minding

Type of inspection: Unannounced  
Inspection completed on: 4 October 2018

**Service provided by:**  
Yvette Hogan

**Service provider number:**  
SP2003907698

**Care service number:**  
CS2003007878

## Introduction

Yvette Hogan has been a registered childminder since 2002. She is currently registered to provide a care service to a maximum of six children at any one time under the age of 16 years, of whom a maximum of six will be under 12 years old, of whom no more than three are not yet attending primary school and of whom no more than one is under the age of 12 months. Numbers are inclusive of the children of the childminder's family.

When the childminder is working with a named assistant, the service may be provided to a maximum of 10 children under 16, of whom no more than 6 are not attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of the children of the household.

Yvette Hogan will be assisted by Sara Anderson. Minded children cannot be cared for by persons other than those named on the certificate. Overnight care can be provided.

The service is provided from the childminder's home, located close to the centre of Inverness. The house is on two floors and is surrounded by a large secluded garden, which offers children an area to run freely and have fun. Two pet dogs are also part of the family.

Aims of the service include, to provide a safe, secure and loving environment where each child is given space to fulfil their individual potential in stimulating and varied play experiences. Outside space is part of our everyday activities and the children benefit from this in a variety of ways.

## What we did during our inspection

We wrote this report following a short notice announced inspection. This was carried out by two early learning and childcare inspectors on 4 October 2018. Feedback was given to the childminder later the same day.

During this inspection, we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

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.

## Views of people using the service

For this inspection, one parent or carer returned a completed Care Standards Questionnaire (CSQ). Comments included:

'She always tells me about his day and activities and is careful to include his likes and dislikes.'

'My child is always included in whatever is planned for the day and has a range of outings and activities.'

'Outside play is an integral part of his day at Yvette's house and my [child] enjoys this.'

One minded child was present at the time of inspection. The child appeared happy and comfortable with their childminder.

## Self assessment

Every year all care services complete a self assessment telling us how their service is performing. We check to make sure this is accurate.

We did not receive a 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

Through discussions, we found that the childminder knew individual needs well. Children were provided with a homely environment that promoted a safe and relaxing experience. We found this enabled children to experience care that was supportive and nurturing.

## What the service could do better

On the day of inspection, we found that the childminder was not operating within the conditions of her registration. Whilst we acknowledge that this was a result of changes in the service, the childminder must ensure she adheres to her conditions of registration at all times. A requirement has been made to ensure the childminder improves the running of her service to ensure children's care is consistent and right for them.

Every child should have a personal plan in place that records their information and identify any needs or wishes relating to the care they receive. The childminder should ensure these are in place and review them every six months, or sooner if required. This should be done in consultation with the child and the parents or carers.

If a child requires medication, this should be carried out in a safe and effective way. We found the childminder did not have proper procedures in place to ensure information was shared or recorded safely. The childminder must improve her procedures for the permission and administration of medication.

Children should be protected from harm. The childminder must have a clear understanding of her roles and responsibilities in relation to child protection. In order to improve her practice, the childminder should take part in relevant training.

The childminder had a wealth of experience in working with children. She knew her children well. We recommend that the childminder continues to pursue training, and keep up-to-date with best practice and current legislation. She can do this through attending regular training and by visiting the Care Inspectorate Hub for best practice guidance. We recommend she uses this professional development to update her policies and procedures, so that they too, reflect best practice and current legislation.

## 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

The performance in this quality theme was found to be adequate.

On the day of inspection, one minded child was present. We saw that the childminder was engaging and nurturing towards the child. As a result, they shared a bond that enabled the child to trust the childminder, and feel safe in her care.

The childminder showed knowledge and awareness of the needs of the child and was able to discuss how her practice supported children, such as, using makaton to help them express their views and opinions. In order to identify and support children's needs, the childminder has a duty to have a personal plan for each child. This should be tailored to the child and include their personal information, identify their needs and wishes and set out how these will be met. We found that the childminder had minimal information in place. We discussed her duty of care, and suggested systems that she could use to ensure these are completed and reviewed, at least every six months. **See requirement 1.**

Children were supported to reach their potential. Through discussions, we found that the childminder played a key role in promoting children's needs, such as identifying allergies and food intolerances, and encouraging them to achieve within their development. The childminder told us that she had previously liaised with the local school. We recognised the valuable care provided by the childminder and encouraged her to share information more regularly through consultations with parents, school and other relevant professionals. This is to ensure children experience care that is consistent and right for them. **See recommendation 1.**

Children should be kept safe from harm. The childminder showed a good understanding of signs and symptoms of abuse. We discussed her procedures for sharing concerns and found them to be adequate. We advised that the childminder take part in relevant training in order to form a more robust system of monitoring, recording and sharing concerns or allegations of abuse. This is to ensure children are protected from harm, neglect and abuse. **See recommendation 2.**

### Requirements

**Number of requirements: 1**

**1. Every child should have a tailor-made care plan that sets out how their needs will be met, as well as their wishes and choices. The childminder must have this in place for every child by 5 November 2018. In order to achieve this, the provider must:**

- (i) Ensure every child has a fully completed care plan, created in partnership with children and parents/carers, within 28 days of starting in her service.**
- (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 every six months while the child is at the service.**

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS), 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).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation Personal Plans - (1), (2) (a) and (b).

## Recommendations

Number of recommendations: 2

1. Children should experience care that is right for them. The childminder must improve her consultations with parents and other working professionals to ensure information is being shared promptly and efficiently. This will enable children's care to be consistent and right for them.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards (HSCS), which state that, 'I benefit from different organisations working together and sharing information about me promptly where appropriately, and I understand how my privacy and confidentiality are respected' (HSCS 4.18)'

2. Children should be protected from harm. The childminder must have a clear understanding of her roles and responsibilities in relation to child protection. In order to improve her practice, the childminder should take part in relevant training.

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

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The performance in this quality theme was found to be adequate.

The childminder had created a warm, homely environment for the children to feel welcomed, and happy. We found the house to be clean and tidy. Children were kept safe from harm through regular visual checks to reduce hazards and prevent accidents. The childminder told us, that since last inspection, no accidents or incidents had occurred.

Children were given daily access to the outdoors. The childminder told us that children looked forward to, and enjoyed walking the family dogs while at the service. We found that this promoted children to be active, and get fresh air.

The childminder had adapted the environment to suit the needs of children requiring overnight care. The room used for sleeping was appropriate for the child's needs and reflected a warm, homely environment. We found the childminder encouraged appropriate levels of independence and responsibility for personal hygiene during overnight care.

Children should have their views and opinions sought in order to shape their environment. The childminder was familiar with the likes and dislikes of the child. We discussed providing ways for the children to have more ownership of their space, and having toys and games that reflect their interests. This would enable them to feel more included and respected within their service. **See recommendation 1.**

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

**1. Children's individual needs, wishes and views should be respected and sought regularly. The childminder must improve methods of collecting children's opinions, and promote empowerment within the service.**

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS), which state that, 'I am treated as an individual by people who respect my needs, choices and wishes, and anyone making a decision about my future care and support knows me' (HSCS 3.13).

**Grade:** 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The performance in this quality theme was found to be weak.

On the day of inspection, we found that the childminder was in breach of her conditions of registration as the minded child was not in her care at all times. Whilst we acknowledged that the child was being cared for by another childminder, this person was not named on the childminder's registration certificate. We found no evidence to show parents were aware or agreed with this arrangement. **See requirement 1.**

During the inspection, the childminder found it difficult to produce relevant paperwork when required. We discussed the importance of maintaining records, plans and policies that are well organised and kept in line with

current legislation and best practice guidance. By the time of feedback, the childminder was able to provide us with the relevant information. **See recommendation 1.**

Children who require medication should be given this in a safe and effective way. The childminder told us of occasions where medication may be required. We asked the childminder to ensure appropriate medication permission and administration forms are in place following current best practice guidance. This ensures that information is shared clearly between parent and childminder, and medication is administered safely. **See requirement 2.**

Children should experience a care service that is organised and well-managed. The childminder was able to show us some policies. These were found to be unique to the service. We were satisfied that they enabled parents to have clear expectations of the service. We asked the childminder to undertake professional development and review and update her policies and procedures. This is to ensure they reflect current best practice and legislation. **See recommendation 2.**

We did not inspect the quality of staffing as the assistant named on the childminder's certificate had not worked for some time and did not intend to work again. The childminder agreed to submit a variation to remove the assistant from her certificate.

Overall, we found the childminder to be dedicated and committed to providing positive outcomes for children. It was clear that she had played a valuable role in families' lives for many years. The childminder should now address the requirements, recommendations and areas for improvement identified in this report to ensure children experience a high quality of care and support.

## Requirements

**Number of requirements: 2**

**1. Children should be supported by people who meet their needs in a safe and responsible way. The childminder must adhere to the conditions of her registration and ensure children registered with her receive care that is consistent and right for them. In order to achieve this, the provider must improve current practice to ensure proper arrangements are made with children's needs at the centre of the service by 31 October 2018.**

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS), which state that, 'I experience stability in my care and support from people who know my needs, choices and wishes even if there are changes in the service or organisation' (HSCS 1.15).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation (4) - (1) The provider must (a) make proper provision for the health, welfare and safety of service users.

**2. Every child should be kept safe when administering medication. The childminder must have procedures in place that promote effective sharing of information, and safe administration of medication by 5 November 2018. In order to achieve this, the provider must:**

- (i) Follow best practice guidance in relation to the 'Management of Medication in Day care of Children and Childminding Services'.
- (ii) Provide parents and carers with relevant paperwork that records the medical needs of a child

accurately

(iii) Share all information with parent and carers.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS), which state that, 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This is order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation 4 Welfare of Users - (1) a provider must (a) make proper provisions for the health, welfare and safety of service users.

## Recommendations

Number of recommendations: 2

1. Children should feel confident that the service is well-managed. The childminder should improve systems in place, in order to become more organised and share information when necessary.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS), which state that, 'As a child, I use a service that is well led and managed' (HSCS 4.23).

2. Children should experience a care service that is organised and well-managed. The childminder should improve her system for reviewing policies and ensuring they reflect best practice and current legislation.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS), which state that, 'I use a service and organisation that are well led and managed' (HSCS 4.23).

Grade: 2 - weak

**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](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
15 Nov 2016	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>5 - Very good</div>
16 Jun 2014	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>6 - Excellent</div>
14 Jun 2010	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>Not assessed</div> <div>6 - Excellent</div> <div>Not assessed</div>

Date	Type	Gradings	
9 Feb 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	6 - Excellent
		Management and leadership	Not assessed

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