

Hale, Mary

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 10 September 2018

Service provided by:
Hale, Mary

Service provider number:
SP2003910106

Care service number:
CS2003019974

Introduction

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Mrs Hale's childminding service is registered to provide a care service to a maximum of 5 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.

What we did during our inspection

We wrote this report following a short notice announced inspection. There was one minded child present.

As requested, we received an annual return electronically. We considered the information within this document as part of the inspection process.

We also gave consideration to the feedback from families using the service.

We observed the parts of the premises used for childminding purposes and observed the interaction between the childminder and the minded child. We sampled children's records, viewed other relevant written documentation and discussed the service with the childminder.

Getting it right for every child (GIRFEC) is Scotland's approach to supporting children and young people. It is intended as a framework that enables organisations who work on behalf of Scotland's children and their families to provide a consistent, supportive approach for all. The approach uses eight areas of wellbeing in which children and young people must progress in order to do well now and in the future - safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI). These SHANARRI indicators are used to record observations, events, concerns (if there are any) and act as an aid in putting together each child's plan.

Views of people using the service

During the inspection there was one school aged child present. This child told us about the things she enjoyed about attending the childminding service. We noted that she was happy and confident in the setting.

Self assessment

The childminder had not submitted a self assessment since 2011. We discussed the arrangements for quality assurance at the inspection.

What the service did well

The childminder had established positive relationships with children and their families. She was observed to be warm and caring towards the child in her care treating her with consideration and respect throughout the inspection. It was clear from our discussions with parents that the families using the service were very happy with the quality of the service.

What the service could do better

The childminder has advised that the service is moving towards closure in the future. We advised that should the childminder intend to continue with the service in the longer term, then we would expect an increased commitment to training and paperwork.

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	4 - Good

Quality of care and support

Findings from the inspection

We found the service to be performing at a good standard in relation to this quality theme.

All children attending the service had done so for some time and were of school age. Although, the childminder was familiar with the individual children's needs, preferences and care routines, written personal plans were not in place. Personal plans needed to be put in place to ensure that the childminder always had up-to-date information about the children in her care which could be used to tailor the care of each child to their individual needs. The childminder needed to ensure that these personal plans were then reviewed regularly to ensure that information on minded children was up-to-date. (See requirement 1) This is continued from the last inspection.

Through discussion, we confirmed that the childminder knew children very well and had put good arrangements in place to liaise with parents. She sent regular texts and photos to parents to let them see what their children had been doing.

The childminder had developed warm and positive relationships with the children in her care. Children's interests formed the basis for the weekly routine, which also respected their individual choices and needs. We found that children had good opportunities to be active in the garden and playing outside with their friends. This arrangement had been agreed with parents.

During the inspection, one minded child was present for a short time. The child was relaxed and happy in the care of the childminder and told us they had built good relationships with the childminder, her family and the other children. The child told us they mostly enjoyed outdoor play and relaxing and watching television with their friends.

The childminder was aware of her responsibilities for safeguarding children and was confident in this regard. However, it was some years since she had attended formal training in child protection.

We highlighted the need for the childminder to ensure that appropriate procedures were in place to administer medication to children in her care should this be required by parents/carers. We noted that the current consent forms in place had not yet been updated in line with best practice guidance

Requirements

Number of requirements: 1

1. The provider must have personal plans in place for every child using the service. These must include a written plan which sets out how the child's health, welfare and safety needs will be met. These must be available to the child or representative. The personal plans should be reviewed at least once every six months or if there is any significant change in the child's needs.

This ensures care and support is consistent with the Health and Social Care Standards which state: "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14) and "I use a service and organisation that are well led and managed" (HSCS 4.23).

It also complies with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) and regulation 19(1) of The Regulation of Care (Requirements as to Care Services) (Scotland) Regulation 2002 (SSI 2002/114).

Timescale for completion: 30 November 2018.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the service to be performing to a good standard in relation to the quality of environment.

The childminder was keen to ensure that children experienced care in a warm, caring and homely environment.

All children were able to access the downstairs facilities within the childminder's home. These consisted of the lounge, family kitchen/sitting room and downstairs toilet. There was also an enclosed rear garden to offer children opportunities for safe and healthy outdoor play.

The environment was observed to be clean, well decorated and in a good state of repair. No health and safety issues were observed. Appropriate resources, furnishings and fittings were available to support the childminder in her care of the children.

The childminder discussed the measures she took to ensure that children were protected, where possible, from exposure to risk and hazards. The childminder was aware of the need to enable children to assess and consider hazards themselves. The childminder told us that she carried out regular risk assessments to ensure that the children were safe and protected from hazards.

The minded child was observed to be safe, secure and comfortable in the childminder's home and outdoors with her friend.

The childminder was aware of her role in ensuring children were protected from the spread of infection within the home. Children were encouraged to wash their hands routinely after being outside, before and after eating and after visiting the toilet. The childminder also ensured she issued information on exclusion periods for infectious illnesses to parents. A range of appropriate personal protective equipment (PPE) was available to support the childminder's practice in this area.

There was an appropriate accident and incident recording system in place to ensure that parents and carers were advised if any children were involved in, for example, minor bumps.

We confirmed that the childminder held appropriate insurance for the service. However, we were unable to confirm that appropriate insurance was in place to use her car for business purposes. The childminder agreed to confirm this was in place when the motor insurance schedule was located.

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 now been minding for many years and she discussed the training and knowledge gained over the years. However, we found that the childminder had not managed to attend any training since the last inspection and did not intend to do so as she hoped to close her service in the near future. We discussed the benefits of training in ensuring that practice remained up-to-date with current guidance and advised that should the childminder intend to continue with her service in the longer term we would expect an increased uptake in training.

The childminder told us that she kept up-to-date with best practice guidance and changes to legislation through membership of the Scottish Childminding Association (SCMA), accessing online resources and meeting with other childminders in the area. We pointed out the benefits of signing up for regular updates from The Hub - the Care Inspectorate's online information resource.

We discussed the fact that we had not received a completed self assessment from the childminder for a number of years and it appeared that there had been an issue around the email address linked to her online account. We discussed the benefits of using the self assessment document as a quality assurance tool to enable self-evaluation within the service.

The childminder respected the views of children and parents and used their views to improve the service where possible. We were told that most feedback came from informal discussions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must have personal plans in place for every child using the service. These must include a written plan which sets out how the child's health, welfare and safety needs will be met. These must be available to the child or representative. The personal plans should be reviewed at least once every six months or if there is any significant change in the child's needs.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Service) Regulations 2011 (SSI 2011/210) Regulation 5(1)(2) – Personal plans.

This requirement was made on 1 September 2014.

Action taken on previous requirement

The childminder only had very basic information in place for children. Personal plans had not been developed in line with regulations. See Quality of care and support.

Not met

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	
26 Jun 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
17 Sep 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
4 Sep 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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