

Rogers, Heather Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 December 2018

Service provided by:
Rogers, Heather

Service provider number:
SP2004938269

Care service number:
CS2003050368

Introduction

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

Ms Heather Rogers, childminder is registered to provide a care service for a maximum of six children under 16 years, of whom no more than six will be under 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder provides the service from her home in Currie, on the outskirts of Edinburgh which is close to local amenities and public transport. The areas used for the purpose of childminding include the lounge, playroom and upstairs family bathroom. Children had restricted access to the kitchen and there was also use of the fully enclosed garden when the childminder was present.

Eight minded children currently use the service on a part-time basis throughout the week. The childminder's information outlined the different days and times and was managed effectively to ensure that she operated within her conditions of registration at all times.

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), 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.

What we did during our inspection

We wrote this report following an unannounced inspection on Thursday 13 December 2018. We gave feedback to the childminder during the inspection.

We sent three care standards questionnaires to the childminder to give to parents and two of these were completed and returned to us.

During this inspection process, we gathered evidence from various sources, including the following:-

We spoke with:

- The childminder.
- The minded children during their play.

We looked at:

- The environment, equipment and toys.
- A sample of children's files and records kept.
- A sample of policies and procedures.
- Medication system.

- Accident/Incident recording system.
- Certificate of registration.
- The childminder's interaction with the minded children.
- The two care standard questionnaires we received from parents.
- The childminder's self assessment that she submitted to us.

Views of people using the service

There were two minded children in attendance during the inspection and we observed that they were confident and content in their environment. The minded children had a positive rapport with the childminder who interacted and responded to them in a nurturing and professional manner. The minded children chose from a variety of toys and resources in the playroom and living room including, play dough, games, cars, garage and car racing track.

We received two care standards questionnaires from parents and those all indicated 'Strongly agree' to the statement 'Overall, I am happy with the quality of care my child receives at this service'. We have outlined additional feedback from these questionnaires throughout this report.

Self assessment

The Care Inspectorate received a self-assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information included.

What the service did well

The childminder provides a respectful and nurturing environment for minded children. She is committed to providing a variety of experiences for minded children to support their care needs in partnership with parents.

What the service could do better

The childminder should continue to review and develop her service in line with best practice guidance and as outlined in this report. This includes continuing with her own professional development and expanding on the personal plan information held for school age children.

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

The childminder worked in partnership with parents to help support their child's care needs and interests. Discussions with parents helped support the continuity of care and to keep up to date with information.

The childminder demonstrated that she knew the children in her care well. Children's personal plans recorded relevant information gathered from parents. The majority of plans included a record of observations and children's achievements, photos of children taking part in key activities, a summary of information linked to the wellbeing indicators and a record of the reviews carried out with parents. Action was to be taken to ensure the consistency of the information gathered in children's personal plans and to ensure that all the necessary information was completed. This was to include the recording of the stepped approaches taken to support children with any additional support needs or requests. For example allergies or walking home from school unaccompanied. Personal plan information for school age children was also to be expanded upon to take into account the wellbeing indicators. We will follow this up at the next inspection.

The childminder was aware of the procedures to follow in the event of any concerns about children in her care. However updating her child protection training would help ensure that her skills and knowledge were up to date. (See recommendation one under the section Quality of management and leadership for this report). In addition, the child protection policy should be updated to include the contact details for Social Care Direct which is the organisation where any child protection concerns would be referred to.

Children were respectfully supported and encouraged to be independent and make their own choices during their play and snack routine. The childminder skillfully used positive behaviour strategies to support the children to take turns, share resources and play cooperatively together. Children's achievements were acknowledged and celebrated and this approach helped support the children's self-esteem and confidence.

A medication system was in place to record information if parents asked for medication to be administered. The medication policy outlined information for parents about the childminder's practice including that the first dose of any new medication would not be administered by the childminder in case of an adverse reaction.

In the two care standards questionnaires returned to us, the parents indicated 'Strongly agree' to the statements:-

- The childminder asks for your views about how you want your child to be cared for.
- The childminder regularly involves me in reviewing the information they have about my child.

Some written comments provided included:-

'Verbal discussions via phone or in person regarding (child's name) development'.

'Updates care plan etc regularly'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder talked to us about the measures she took to maintain the safety and cleanliness of her home for children using her service. Written risk assessment information outlined the key aspects of the environment that had been considered to reduce the potential risks around her home and garden. Further action was to be taken to update this information to take into account the improved security measures, accessibility to the kitchen and its potential hazards, changes to the garden area and any planned maintenance. For example the plans to fix the front garden gate and door bell box in the hall.

Children were supported to learn about healthy lifestyles through the promotion of healthy eating and handwashing prior to eating and after going to the toilet. Children were given a choice of when to have their snack and were involved in the deciding what to have to eat from a selection of foods.

There were a variety of toys and resources for children to access in the playroom and living room. These were rotated on a regular basis to support children's interests and likes. During the inspection, children confidently requested to play with particular games and playdough. The children were also able to experience a variety of community resources including the local park, toddler groups, soft play and library. Such activities and experiences helped children to learn to assess and manage different environments and challenges with the support of the childminder.

A system was in place to record any accidents/incidents which parents would be asked to countersign to demonstrate that this information had been shared with them. The childminder needed to renew her first aid training and this was to be actioned. (See recommendation one under the section management and leadership of this report).

In the two care standards questionnaires returned to us, the parents indicated 'Strongly agree' to the following statements:-

- The childminder's home is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- The childminder provides a suitable range of equipment, toys and materials for my child.
- The childminder makes good use of resources in the community, for example the library and parks.

Some written comments included:-

'My daughter has the option of what she wants to do/play with both indoors and outdoors'.

'She regularly goes to the park, library and soft play which she loves'.

'Heather has a variety of toys for the kids within her care and I am happy with the safety measures they have such as stairgates and locks on cupboards'.

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 demonstrated a professional and committed approach to her childminding service. She was confident in her approach to meeting children's needs. We discussed the importance of keeping up to date with her own professional development to support positive outcomes for them. For example first aid training and child protection training. (See recommendation one).

The childminder used information from the Care Inspectorate website, the internet, local childminder network and magazines from the Scottish Childminding Association (SCMA) to help keep up to date with best practice and relevant publications. We discussed that keeping up to date with key documents was also part of professional development and keeping a record of this and any impact/action taken as a result would be useful. For example documents including 'My World Outdoors' and 'Our Creative Journey' which promote outdoor experiences and art and craft experiences linked to the wellbeing indicators.

The childminder encouraged parents and children to give their views about the service through discussion and also the use of questionnaires. A complaints procedure outlined the action parents could take if they were unhappy about the service provided. This procedure was due to be reviewed to reflect the updated contact details for the Care Inspectorate.

We reminded the childminder of the importance of completing documentation via eforms when requested. For example annual returns and any notification forms as appropriate. In addition, as the current certificate had an expired condition recorded, we advised the childminder to complete a variation application to have this updated.

In the two care standards questionnaires returned to us, parents indicated 'Strongly agree' to the statement 'The childminder involves me and my child when making improvements or changes to the service'.

Some written comments included:-

'Open discussions as and when required'.

'I speak to Heather daily when my child is at the service and receive information verbally'.

'Heather is a great childminder who provides a great service of care. My child loves the wide variety of activities/different types of play available to her'.

'Happy children = relaxed mum at work. My child is happy at Heather's and I would recommend her to anyone in the area'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support positive outcomes for children, the childminder should continue with her professional development and training including first aid and child protection training. A record of any training or development should be kept. This is to ensure care and support is consistent with the Health and Social Care Standards which states '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

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

Previous requirements

Requirement 1

As a result of an upheld complaint since the previous inspection, the following requirement was made:-

The service provider (childminder) must at all times ensure they have supervision of all minded children and arrangements are in place to make sure that their safety and security inside and outside is suitable for their individual needs.

This is to comply with SSI 2011/ 210 Regulation 4 and takes into account National Care Standards (early years and childcare up to the age of 16) standard 2 (2).

Timescale:

This requirement should be implemented with immediate effect.

This requirement was made on 23 January 2017.

Action taken on previous requirement

The childminder described the action she had taken to address this requirement. We asked the childminder to document her security measures as part of her risk assessment information.

Met - within timescales

Requirement 2

As a result of an upheld complaint since the previous inspection, the following requirement was made:-

Children and young people should receive a quality level of care in the terms stated in the childminder's registration. In order to achieve this the provider must:

- Ensure that relevant documentation relating to the children attending the service is kept within the premises.
- Ensure that arrangements have been made to reduce the numbers of registered children receiving care in line with registration certificate.
- Only provide care to children as agreed in parental contracts.
- Only allow one registered service to provide a service from the registration address.
- Provide evidence to the Care Inspectorate that these areas have been actioned.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 1.19 which states "My care and support meets my needs and is right for me". It is also necessary to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland Regulations 2011.

Timescale: to be started on receipt of this report and evidence sent to the Care Inspectorate that it has been completed by 7 September 2018.

This requirement was made on 6 September 2018.

Action taken on previous requirement

Action had been taken by the childminder to address the above requirement.

Met - within timescales

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

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

As a result of two upheld complaints since the previous inspection, two requirements were made. We have outlined these and the action the childminder took to meet these under the section 'Outstanding requirement' of this report.

Enforcement

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

Inspection and grading history

| Date | Type | Gradings |
|-------------|--------------------------|---|
| 15 Nov 2018 | Re-grade | Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership 3 - Adequate |
| 9 Oct 2014 | Announced (short notice) | Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good |
| 19 Oct 2010 | Announced (short notice) | Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed |
| 2 Feb 2010 | Announced (short notice) | Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership Not assessed |

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|--------------|
| 20 Mar 2009 | Announced (short notice) | Care and support | 4 - Good |
| | | Environment | 3 - Adequate |
| | | Staffing | 4 - Good |
| | | Management and leadership | Not assessed |

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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