

Ringrose, Deborah

Child Minding

Type of inspection: Unannounced
Inspection completed on: 1 November 2018

Service provided by:
Ringrose, Deborah

Service provider number:
SP2003910554

Care service number:
CS2003019868

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

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. Getting it Right for Every Child 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 Getting it Right for Every Child. 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.

The childminder provides her service from her home in the coastal town of Largs, North Ayrshire. She can care for up to seven children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. Overnight care is not provided.

She aims to provide a safe and stimulating environment where children are welcomed and are happy and will encourage the emotional, social, physical, creative and intellectual development of all children.

At the time of this inspection she was providing her service to a total of fourteen children at various times.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on 1 November 2018 between 9.45am and 12 noon. The inspection was carried out by a Care Inspectorate Inspector who was accompanied by a Practitioner Inspector.

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

We sent the childminder three questionnaires to give to parents/carers using her service. Two were completed and returned to us before the inspection.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Parent questionnaires
- Daily contact diaries
- Activity planners/charts
- Mind map of children's activity ideas
- Displays/photos
- Newsletters
- Children's information folders
- Personal plans
- Achievements wall
- Medication recording/consent/policy
- Resources
- Risk assessments
- Accident/incident recording
- Training certificates
- Good practice information folders
- Action plan for future developments/improvements
- Complaints procedure
- Information Commissioners Office registration
- Registration certificate
- Insurance certificates

We spoke with the childminder and the child present and observed interaction and relationships between them.

We also looked at some toys, activities, displays and the children's environment.

Views of people using the service

One young child under three years of age was being cared for during our visit. He was relaxed and familiar in his surroundings and enjoyed a positive, caring relationship with the childminder. His needs were readily met throughout the morning and enjoyed drawing pictures for us.

Two parents completed and returned our Care Standards questionnaires giving us their views of the service provided. They were both very happy overall with the quality of care their children received. Comments made included:

"I cannot thank or praise Deborah enough for the care (child) receives"

"I would highly recommend Deborah to others looking for childcare"

"Deborah has provided my daughter with a safe, secure, happy and loving environment"

"She is a very professional and caring person and I have no concerns about her ability as a childminder"

Self assessment

We received a competently completed self assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information she had given us for each of the headings that we grade services under.

The childminder identified what she thought she did well and told us how the people who used the care service had taken part in the self assessment process. She had also identified any areas for improvement.

What the service did well

The childminder continued to maintain and develop her very good quality service. She reflected on her practice and had developed her own improvement plan.

She was aware of current best practice and changes to legislation and attended a variety of training courses to update her knowledge and understanding.

She consulted with parents and children on an on-going basis and kept them fully informed.

She provided a safe, welcoming and nurturing environment with the interests of the children at the heart of everything.

She promoted the children's health and well-being, making very good use of outdoor space and local resources.

What the service could do better

We asked that she further develop the children's personal plans to reflect how she was going to meet their individual health, safety and wellbeing needs.

We also suggested that she review and update her risk assessments to reflect any changes.

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

The childminder provided very good opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices. She exchanged information on a daily basis when parents dropped off/picked up their children. This was confirmed by a parent who told us "We speak

daily about (child's) day". Daily contact diaries were provided to parents of younger children, giving them information on their child's daily routine and providing further opportunities for parents to make comments/ share information. Displayed information/ photographs, activity planner and newsletters helped to keep them informed. Children were involved in planning activities and places to go. Their ideas were sought and plans developed on the suggestions received. Parents spoke positively about communication methods and this told us that parents and children felt included, respected and involved.

Throughout our time in the childminder's home we observed the child to be settled and comfortable and to enjoy a positive, relaxed relationship with her. She knew the children she cared for well and was able to discuss how she catered for their individual needs and preferences and to support them in their daily routines. Parents were fully involved in their child's care which told us that they were respected and included. Each child had an individual personal plan and observations made using the SHANARRI well-being indicators helped the childminder plan for next steps in their development. We suggested reviewing the children's personal plans to ensure they reflected how their health, safety and wellbeing needs would be met whilst in her care.

The childminder provided a nurturing environment and promoted healthy lifestyles. She supported the children's health needs in consultation with their parents. Appropriate permission and recording facilities were available should the need arise to administer medication along with a policy/ procedure which reflected current good practice. Regular active play opportunities helped the children to develop their physical skills and enjoy being in the fresh air.

The extensive range of age/ stage appropriate toys/ resources provided the children with a wide variety to choose from. Parents commented that their children were "never bored" and that the childminder shared "favourites and interests" with them. Ideas for outings/ activities were sought from the children and programmes arranged taking into account their suggestions and preferences. The childminder was actively involved in groups within the community and resources were used to good effect. The children had opportunities to mix with others through joint play/ activities with other children. This helped them socialise, make new friends and encourage them to share and co-operate with their peers.

The childminder took steps to ensure the children in her care were kept safe and had attended various training sessions since her last inspection to help raise her awareness and inform her practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home provided the children with a very safe, child friendly and inviting environment. There was adequate space for the children to play and the storage of resources enabled them to choose from a wide and

varied range of age appropriate toys and activities encouraging them to be independent. On the day of our visit her home was fully decorated, with the children in mind, for Hallowe'en. Parents we consulted with indicated they were very happy with the quality of environment both indoors and outside, safety equipment and toys. Comments made included "Deborah has more toys than anyone I know! She is constantly looking for new toys & materials for the children", "There are gates in place and children know they are not allowed in the kitchen or upstairs".

To ensure the environment was safe for the children the childminder carried out risk assessments covering a range of potential hazards to the children and the steps taken to reduce any possible harm. These took account of the children's environment both indoors and out. We asked that she review and update these to reflect any changes. Any accidents/incidents involving the children were appropriately recorded and shared with parents ensuring they were fully aware of the circumstances surrounding any event and what, if any, treatment was required. She had updated her first aid training to enable her to confidently attend to any incidents appropriately.

The childminder's garden was fully enclosed and provided the children with a large space to enjoy physical activities in the fresh air in addition to using community resources. An additional covered area allows the children to play outdoors and access fresh air in all weathers.

To help reduce the spread of infection the childminder encouraged the children to wash their hands at certain times including prior to eating. She provided individual hand drying facilities to help reduce the risk of cross infection. She operated policies and procedures which informed her practice with regards to the prevention of infection and displayed information for both parents and children to raise their awareness.

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

The childminder kept up to date with best practice and any changes to legislation through various methods. She is a member of the Scottish Childminding Association (SCMA) and receives updates and magazines to help keep her informed. She also accessed our on-line Hub to keep up to date and had good links with other local childminders for information/good practice sharing and support. She was well aware of current good practice guidance and had downloaded copies of these for her library of 'new documents' for reference.

The childminder was aware of the new General Data Protection Regulation (GDPR) and her responsibilities and was registered with the Information Commissioners Office (ICO) with regards to data protection.

In addition to downloading relevant information to update her professional knowledge and understanding the childminder received information on training sessions taking place for childminders in the local area and had completed a wide variety of courses since her last inspection which helped inform her practice in providing positive outcomes for the children in her care.

Her complaints policy was shared with parents and those we consulted with were aware they could also contact the Care Inspectorate about the service but told us they would speak to the childminder directly/personally should they have any concerns.

Formal evaluation of her service was sought through annual questionnaires. Parents were asked for their feedback on various aspects and those we viewed were very positive and no suggestions for improvement had been made. The childminder consulted with the children daily, including them in choosing resources and activities to take part in. She developed activity planners from suggestions made for activities/outings which she shared with parents. Through observations and talking with the children she could assess what they enjoyed taking part in and make any changes as required. In addition to identifying areas for improvement through completing her self assessment the childminder had developed an action plan of how she was going to further develop her service. She had noted changes to best practice to help her review and update her policies/procedures. Her practice told us that she was committed to the on-going development of her service in providing positive outcomes for the children and their families.

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

Recommendation 1

Mrs Ringrose should take account of the most recent infection control guidance and provide individual hand drying facilities for the children to help reduce the risk of cross-infection and make use of antibacterial soap and cleaning products.

This recommendation was made on 7 January 2015.

Action taken on previous recommendation

The childminder now provided the children with individual towels for hand drying, had up-to-date good practice guidance and attended infection control training. This recommendation was 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 |
|-------------|--------------------------|---|
| 16 Dec 2014 | Announced (short notice) | Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good |
| 21 Jan 2011 | Announced | Care and support 6 - Excellent Environment Not assessed Staffing Not assessed |

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| | | Management and leadership | Not assessed |
| 23 Apr 2008 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |

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