

Ronald, Karen Child Minding

Type of inspection: Unannounced
Inspection completed on: 12 November 2018

Service provided by:
Ronald, Karen

Service provider number:
SP2004934542

Care service number:
CS2004077684

Introduction

This service registered with the Care Inspectorate on 01 April 2011.

The childminder is registered to care for a maximum of 7 children under the age of 16 years, 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 the childminder's family. Minded children cannot be cared for by persons other than those named on the certificate and overnight service will not be provided.

The childminders current certificate includes two out of date conditions of registration. A variation has been submitted to have these conditions removed. A new certificate will be issued soon which includes the above condition only.

Karen Ronald provides a childminding service from her home in the town of Beith, North Ayrshire. The accommodation used for childminding comprises of a lounge, back garden and upstairs toilet. The home is situated within a quiet residential area close to local early years services and schools.

At the time of the inspection the childminder was providing a service to 9 children on varying patterns throughout the week.

At the time of this inspection one minded child was present.

A full statement of the childminders aims and objectives were available. Some of the statements included were:

I am passionate about my role as a childminder and I will work hard to provide the children with the best possible care service that I can.

I will provide a wide variety of stimulating activities that are appropriate for the age and stage of the children.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 12 November 2018 between the hours of 9.30am and 1.45pm.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hubcareinspectorate.com.

During this inspection process, we looked around the areas of the childminders home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- One child present during inspection.

We looked at:

- Children's information records
- Children's personal plans
- Children's photographs
- Snack menus
- Completed questionnaires
- Service policy's and procedures
- Risk assessments
- Parental permissions
- Registration certificate
- Insurance certificates
- Medication records
- Self-assessment
- Training records
- Resources and toys available
- Environment Health Certificate
- Maintenance records
- Supporting letter from other agencies
- Accident and incident records.

Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to inspection, we received one completed questionnaire.

Responses in the care standard questionnaire told us that the parent strongly agreed that they were happy with the overall quality of care their children received. Comments they made included:

'Karen will communicate via texts and face to face'

'Karen Ronald is a fantastic childminder who goes above and beyond when taking care of my children. She shows so much care and compassion whether it be reassuring my daughters or nurturing my son. Karen daily updates me on kids meals via message. She will give me a summary of their day. Aswell as this she works with me to develop my sons skills and supports me all the way. I feel lucky that I have such a caring person looking after them, she is reliable and consistent'.

Self assessment

We received a completed self-assessment document from the service provider. This contained information which identified strengths and areas for the future development of the service. This was completed to a satisfactory standard.

What the service did well

The childminder provided an inclusive environment for children and families. Individual support was well planned and effectively supported children to make progress in their development and learning.

The childminder provided children with a very good range of experiences within and out with the home environment.

What the service could do better

The childminder should continue with her plans to develop her knowledge and skills through attending college and completing the SVQ Level 3 award she is currently studying. We also discussed risk assessments and how these should be in place for all areas the children have access to. We have asked the childminder to maintain a up-to-date record of all children attending the service.

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 | 4 - Good |

Quality of care and support

Findings from the inspection

At this inspection we found the childminder was providing very good care and support to children. The childminder had established positive relationships with children and families and was communicating very well with parents through discussions and regular questionnaires. The childminder used information gathered to plan appropriate support to meet the needs of individual children. During inspection the childminder demonstrated she knew the children very well. Personal plans were in place and were mostly reviewed with parents. We made some suggestions about how the childminder could develop the plans further.

The childminder shared examples of how she was working effectively with other agencies to ensure children were receiving the right support at the right time. We received a supporting statement from one specialist who commented very positively on the environment and support provided by the childminder. This was further supported through comments noted within questionnaires returned to the service from parents. Comments included 'I am so delighted with how closely Karen works on my child's development. I am really pleased with progress and information'. It was evident during inspection that children were making good progress.

During inspection we observed the childminder interacting with the child present. The childminder was kind and caring in her approach, adopting her communication style to fully engage the child. We could see that the child felt comfortable and happy in the childminder's care. The child sought reassurance and comfort from the childminder at appropriate times.

We asked the childminder to tell us what activities she provided to support children to make healthy lifestyle choices. The childminder told us that the children were offered a range of healthy snacks and meals and had regular access to outdoor play. On questionnaires returned from parents comments included, the childminder provides "lots of fresh vegetables and fruits". The childminder demonstrated a good awareness of best practice

guidance and shared examples of how she had involved the children in planning a weekly menu of meals and snacks.

We asked the childminder if she had registered her service with the Food Standards Agency. The childminder provided us with her certificate. We suggested that the childminder should make allergen information on foods provided available to parents.

The childminder had a good understanding of her responsibilities for safeguarding children and kept her knowledge up-to-date through attending regular training. We asked the childminder to update her child protection policy adding contacts details of her local social services department and child protection committee.

We looked at the childminder's procedures in place to ensure safe administration of medication to children. The childminder spoke confidently about her policy and procedures, which she had shared with parents. We felt that the childminder had effectively considered how she would administer medication safely.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

The childminder provided a very good environment for children. The home was welcoming, safe and well organised to provide space for children to relax and play within. The childminder had created a play area to the rear of her lounge where children could independently access a range of resources. During inspection we observed the childminder encouraging the child present to choose what he wanted to play with.

Within the lounge the children had ample space to play on the floor areas or at the large fold out table. The table was used for various purposes including baking, snacks and mealtimes. We sampled photographs during inspection and found that the children were provided with a very good range of different experiences. The children had daily access to outdoor play. The garden was fully enclosed enabling children to play safely. The garden included a large decking area which was enclosed allowing children to access outdoors in all weathers. A range of resources were readily available outdoors to encourage cooperative and imaginative play. A non slip surface had been added to the decking area to prevent children from slipping.

The childminder told us how she carried out regular cleaning and safety checks to minimise risks to children. This included taking a risk benefit approach when facilitating risky play opportunities such as building fires and tree climbing. We sampled the risk/benefit assessments in place and made suggestions about how these could be developed further. We asked the childminder to carry out written risk assessments for all areas accessed by the children within and out with her home, including the garden, trampoline and local parks (see recommendation 1).

The childminder provided very good opportunities for children to access their local community including attending clubs, parks, woodland walks, swimming, soft plays and rhyme time.

We asked the childminder how children slept safely within her home and found that none of the children being care for had a sleep. The childminder told us that she had a new baby starting soon. We asked the childminder to refresh her knowledge of safe sleeping practice and update her policy in line with this.

The childminder had a family pet Gekko which lived in her child's bedroom. The children did not have contact with the animal.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should carry out risk assessments for her home environment and other areas accessed by the children, including the garden, local park and trampoline. Risk assessments should include potential hazards and the safety measures that will put in place to minimise risks. Risk assessments should be developed in line with HSCS 5.17 which states 'my environment is safe and secure'.

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

During this inspection, we considered how the childminder evaluated the service, made improvements and kept informed of best practice guidance and legislation. We gathered evidence through viewing records and discussions on training and development opportunities.

We found that the childminder regularly sought the views of children and parents and used this information when planning care and support. Questionnaires were provided to parents every six months seeking feedback on the service provided. Comments gathered were all very positive.

The childminder was a member of SCMA and used some of their documentation to support the operation of her service. The childminder had recently started the SVQ Level 3 on Children and Young People and shared some examples of how this had impacted positively on her practice. Examples included the childminder developing a needs based questionnaire that was completed by the parent and childminder to gather a holistic assessment of

a child's development. This supported the childminder in planning appropriate interventions to best support the child. The child was experiencing consistent care and support because people were working together well.

Policies and procedures were in place to support the childminder in providing a good quality of service for children and families. Policies were shared with parents at induction so they knew what to expect from the service. We suggested that the childminder should continue to review and update her policies and procedures in line with best practice guidance.

Accidents and incidents were recorded appropriately and shared with parents verbally. We sampled records and found appropriate treatment and care had been provided. We spoke to the childminder about the importance of ensuring all records are signed by parents and asked her to do this.

We asked the childminder if she had registered her service with the Information Commissioners Office (ICO) and found she had. We asked the childminder to provide information to parents and carers with regards to how data is collated and stored within the service.

During our inspection we asked the childminder to show us her daily attendance register. We found that the childminder did not have a register in place. We discussed the significance of this record and asked the childminder to maintain a record of when children are in the service (see recommendation 1).

We found that information needed to meet statutory requirements such as public liability insurance was in place. This was displayed in the childminder's hallway alongside her registration certificate for parents to see. We asked the childminder to submit a variation to remove out of date conditions on her registration certificate, which she did.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should maintain a record of children's attendance to show the total number of children in the childminder's home at any one time, including the children living within the home. This recommendation was made in-line with HSCS 4.23 which states I use a service and organisation that is well led and managed.

Grade: 4 - 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

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 |
|------------|--------------------------|--|
| 7 Dec 2016 | Announced (short notice) | Care and support Environment Staffing Management and leadership |
| | | 5 - Very good 5 - Very good Not assessed 5 - Very good |

| Date | Type | Gradings | |
|-------------|--------------------------|--|--|
| 16 Nov 2012 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 5 - Very good 4 - Good 4 - Good Not assessed |
| 11 Jan 2011 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 4 - Good 4 - Good 5 - Very good Not assessed |
| 29 Jul 2010 | Re-grade | Care and support Environment Staffing Management and leadership | Not assessed Not assessed 1 - Unsatisfactory Not assessed |
| 4 Mar 2010 | Announced | Care and support Environment Staffing Management and leadership | 4 - Good 4 - Good 5 - Very good Not assessed |
| 22 Jan 2009 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 4 - Good 3 - Adequate 4 - Good Not assessed |

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