

Small, Claire Child Minding

Type of inspection: Unannounced
Inspection completed on: 6 December 2018

Service provided by:
Small, Claire

Service provider number:
SP2008968043

Care service number:
CS2008168113

Introduction

The Care Inspectorate (CI) 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.

The childminder is registered to care for a maximum of 6 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. The childminder will not use the upper level of her home or rear garden for minding. Minded children cannot be cared for by persons other than those named on the certificate and overnight service will not be provided.

Claire Small provides a childminding service from her home in the town of Saltcoats. The family home is situated close to local amenities, including; shops, schools, parks and the beach. The accommodation used for childminding comprises of a kitchen/dinning room, living room, upstairs and downstairs toilet.

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

At the time of this inspection two minded children were present.

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

I aim to provide a safe and secure environment for the children.

I aim to provide a clean and happy environment in which the children can play and learn.

I aim to provide a selection of activities appropriate for the children's ages and stages of development.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Thursday 6 December 2018 between the hours of 9.30am and 12.10pm. We provided the childminder with feedback on the day of the inspection.

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
- Two children present during inspection.

We looked at:

- Children's information records
- Children's personal plans
- Children's photographs
- Service policy and procedures
- Risk assessments
- Self Assessment
- Daily dairies
- Parental permissions
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Attendance register
- Environmental health certificate
- Observations of the children
- Resources and toys available.

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 no completed questionnaires. Shortly after the inspection we received supporting statements from two parents. These statements were very positive. Comments made included:

'I'm really happy with the service Claire provides and the kids always come home and go happy'.

'Claire sends me pictures during the day if she can and always lets me know how my children's day was. She regularly takes them to playgroup and also takes them to softplay, cafes and on normal daily activities. Claire also does activities with them in the house, such as reindeer dust and arts and crafts'.

'It really helps me that Claire picks the kids up/drops them off and drops my child at nursery, and she always provides them with a tasty lunch and snack'.

'Claire does a wide range of activities/outings with my child. Before they attended nursery they would go to toddlers. On a daily basis my child will attend the park, shops and softplay or even the museums'. My child has even been to places that I have never managed to go to which is great meaning my child is experiencing different things'.

'When my child is at Claires they get snacks which are always healthy. My child absolutely loves fruit and will experiment with other healthy foods and I think this is due to being at Claires and seeing others try also'.

I don't know what I would do if I did not have Claire as my Childminder. She is always there for my child and myself, the attention and care she gives to my child is outstanding and I would and have already recommended her to anyone that needs a Childminder.

Self assessment

We received a completed self-assessment document from the childminder. This contained information which identified strengths in the service. The childminder could improve her self assessment by identifying areas for improvement.

What the service did well

The childminder provides a nurturing environment for minded children using her service. She knew the children she cared for well and was committed to providing them with varied experiences to meet their 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 further developing children's personal plans.

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

The childminder had a file for each child containing contacts and medical information, assisting her to keep the children safe and healthy. Individual personal plans were in place for some of the children registered. The plans outlined the children's individual needs and how these needs would be met, however reviews were not on-going, therefore information on children's needs was not current. We have asked the childminder to ensure personal plans are in place for all children and reviewed with parents in-line with legislation. These plans should fully reflect children's individual health, welfare and safety needs (Recommendation 1). This will support the childminder in tracking children's on-going progress and development.

The childminder demonstrated that she knew the children in her care well. She used her knowledge of children's likes and dislikes to plan appropriate activities for children to experience. The childminder had developed positive relationships with children and their families. On statements provided by parents, comments included 'My childminder always keeps me informed of what my child has done, she offered me a daily diary but I feel verbal communication is more personal'. The childminder was flexible in her communication methods with parents, respecting their wishes. During inspection we sampled children's diaries, questionnaires and records and found that the childminder was providing good feedback to parents on a regular basis.

During the inspection we observed the childminder interacting with the children present. The childminder was kind and caring in her approach, creating a relaxed atmosphere for the children. We observed two happy and content children who were actively playing with toys available. We observed the childminder providing reassurance and comfort at the appropriate times.

We asked the childminder what activities she provided to support children to make healthy lifestyle choices. The childminder told us that the children visited local parks and soft plays regularly. Snack and healthy meals were also provided. During inspection we observed the childminder preparing healthy well balanced snacks for the children to eat.

We asked the childminder to tell us what procedures she had in place to keep the children safe. The childminder spoke confidently about the processes she would follow. The childminder had not attended any recent child protection training. We asked the childminder to update her knowledge annually through training or self-learning.

We looked at the systems in place to ensure safe administration of medication to children. The childminder spoke with confidence about her procedures. We felt that the childminder had effectively considered how she would administer medication safely. We have asked the childminder to update her policy to reflect her practice in line with best practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure individual personal plans are consistently in place for all children within 28 days of the child starting in the service. These plans should reflect children's individual health, welfare and safety needs and be reviewed with parents when required, or at least once in every six month period.

This is to ensure that Care and Support is consistent with the Health and Social Care Standards which state: 'My personal 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

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home provided a good environment for the children to use. The environment was warm, comfortable and inviting for the children with spaces for them to relax and play. Areas accessed by the children were clean and safe.

The children had access to the living room and the kitchen/dining area. The area used mainly for minding was the kitchen area. This area included a comfortable sofa for children to relax, ample space for floor play and a table used for messy activities and snacks and mealtimes.

The childminder created an area to the rear of her kitchen, where toys were stored for children to access. This encouraged children to be independent in making choices. Resources provided for children were appropriate for their age and stage of development. Parents spoke positively of activities provided. Comments they made included 'My child does a wide range of arts and crafts and is always coming home with something they have done. Just this week my child came home with Reindeer dust that they made and also one for their sibling'. We asked the children present what they liked to do at the childminders. One of the children told us their favourite thing to do was go to the cafe for lunch.

The childminder made good use of her community and had visited the local parks, beach, soft plays and activity clubs. These activities included sensory sessions and music classes. During inspection we looked at photographs of children participating in different experiences outwith the home environment. The photographs captured children looking happy and engaged in experiences provided. We spoke to the childminder about maximising children's experiences outdoors as her garden was not yet accessible for the children to use.

During inspection we observed the children eating their snack and lunch at the kitchen table. The snack provided was toast. Lunch for the children on the day of inspection was a sandwich and vegetable sticks. We found that the snacks and meals provided were mostly healthy. We asked the childminder if she had registered her service with the Food Standards Agency and found she had. We suggested that the childminder should make allergen information on foods provided available to parents.

The childminder told us how she carried out regular cleaning to minimise any risk of cross infection. We found that the childminder had good infection control procedures in place. This included children being encouraged to wash their hands at appropriate times, exclusion periods for children who were unwell and individual hand towels or kitchen roll provided for children to dry their hands.

During inspection we sampled risk assessments and found these were in place for all areas of the childminders home and outings. The risk assessments for the home environment included hazards and control measures. We have asked the childminder to further develop her risk assessments for outwith the home environment by including potential hazards.

We asked the childminder how children slept safely within her home. The childminder told us children slept in their own pushchairs or on the couch, with close adult supervision. During discussion the childminder demonstrated an awareness of safe sleeping practice.

The childminder had a pet dog which was very calm during the inspection. Procedures were in place to ensure hygiene was maintained in the home and that children were safe. We asked the childminder to obtain written consent for children's contact with the dog.

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 kept up to date with some changes in practice. She was a member of the Scottish Child Minding Association (SCMA) and used their publications and webpage to keep herself up to date. The childminder was open to feedback and suggestions to improve her service. She was aware that she should attend regular training however found this difficult due to other commitments. The childminder told us she had not accessed any training from her last inspection. We made some suggestions about how the childminder could develop her knowledge through e-learning or self-study (Recommendation 1). The childminder told us she plans to update her first aid training in the coming months.

We asked the childminder to tell us about how she was using self-evaluation to improve the service. The childminder told us that this was mostly done through verbal feedback and through questionnaires. We sampled returned questionnaires from parents, some of the comments included "Fantastic childcare. My child thoroughly enjoys their time and I would highly recommend the service". We found that parents were very happy with the quality of the service provided.

We asked the childminder if she had registered her service with the Information Commissioners Office (ICO) and found she had not. We asked the childminder to contact the ICO and register her service. We suggested that the childminder should provide information to parents about how data is collated, stored and shared within the service.

During our inspection we asked to look at the daily attendance register. The childminder had a note of children's days of attendance but no daily register was in place. 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 (Recommendation 2).

We found that information needed to meet statutory requirements such as public liability insurance and car insurance were in place. During inspection we reminded the childminder of her responsibility to complete her annual returns on time.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should access training, e learning or self-study to further develop her skills and knowledge to support her practice as a childminder.

This is to ensure that Management is consistent with the Health and Social Care Standards which state: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their organisational codes'.
HSCS 3.14

2. 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.

This is to ensure that Management is consistent with the Health and Social Care Standards which state: 'I use a service and organisation that is well led and managed'. HSCS 4.23

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

Recommendation 1

The childminder should further develop children's personal planning to show how their health, welfare and safety needs are to be met. She should also establish a process to involve parents and older children in the six monthly review of their plan.

National Care Standards for Early Education and Childcare up to age 16. Standard 6: Support and Development.

This recommendation was made on 6 January 2015.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 24 March 2015. She wrote and told us: are plans changed to include all the necessary information and also include the use of SHANARRI. Care plans to be reviewed every 6 months or earlier if necessary.

Parents nights to ensure that the parents and I are working together to complete their child's care plan. Older children will be involved in completing their care plan.

During inspection we sampled personal plans and found that plans were in place for some of the children registered. The child minder told us she was due to complete plans for new children. Plans in place outlined how children's needs would be met, however reviews were not on-going, therefore information on children's needs was not current.

Recommendation not met.

Recommendation 2

The childminder should undertake an environmental risk assessment to identify risks and detail the measures to minimise. She should also complete a risk assessment for outings.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment.

This recommendation was made on 6 January 2015.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 24 March 2015. She wrote and told us:

New risk assessments to be devised for both home and outings.

Risk assessments already in place will be reviewed six monthly or if circumstances changed.

During inspection we sampled risk assessments and found these were in place for all areas of the childminder's home and outings. The risk assessments for the home environment included hazards and control measures. We have asked the childminder to further develop her risk assessment by expanding the detail on assessments for outings to include potential hazards.

Recommendation met.

Recommendation 3

The childminder should review and update policy information to comply with legislative changes and best practice guidance. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14: well-managed service.

This recommendation was made on 6 January 2015.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 24 March 2015. She wrote and told us: All policies will be updated in accordance with any new legislative changes and will comply with best practice guidance. Changes will be made to the medication policy. Policies will be reviewed every six months. New policies will be devised when necessary.

During inspection we look at the childminders policies and procedures and found these had been updated. We asked the childminder to further develop her policy on child protection and medication. We received an updated child protection policy soon after the inspection.

Recommendation 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
6 Jan 2015	Announced (short notice)	Care and support
		Environment
		Staffing
		Management and leadership
		4 - Good
		4 - Good
		Not assessed
		4 - Good

Date	Type	Gradings	
15 Dec 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
22 Feb 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed

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