

Rogerson, Grace Child Minding

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

Service provided by:
Rogerson, Grace

Service provider number:
SP2003905509

Care service number:
CS2003010769

Introduction

This service was registered with the Care Inspectorate on 01 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. Minded children cannot be cared for by persons other than those named on the certificate and overnight service will not be provided.

Grace Rogerson provides a childminding service from her home in the town of Dumfries, Dumfries & Galloway. The accommodation used for childminding comprises of a playroom, hallway, kitchen, large back garden and toilet. The home is situated within a quiet street and is within walking distance of the local school.

At the time of the inspection the childminder was providing a service to seven 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 statement:

'My aim is that children in my care will feel happy, safe and secure. They will look forward to being cared for by me and parents will be happy with the service I provide'.

What we did during our inspection

We wrote this report following an announced inspection that took place on Tuesday 13 November 2018 between the hours of 9.25am and 12.20pm. 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
- Parental permissions
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Training records
- Comments on messenger by parents
- Attendance register
- Environmental health certificate
- Observations of the children
- Resources and toys available
- ICO registration certificate.

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 two completed questionnaires. Responses in the care standards questionnaires told us that the parents strongly agreed that they were happy with the overall quality of care their child received. Comments they made included:

'Grace very much has an open door policy, we regularly discuss any changes going on and Grace documents this when necessary'.

'Grace provides a large range of resources and activities. She provides a balance of role play, fun and educational in the run up to school to help my child's development'.

'Grace is a fantastic childminder and has a very good relationship with both parents and children. Without Grace I would not have had the confidence to return to work fulltime. She offers a home from home service and my child seems very much part of her family. She takes a real interest in the children and it definitely comes across that it is more than a job to her. She caters for my child's every need and is always very flexible and accommodating to both mine and my child's needs. I would be lost without her!'

'The childminder takes my child to local parks, groups and activities, museums and crafts'.

'Excellent childminder who is very accommodating and supportive. She and her family are an extension to our own home and family. My children adore her. She is known as "Granny Grace"'.

Self assessment

The childminder had not submitted a self assessment for this inspection. During inspection we discussed the importance this document has within the inspection process. We received a completed self assessment shortly after the inspection took place.

What the service did well

The childminder provided very good quality of care and support to children. There was strong evidence to suggest that the childminder was meeting children's individual needs through close working relationships with families. The childminder was caring and nurturing in her approach with children and interactions were very positive.

The childminder provided daily opportunities for children to play outdoors promoting their health and wellbeing.

What the service could do better

We discussed personal plans with the childminder and asked her to put these in place for all children. The childminder should review plans with parents at a minimum of every six months. We spoke to the childminder about keeping her practice up to date through accessing training, e-learning or self-study.

From this inspection we graded this service as:

Quality of care and support	5 - Very 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

At this inspection we found that the childminder was providing very good care and support to the children. The childminder gathered relevant information about children's individual needs and was using this to plan appropriate support. The childminder had recently introduced personal plans for the younger children. These plans included quality observations of children's progress in learning and development. We have asked the childminder to ensure personal plans are in place for all children within 28 days of starting the service and further developed to clearly reflect how support will be provided to meet children's health, welfare and safety needs (see recommendation 1).

The childminder demonstrated that she knew the children exceptionally well and had developed very strong relationships with children and families. On questionnaires returned from parents comments included 'I communicate with Grace on a daily basis, usually verbally. She listens to me and we work together to ensure we are consistent with the way we work with and care for my child'. The childminder shared numerous examples of effective partnership working with parents. Examples included settling in visits for new children, home routines being respected and parents being fully included in their child's care and learning.

Parents were sent regular updates and photographs of their children's experiences. During inspection we observed one child asking for a photograph to be taken of a model they had created to share with their parent.

The child's achievement was recognised and immediately shared. The parent responded promptly with a positive message for their child. We found that this method was effective in sharing information timeously.

During the inspection we observed the childminder responding positively and warmly to the children in her care, providing comfort, support and encouragement at appropriate times. We observed two very happy and relaxed children who were actively accessing and exploring the resources available to them. We asked one of the children about their experience within the childminders home. They told us that they enjoyed their time, felt safe, had fun and could choose what they wanted to play with.

We asked the childminder to tell us what procedures she had in place to keep the children safe. The childminder spoke very confidently of the processes she would follow and fully understood her responsibilities for safeguarding children. We suggested that the childminder should continue to update her knowledge annually.

We looked at the systems in place to ensure safe administration of medication to children. The childminder spoke with confidence about her policy and procedures. We felt that the childminder had effectively considered how she would administer medication safely.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure all children who attend the service have a written personal plan within 28 days of starting, that is reviewed with parents within a six month period, or before if required. The personal plans developed should be consistent in line with HSCS 1.15 which states 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices'.

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home provided a good environment for the children to use. The environment was calm, welcoming and homely and provided children with comfortable spaces to relax and play within. The areas accessed by the children were clean and safe. The children could choose to freely play within the playroom and hall area. The playroom was set up to encourage choice and included a wide range of resources appropriate for different age ranges.

In the kitchen the children had access to a large table. The table was used for mealtimes, messy activities, homework and baking. During inspection we viewed photographs of the children participating in a range of activities including baking and a 'homework club'. The photographs captured children looking happy, relaxed and engaged. During inspection we observed the children eating their snack at the table. The snack provided was healthy and consisted of rice cakes and banana. Lunch for the children on the day of inspection was homemade soup. Prior to eating snack the children were encouraged to wash their hands.

The childminder had registered her service with the Food Standards Agency and was aware of best practice guidance. Mealtimes always included healthy and nutritious foods. Comments from parents included 'My child always has a varied snack at Grace's and she always encourages them to try new foods. They enjoy home baking together. My child stays for tea one night per week and it's always a healthy, well balanced meal'. We asked the childminder to make allergen information on foods provided available to parents.

The childminder had a large back garden which was fully enclosed allowing children to play safely. The area children had access to included lots of space, natural materials, wheeled toys and a playhouse to encourage imaginative play. The childminder told us she had plans to purchase new resources and further develop her garden.

The childminder made good use of her community and regularly visited the local museum, parks and forest allowing children to explore the world around them. The childminder planned daily outings during school holiday periods providing rich, stimulating outdoor experiences for children. We viewed photographs of the children during various outings, which captured children engaged in fun risky play.

We asked the childminder how children slept safely within her home. The childminder told us she had consulted with parents and used the children's pushchairs. The childminder told us she had a new baby starting soon. We asked the childminder to refresh her knowledge of safe sleeping best practice guidance and to update her policy accordingly.

The childminder had two family pet dogs which were calm during the inspection. We viewed photographs of the children enjoying their time playing with the dogs. Procedures were in place to ensure hygiene was maintained in the home and that children were safe. Accidents and incidents were recorded and shared with parents. Treatment provided to children was appropriate.

We sampled risk assessments and found these were in place for all areas of the childminders home, with any identified risks minimised to keep children safe. We have asked the childminder to further develop her risk assessments to include activities and outings out with the home environment.

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

At 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. The childminder was a member of the SCMA and received training event updates from her local authority.

We asked the childminder about any learning undertaken from the previous inspection. The childminder told us she had updated her knowledge of child protection through online study and had attended First Aid training. We asked the childminder if she had made any changes to her service as a result of training. Although the childminder had not made changes, she spoke positively of how she felt the training attended had refreshed her knowledge. We asked the childminder to continue to access training, e learning or self-study to further develop her skills and knowledge to support her practice as a childminder (See recommendation 1).

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 comments on messenger. We spoke with the childminder and made some suggestions about how she could further gather the views of parents and children more formally.

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

During our inspection we looked at the daily attendance register. The register included children's names and times when present within the service. We found that the childminder had complied with conditions stated on her registration certificate. We asked the childminder to display her certificate of registration, which she did.

We found that information needed to meet statutory requirements such as public liability insurance and car insurance were in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should continue to access training, e learning or self-study to further develop her skills and knowledge to support her practice as a childminder. This recommendation was made in line with HSCS 3.14 which states 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their organisational codes'.

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 childminder must develop written personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months.

This is in order to comply with SSI 210 'The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011', Regulation 5 - Personal Plans.

Timescale: by 19 January 2018.

This requirement was made on 16 January 2018.

Action taken on previous requirement

The childminder submitted an action plan to the Care Inspectorate on the 4 September 2018. She wrote and told us: Personal plans developed for some of the children in my care. Some parents did not wish this.

During inspection we sampled personal plans and found that these were recently put in place for some of the children. The plans clearly identified children's developmental stages and captured progress in their learning and development. The childminder told us that parents of school aged children had made the decision that a personal plan was not required. We spoke with the childminder about her responsibility to comply with regulations and suggested ideas of how effective plans could be developed for older children. We asked the childminder to review all plans with parents at a minimum of every six months.

Not met

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

Previous recommendations

Recommendation 1

The childminder should ensure that she administers medication to minded children in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 4 September 2018. She wrote and told us: Up to date forms are now available if required.

During inspection we looked at the systems in place to ensure safe administration of medication to children. The childminder spoke confidently about her procedures. We felt that the childminder had effectively considered how she would administer medication safely.

Recommendation met

Recommendation 2

The childminder should carry out written risk assessments for her home environment, this should include her back garden and the family pet dogs and cat. The risk assessments should include identifying potential hazards and the safety measures she will put in place to minimise risk.

National Care Standards for early education and childcare up to the age of 16 – Standard 2: A safe environment.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 4 September 2018. She wrote and told us: Written risk assessments carried out.

During inspection we sampled risk assessments in place, this included risk assessments for the home environment, back garden and the family pets. The risk assessments included potential hazards being identified and the safety measures put in place to minimise risk.

Recommendation met.

Recommendation 3

The childminder should obtain written parental permissions for minded children's contact with her pet dogs and cat.

National Care Standards for early education and childcare up to the age of 16 – Standard 2: A safe environment.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 4 September 2018. She wrote and told us: written permissions now obtained.

During inspection we found that permission for contact with the pets had been obtained.

Recommendation met.

Recommendation 4

The childminder should update her child protection policy and procedures to reflect Dumfries and Galloway Multi Agency Safeguarding Hub (MASH).

National Care Standards early education and childcare up to the age of 16 - Standard 6: Support and development.

This recommendation was made on 16 January 2018.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 4 September 2018. She wrote and told us: updated as asked in recommendation.

During inspection we spoke to the childminder about procedures in place to safeguard children and sampled her child protection policy. We found that the childminder had a sound knowledge of her responsibilities in keeping children safe.

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
28 Nov 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
8 Oct 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed

Date	Type	Gradings	
11 Nov 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
29 Jan 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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