

Katey's Childminding Service

Child Minding

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

Service provided by:
Catherine Thomson trading as Katey's
Childminding Service

Service provider number:
SP2007967024

Care service number:
CS2007162379

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 town of Ardrossan, North Ayrshire. She can care for up to six 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.

When working with Darryll Thomson or William Grayston the childminder may care for a maximum of eight children at any one time under the age of 16, of whom no more than six are not yet attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of children of the childminder's family.

Additional conditions of registration are as follows:

- Minded children may use the upstairs playroom
- Minded children cannot be cared for by persons other than those named on the certificate
- Overnight service will not be provided
- Darryll Thomson and William Grayston can assist in the service

She aims to provide a warm, safe, loving care environment so all children can feel equal and safe.

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

What we did during our inspection

We wrote this report following an unannounced inspection that took place on 12 December 2018. The inspection was carried out by a Care Inspectorate 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. None 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 and child questionnaires
- Daily contact diaries
- Children's information folders
- Photographs
- Parental consents
- Medication recording/consent/policy
- Risk assessments
- Gas safety record
- Food hygiene pass certificate
- Accident/incident recording
- Assistant roles/responsibilities
- Training certificates
- Complaints procedure
- Policies/procedures
- Registration certificate
- Insurance certificates

We spoke with the childminder, her assistants and the children present and observed interaction and relationships between them.

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

Views of people using the service

Three young children under three years of age were being cared for during our visit. They were happy, settled and familiar in their surroundings and enjoyed positive relationship with the childminder and her assistants. The childminder and assistants readily met the children's needs and were well aware of their likes/dislikes and what they enjoyed playing with.

Although parents/carers did not return our Care Standards questionnaires we did view the childminder's own feedback received from parents over the past couple of years. All those viewed were very positive and no areas for improvement had been identified.

Self assessment

We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well and told us how the people who used the care service had taken part in the self assessment process.

What the service did well

The childminder had acted on nearly all of the recommendations made at her previous inspection.

She and her assistants provided the children with a warm and caring environment and were well aware of their individual care and support needs.

Good use was made of community resources including toddler groups which helped younger children socialise, make new friends and share resources.

The new playroom provided the children with a safe environment to take part in a range of activities. Resources were conveniently stored and readily accessible to the children.

What the service could do better

The childminder should take account of the recommendations made within this report. We also discussed the following areas for improvement:

- Reviewing how feedback is sought from parents
- Ensuring all children's personal plans were completed and parental input was sought
- Seeking written parental permission to administer medication and updating information to ensure parents administer the first dose
- Dating photographs to create a time-line of children's development/progress.

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	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder provided 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 and provided them with daily diaries for younger children, letting them know how their day had been and encouraging them to add their own comments. She also communicated in various other ways including text messages, WhatsApp and her private Facebook page. Children had been involved in planning activities and places to go. This told us that parents and children were included, respected and involved.

Throughout our time in the childminder's home we observed the children to be settled and comfortable and to enjoy positive, relaxed relationships with her and her assistants. They knew the children well and were able to discuss how they catered for their individual needs and preferences and to support them in their daily routines. Individual personal plans based on the 'Getting it Right for Every Child' wellbeing indicators which described how their health, safety and wellbeing needs would be met were in place for most of the children. We discussed ensuring all children had a completed plan and that parents were fully involved in developing and reviewing them. To help the childminder get to know the children better additional information was sought from parents including their daily routines. She supported the children's health needs in consultation with their parents. Appropriate recording facilities were available should the need arise to administer medication. Even though parents signed the administration forms we recommended that parental permission be sought prior to giving any child medication and that parents confirm they had given the first dose.

The childminder provided a nurturing environment and promoted healthy lifestyles. She provided varied nutritious snacks including fruit, sandwiches and yoghurts. Regular active play opportunities helped the children to develop their physical skills and enjoy being in the fresh air. The children had opportunities to socialise, make new friends and encourage them to share and co-operate with their peers through daily visits to local toddler groups in the community. Positive behaviour was promoted and the childminder worked with parents to provide continuity.

The childminder took steps to ensure the children in her care were kept safe and had attended child protection training since her last inspection to help raise her awareness and inform her practice. She advised she shared her learning with her assistants to ensure they were up to date with current best practice. All adults in her home had undergone Protection of Vulnerable Groups (PVG) checks.

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 safe, clean, warm and inviting environment. The children had access to the lounge, downstairs toilet, upstairs playroom and garden area. There was adequate space for the children to play and the storage of resources in the dedicated playroom enabled them to choose from a range of age appropriate toys and activities encouraging them to be independent. Children's art/craft work was displayed in the playroom showing that their achievements were valued.

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 extend these to include outings to venues

such as the beach, parks etc. and the benefits to the children of accessing resources in the community (see recommendation 1). Safety precautions were in place where required to ensure safe/secure areas that the children had access to. Any accidents/incidents involving the children were recorded and shared with parents ensuring they were fully aware of the circumstances surrounding any event and what, if any, treatment was required. The childminder and one of her assistants held current first aid certificates enabling them to confidently attend to any incidents appropriately.

The childminder's garden was fully enclosed and provided the children with a safe space to enjoy physical activities in the fresh air. Permission was sought from parents for the children to access the large trampoline.

To help reduce the spread of infection the childminder provided paper towelling for hand drying to help reduce the risk of cross infection. She operated policies and procedures which informed her practice with regards to the prevention of infection which included illnesses, hygiene and contact with animals.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. A general outdoor risk assessment was in place. Risk assessments should be developed for specific outings/activities/venues such as visits to soft play facilities, parks and the beach. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "I am helped to feel safe and secure in my local community" (HSCS 3.25).

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder's partner and son were included in her registration to assist her in her service. Their roles and responsibilities were clearly outlined and parents had provided written permission for them to be involved in their children's care. A recruitment policy was in place and the childminder advised that she kept them up to date with new legislation and good practice guidance. We recommended that she record any training, reading and information shared with them as part of their on-going professional development (see recommendation 1). Her son advised that he accessed our website to keep up to date and showed us his current first aid certificate. He also helped the childminder with the administrative side of her business, using his computer skills.

We spoke with and observed both assistants during this inspection. It was clear that they knew the children well and that they were relaxed in their company. They were both checked under the Protection of Vulnerable Groups (PVG) scheme to ensure the children received appropriate protection and provide reassurance to parents.

The childminder's partner was fully involved with the children, playing with them at their level and attending to their individual needs. The children were comfortable and confident in approaching and interacting with him.

The childminder could monitor her assistants' practice on a daily basis as they all worked together providing the appropriate care and support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Both assistants' learning and information shared by the childminder should be recorded to show their on-going development. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "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: 5 - very good

Quality of management and leadership

Findings from the inspection

The childminder was a member of the Scottish Childminding Association (SCMA) and advised she accessed relevant websites which kept her up to date with any changes in legislation and good childcare practice. She was aware of the new Health and Social Care Standards and we provided her with a hard copy which she and her assistants should familiarise themselves with. We also provided her with copies of the current good practice guidance documents 'My World Outdoors' and 'Our Creative Journey' to help raise her awareness.

She operated policies and procedures which informed her daily practices and were available to parents. These had been reviewed since her previous inspection. Amongst these was her complaints procedure which advised parents of her process should they have any issues/concerns about the service she provided. We advised of our change of office address and asked that she amend the contact details within this policy.

To assist her in evaluating her service she had issued parents with questionnaires. Only one had been returned at the time of our visit, however, those returned in previous years indicated that parents were happy with the quality of service the childminder provided and didn't offer any areas for improvement. Previous children's questionnaires also indicated they were happy with various aspects of her service including snack and activities.

The childminder had attended training since her last inspection including first aid and child protection and also attended a 'Childminding Together' event titled 'The Nurture Factor'. She advised that she was intending to undertake the Care Inspectorate's 'Your Childminding Journey' which is a learning and development resource specifically aimed at supporting childminders in providing the highest quality care for children.

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

The childminder must explain to parents the requirement to have personal plans in place for each of the children in her care. She must now complete the paperwork she has prepared, include the parents and children where appropriate in this process and review these at least 6 monthly or prior to this if required. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6 – Support and Development.

This recommendation was made on 27 January 2015.

Action taken on previous recommendation

Nearly all children had a personal plan which was based on the GIRFEC wellbeing indicators. This recommendation was met, however, the childminder needs to ensure that all children have a completed personal plan, that parent input is sought and they are reviewed on a six monthly basis as required by Regulation.

Recommendation 2

The childminder should ensure that she updates her knowledge and understanding of child protection good practice. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 3 – Health and Well-Being.

This recommendation was made on 27 January 2015.

Action taken on previous recommendation

The childminder had attended child protection training following her previous inspection and was intending undertaking further training when available. This recommendation was met.

Recommendation 3

The childminder should further develop her premises risk assessment. Use could be made of the sample checklist provided to identify risks within her home and garden and steps taken to reduce them to help keep the children safe. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A Safe Environment.

This recommendation was made on 27 January 2015.

Action taken on previous recommendation

The childminder had completed an appropriate environmental risk assessment, identifying risks and action taken to reduce these. This recommendation was met.

Recommendation 4

A general outdoor risk assessment was in place. Risk assessments should be developed for specific outings/activities/venues such as visits to soft play facilities, parks and the beach. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A Safe Environment.

This recommendation was made on 27 January 2015.

Action taken on previous recommendation

This recommendation is carried forward.

Recommendation 5

The childminder should update her knowledge and understanding on subjects relevant to her service and developmental needs by attending training. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 12 - Confidence in Staff.

This recommendation was made on 27 January 2015.

Action taken on previous recommendation

The childminder had attended first aid and child protection training and a 'Childminding Together' event. She advised she and her assistants would attend further training when places were available and that she was intending to undertake our 'Your Childminding Journey' learning and development resource. This recommendation was met.

Recommendation 6

Policies and procedures should be reviewed and updated in line with current legislation and good practice. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 14 - Well-Managed Service.

This recommendation was made on 27 January 2015.

Action taken on previous recommendation

The service policies and procedures had been reviewed since the last inspection. This recommendation was met.

Recommendation 7

The childminder should ensure she regularly maintains her good practice of involving parents and children in assessing her service and putting forward ideas for improvement. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 13 - Improving the Service.

This recommendation was made on 27 January 2015.

Action taken on previous recommendation

The childminder continued to strive to gain formal feedback from parents and children. We discussed simpler methods of doing this. 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
15 Jan 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
19 Jan 2011	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
15 Jan 2010	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good

Date	Type	Gradings	
		Management and leadership	Not assessed
21 Jan 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.