

Gordon, Richard & Margaret Child Minding

Type of inspection: Unannounced
Inspection completed on: 20 December 2018

Service provided by:

Margaret and Richard Gordon, a
partnership

Service provider number:

SP2003900451

Care service number:

CS2003001744

Introduction

The childminders registered with the Care Inspectorate in April 2011. They are registered to provide a care service to a maximum of 6 children at any one time aged under 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 children of the childminders' family. Both registered persons are not required to be on the premises at the same time when providing the care service. The parts of the premises not to be used are the utility room and the 3 bedrooms on the upper floor.

The service is provided from the ground floor of a semi-detached house set on a residential estate in the city of Aberdeen. There are fully enclosed garden areas where children can play outdoors. The service is located close to local amenities, including schools and shops and is also on a bus route.

The aims and objectives of the service included:

"To look after the children of parents who have to leave them because they have other commitments. Whilst they are with me I will care for them in the sort of way I think the parents would expect".

What we did during our inspection

We compiled this report following an unannounced inspection, which took place from 8.15am until 10.45am and 12.45pm until 3.00pm on 20 December 2018. The inspection was carried out by one Care Inspectorate early learning and childcare inspector.

During this inspection we spoke to the childminders and the older children and observed the children present. We observed the care given by the childminder and looked at a number of documents including children's records and certificates of training. We spoke with three parents following the inspection.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

We found children were happy, confident and settled in the homely environment. They readily approached the childminders, who were responsive to their needs and wishes. During the inspection the childminders interacted with the children in a very positive manner, they were warm, nurturing and caring. The children were enjoying themselves and the older children told us they liked coming to the service

We spoke with three parents who were all very happy with the service provided. Parents told us the childminders had developed very good relationships with them and their child. They particularly liked the very good communication and the flexible service provided. Parents found the childminders to be approachable and felt confident to raise any concerns.

Self assessment

We did not ask the service for a self-assessment before the inspection.

What the service did well

The childminders are responsive to the needs and wishes of children and interact with them in a respectful, caring and nurturing manner. As a result, children are having fun and enjoy their time at the childminders'. They know the children very well and are attuned to their individual needs. One of the childminders has attended a wide range of training and we can see this is starting to impact positively on her practice.

The childminders have developed very positive relationships with parents. They provide a flexible service that meets the needs of families. Parents are very pleased with the service.

What the service could do better

The childminders should consider how they can provide more opportunities for children to develop their skills in problem solving and investigating and develop more opportunities for children to be creative. Better use of best practice guidance will support the childminders with this. De-cluttering the environment will help ensure there is plenty of space for children to enjoy a wide range of experiences as well as help to keep them safe.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children were mainly cared for by one childminder, with some support from her husband. The childminders were kind, nurturing and responsive in their interactions. The children clearly felt relaxed and comfortable and older children chatted confidently. They were clearly extremely fond of the childminders, had formed strong attachments with them and felt very much at home. This supported the children to feel secure and confident.

The childminders had built very good relationships with the children and families. Information was shared verbally each day, along with telephone calls if needed. Parents commented very positively about the very good exchange of information. The main childminder knew the children very well. She had a very good understanding of each child's care needs, personalities and preferences. Information about each child had been gathered and recorded. This was reviewed with parents to help ensure it reflected children's current needs. We suggested clearer records of parents' involvement in the review should be kept.

Arrangements were in place to safeguard children. One of the childminders had attended child protection

training and had a good knowledge of the potential signs of abuse and the procedure to follow in the event of any concern. This supported the childminder to keep children safe. The other childminder had a more basic knowledge. We suggested this should be further developed to contribute to keeping children safe. A child protection policy was in place, providing some guidance. We suggested the policy should be updated to include more detailed information to support the childminder in the event of any concerns and to refer to the current national child protection guidance.

A copy of the national child protection guidance can be found at:

<http://www.gov.scot/Resource/0045/00450733.pdf>

The childminders had started to develop their knowledge of GIRFEC. This supported them to look at the wider world of each child and what impact this could have on children. We suggested they use chronologies to document significant information. This would support them in assessing children's needs and ensuring they and their families received the right support at the right time.

Information about chronologies can be found at:

<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>

Parents provided snacks and meals. The childminders described how they worked with parents to ensure these were nutritious to support children's health. During the inspection children did not wash their hands before eating snack. They also ate snack whilst walking around the living room. This increased the risk of spreading infection and did not promote social skills. We asked the childminders to review the arrangements for snack.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children had use of a good sized living room that opened directly into a dining kitchen with patio doors leading to the garden. This enabled the childminders to supervise children relatively easily. The areas used were cluttered, with lots of items on nearly every surface. This reduced the space available for children to play and increased the risk of children hurting themselves, as they could pull items down on themselves. (**see Recommendation 1**).

During the inspection children enjoyed the activities provided. Older children told us they chose what they wanted to play with and showed us the cupboard that had a range of age appropriate toys in. They particularly enjoyed arts and craft activities. Younger children enjoyed playing with the dolls and dressing up. One child was

encouraged to make a mask to match their superhero outfit. This provided some opportunities for children to develop their imagination and be creative.

Most of the activities and experiences available were provided through traditional toys. This limited children's opportunities to develop skills in areas such as problem solving and creativity. The childminders were in the early stages of developing a range of open ended resources. However, they told us children were sometimes struggling with how to play with these resources. We advised them role modelling would encourage children to develop their skills and confidence. We suggested the childminders continue to build on the open ended resources, as well as introducing more natural and real life items. This will stimulate children's natural curiosity and support them in developing skills in investigation and thinking. (**see Recommendation 2**).

The garden was not currently being used. The childminders advised us children visited the park, usually about once a fortnight. This meant children did not have daily opportunities to play outdoors to support them in being active and healthy. We asked the childminders to increase children's opportunities for outdoor play. (**see Recommendation 2**).

Routines were flexible, enabling children to sleep when they wanted. The childminders told us that one child sometimes slept in a car seat in the house. We advised that this was not in line with best practice and did not provide a comfortable and safe sleeping environment. The childminders agreed to ensure in future children did not sleep in car seats whilst indoors.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminders should ensure the environment is free from unnecessary clutter so as it is safe and provides enough space for children to play freely.

This ensures care and support is consistent with the Health and Social Care Standards, which state that 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

2. To support children to be active and achieve their potential through developing a wide range of skills including problem solving, investigating and creativity, the childminders should further develop the range of activities and experiences available both indoors and outdoors and the opportunities to play outdoors.

This ensures care and support is consistent with the Health and Social Care Standards, which state that 'as a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling'. (HSCS 1.30) And 'as a child, I play outdoors every day and regularly explore a natural environment'. (1.32).

To support the childminders in meeting this recommendation they may find the following guidance helpful:

<http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

As the childminder providing most of the care, Mrs Gordon had attended a good range of training to support her to develop her skills and knowledge. We found some of this was impacting positively on children's experiences. For example, after attending book bug training, the childminder now felt more confident to ensure story telling was interactive and fun.

Only one of the childminders had a current first aid certificate. This supported the childminder to ensure children received appropriate care and support in the event of an accident or medical emergency. However, each childminder was occasionally left on their own with children. Therefore both childminders needed current first aid certificates to ensure children were safe. (**see Recommendation 1**).

One of the childminders had a basic knowledge of some best practice guidance. However, on the whole these documents were not yet being used to support the childminders to further develop their service and the quality of experiences they provided for children. Details of useful best practice documents can be found at: <http://hub.careinspectorate.com/> (**see Recommendation 2**).

During the inspection it was clear the childminders enjoyed caring for children and had developed good relationships with parents that supported them to meet children's basic needs on a daily basis. The parents we spoke with described how the childminders worked in partnership to ensure information was exchanged to support them in meeting children's needs. Parents' views had been sought using questionnaires; these indicated parents were very pleased with the service provided. However, there were no clear systems in place to evaluate how well they provided the service and identify areas for development. Documents such as Building the Ambition and the website Your Childminding Journey, could be a good starting point for evaluating the service provided and making improvements that would impact positively on children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure children's health needs are met and they are kept safe, the childminders should ensure each childminder who is left alone with minded children have a current paediatric first aid certificate.

This ensures 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).

2. To support positive outcomes for children, effective use should be made of best practice guidance to support the childminders to develop their knowledge and skills and the service they provide.

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: 3 - adequate

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

Previous requirements

Requirement 1

In order to ensure that the individual early learning and development needs of children using the service are met in a person centred way the provider must put in place and implement effective management systems to ensure that proper provision is being made for the early learning and development needs of all children attending the service.

The provider must also must put in place and implement effective management systems to ensure that proper provision is being made for the health, welfare and safety needs of children attending the service.

This is in order to ensure that care and support is consistent with Health and Social Care Standard 1.31 As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised freely chosen extended play, including through imaginative play and story telling and also standard 1.51 My personal plan (sometimes referred to as care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011), No 210: regulation 4(1)(a) - the requirement to make proper provision for the health and welfare of service users.

Timescale: 26/10/2018

This requirement was made on 26 September 2018.

Action taken on previous requirement

The childminder demonstrated an appropriate level of understanding of the stage of development of each child and how she was supporting individual children to progress. We suggested some of the recording of this information could be improved to focus more on what was significant for individual children. We found the childminder interactions supported the areas of development identified for each child.

Met - within timescales

Requirement 2

In order to ensure children are cared for in a safe environment the provider must risk assess areas children have access to and remove any potential risks that could cause harm this must include safe storage of all medications.

This is in order to ensure that care and support is consistent with Health and Social Care Standard 5.17 My environment is secure and safe.

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011), No 210: regulation 4(1)(a) - the requirement to make proper provision for the health and welfare of service users.

Timescale: 26/10/2018

This requirement was made on 26 September 2018.

Action taken on previous requirement

Significant improvements had been made in this area. Medication was stored appropriately and appropriate action had been made to reduce the risks to children. We have made a recommendation for progress to continue in this area, particularly with de-cluttering the areas accessed by children to provide more play opportunities.

Met - within timescales

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

Previous recommendations

Recommendation 1

The childminder must further develop the personal plans. Plans should be reviewed every six months, or sooner should needs change.

Reference: National Care Standards early education and childcare up to the age of 16. Standard 3: health and wellbeing; standard 6: support and development.

This recommendation was made on 12 December 2016.

Action taken on previous recommendation

This recommendation had been met. Personal plans were in place for all children and these were reviewed at least every six months with parents. We asked the childminders to ensure parents' involvement in the reviews was more clearly recorded.

Recommendation 2

The childminder must make sure she follows the correct procedures at all times when changing nappies.

Reference: National Care Standards early education and childcare up to the age of 16. Standard 2: a safe environment; standard 3: health and wellbeing.

This recommendation was made on 12 December 2016.

Action taken on previous recommendation

This recommendation was met. The childminder was wearing gloves and aprons to minimise the spread of infection when changing nappies.

Recommendation 3

The medication policy should be update to include that the childminder must not give the first dose of a medicine that is new to the child. This is in order to safeguard the child.

Reference: National Care Standards early education and childcare up to the age of 16. Standard 3: health and wellbeing.

This recommendation was made on 12 December 2016.

Action taken on previous recommendation

This recommendation had been met. The policy had been updated with the information.

Recommendation 4

The childminder should update the child protection policy to include contact details of the child protection team as well as make sure all policies and procedures were current and reflected current legislation and childcare best practice.

Reference: National Care Standards early education and childcare up to the age of 16. Standard 14: well-managed service.

This recommendation was made on 12 December 2016.

Action taken on previous recommendation

This recommendation had been met. We advised of some further changes that could be made to the policy to provide clearer and more detailed information. We suggested the local SCMA development officer may be able to support the childminder with this.

Recommendation 5

The provider should improve her methods for sharing information with families. This should include collaborative practices to ensure consistency for children between home and the services involved with supporting the child.

This is to ensure care and support is consistent with the Health and Social Care Standard 3.19 My care and support is consistent and stable because people work together well.

This recommendation was made on 26 September 2018.

Action taken on previous recommendation

This recommendation had been met. We spoke with three parents, all commented very positively on the way information was exchanged and found this to be a strength of the childminders.

Recommendation 6

In order to support children's health, wellbeing, early learning and development in a supportive, enabling environment the provider should appropriately supervise and interact with children.

This is to ensure care and support is consistent with the Health and Social Care Standard 3.1 I experience people speaking and listening to me in a way that is courteous and respectful, with my care and support being the main focus of people's attention.

This recommendation was made on 26 September 2018.

Action taken on previous recommendation

This recommendation had been met. Throughout the inspection we found the childminders interacted with children in a positive, nurturing and responsive manner. Older children told us they enjoyed coming and the childminders were "nice". We found children were appropriately supervised, with account taken of their age and stage of development.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
25 Oct 2018	Re-grade	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 1 - Unsatisfactory Not assessed 1 - Unsatisfactory
15 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
19 Mar 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
8 Nov 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
20 Jan 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
20 Oct 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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