

Goldie, Heather Child Minding

Type of inspection: Unannounced
Inspection completed on: 31 January 2019

Service provided by:
Heather Goldie

Service provider number:
SP2010977100

Care service number:
CS2009228513

Introduction

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.careinspectorate.com.

We are committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI.' Information relating to this can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

Heather Goldie is the sole provider of the childminding service and will be known as 'the childminder' in this report. The service is registered to provide care to a maximum of eight children under 16 years with a maximum of six children at anyone time under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The service operates from the childminder's family home in a residential area close to local shops and amenities.

The areas of the house used for childminding included the living room, hall area, toilet, supervised access to the kitchen. There was an enclosed garden to the rear of the house which was not used by the children.

The childminder's written aims included the following statement:

"My aim is to work in partnership with parents to provide high quality, friendly, caring, flexible, home-based childcare in a safe family environment, where parents can feel confident that their child is being well looked after."

At the time of the inspection there were seven children aged between two years and ten years registered to attend the service on a part-time basis. Two children aged four years and one child aged two years were present during the inspection.

The childminder's husband and her own three adult children also lived at the premises.

What we did during our inspection

We carried out a short notice inspection on Thursday 31 January 2019 between 11.30 and 13.30.

During this inspection process we looked around the areas of the childminder's home used by minded children and gathered evidence from:

- The annual return
- Children's information folders.
- Policies including child protection, complaint information and medication.
- Certificate of registration.
- Public liability insurance.
- Observation of practice.
- How the environment was risk assessed and maintained

Views of people using the service

Two pre-school children were present for part of the inspection. Although too young to fully share their views we saw they were happy in the care of Mrs Goldie. They had been painting models, coloured in and used trundle toys during the inspection.

We received two completed parents questionnaires as well as letters from parents that had been handed into Mrs Goldie.

Overall parents were happy with the service they received. They told us they talked regularly with Mrs Goldie about their child's needs. They were satisfied with the range of activities children could participate in such as toddler groups, soft play, going for walks and to the local park.

Parents told us that they appreciated Mrs Goldie's flexible approach and reliability. They feel she communicates very well with them and keeps them updated about their children. Comments included'

'I find Heather to be trustworthy, reliable and flexible'.

'(child's name) enjoys going a walk up to the forest with Heather and the other children. Heather is very good at accommodating children of all ages'.

'He (child) is regularly at soft play, swing parks and toddler activity classes and we have notices that this has had a positive impact on his social and interactive skills'.

Self assessment

We did not receive a self assessment before this inspection.

What the service did well

The childminder had a range of suitable resources available for the children which suited their age and interests.

What the service could do better

The childminder needs to develop personal plans for the children in her care. Her youngest son must complete a disclosure Scotland check as soon as possible.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The childminder gathered relevant personal information about children when they started to use her service. Through discussion, she demonstrated that she had a good understanding of children's individual needs. She told us that sharing information with parents was mostly done verbally. From the questionnaires we received from parents, they confirmed this was the case. We talked to the childminder about developing personal plans for children and how this could be achieved by linking children's experiences to the SHANARRI wellbeing indicators and showed a proforma she could use for this. This could include information about how she meets their individual needs. Plans should be reviewed on a six monthly basis. (See recommendation 1).

We saw that the childminder and children had good relationships. They were settled and comfortable in her care. She chatted to the children about what they were doing and encouraged their play. We also saw that the children got on well together, playing cooperatively with each other.

Children had access to a range of activities and outings that promoted their wellbeing and interests. The childminder said she mostly took children to places of interest such nearby parks, woodlands and a soft-play centre which supported them to be active and have fun, which contributed to their good health.

We were satisfied that the childminder understood her responsibility in relation to safeguarding children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should develop a personal plan for each child registered with her service to show how she is supporting their individual needs. Each plan should be reviewed at least once every 6 months.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that '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) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17).

Grade: 3 – adequate

Quality of environment

Findings from the inspection

The childminder provided a homely environment for children which was welcoming and friendly. Her home was very well maintained and organised for the children. We saw that all areas used by children were clean, safe and hygienic, which meant that children could play safely indoors and enjoy outings.

The childminder promoted good infection control measures with children. For example, we saw that they had individual towels for their personal use. She used gloves when changing children. We advised the childminder to look at the nappy changing guidance to ensure she fully follows best practice.

Space within the childminder's home was used well and helped children play safely. The spacious lounge was mainly used for activities, with the hall being used if needed. Resources were suitable for the children present and included drawing, painting, puzzles and small trundle toys. They were in a good state of repair.

The back garden was not used for children, but the childminder ensured she used community resources to support children's physical play. The childminder explained that they younger children benefitted from soft play, going walks and playing at the local parks. One area she could develop is risk assessments for outings. Children could be involved in this process so that they can identify risk and how they can keep themselves safe.

The childminder provided details of her public liability insurance. She transported children by car and told us she used appropriate car seats and had car insurance, incorporating business use.

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 had a range of policies and procedures in place to guide practice. These were shared with parents so they knew what to expect from the service. Regular communication meant that parents were kept informed about what was happening in the service.

We made one requirement and two recommendations at her last inspection, however they have not been fully met. The requirement was in relation to undertaking a disclosure check on adult aged 16 living in the household. Although her two eldest children had undertaken this process, the youngest one was still to complete this. The childminder has a legal requirement to ensure this is completed. See requirement 1.

The recommendations were in relation to recording times children attended the service and the other in relation to getting information about GIRFEC. She had just started keeping times of when children attended her service and we would encourage her to continue to do so, but had not accessed information about GIRFEC. We showed the childminder where to access information about GIRFEC online and possible formats she may find useful for children's personal plans.

Since her last inspection the childminder told us she had not managed to access training due to the time commitments. We advised the childminder that the Care Inspectorate 'Hub' was a means of accessing a range of best practice guidance as well as the Scottish Childminding Association (SCMA). To be able to demonstrate her continued professional development, the childminder should identify training or research she could undertake to do this. She should record her learning and note how it has helped to improve her service, particularly in the areas we have outlined. (See recommendation 1).

We advised the childminder about the new Health and Social Care Standards which will be used to assess services at inspection. She should become familiar with this document. We also talked to the childminder about evaluating her service and may find documents, such as Building the Ambition useful for this. We did not receive a self-assessment before this inspection. The childminder should complete this document when requested as it can be used to reflect on the service and identify areas for improvement.

Requirements

Number of requirements: 1

1. The childminder must ensure all members of her household who are aged over 16 years complete a disclosure Scotland for so we can request a criminal record check.

Reference: This is order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011
SSI 2011/210 Regulation 12 (1)

Timescale: Within two weeks of the publication of this report.

Recommendations

Number of recommendations: 1

1. To improve her professional development, the childminder should identify training or research that will help her develop her skills and knowledge to enable the development of her service. This should include children's personal plans, accessing information about the Scottish Government approach 'Getting it Right for Every Child' (GIRFEC) First Aid.

This is to ensure confidence in the people who support and care for me and 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

The childminder must ensure all members of her household who are aged over 16 years apply to us for a criminal record check.

Reference: This is order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011
SSI 2011/210 Regulation 12 - Child minding and Regulation 4 - Welfare of users

Timescale: Within two weeks of the publication of this report.

This requirement was made on 3 April 2018.

Action taken on previous requirement

Mrs Goldie's two eldest children have undertaken satisfactory disclosure checks. Her youngest child still has to complete this so we will continue this requirement.

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 access information about the Scottish Government approach 'Getting it Right for Every Child' (GIRFEC) and, when available, attend relevant training. Once implemented into the minding service this will support the childminder to improve outcomes for children and promote their all-round wellbeing.

Reference: National Care Standards for Early Education and Childcare up to the age of 16: standard 13 – Improving the service

This recommendation was made on 18 May 2017.

Action taken on previous recommendation

The childminder has not accessed any training or demonstrated an understanding of GIRFEC so we will continue this recommendation.

Recommendation 2

The childminder should record children's actual time of arrival and departure as these take place to ensure she has an accurate record of attendance. These records should be retained and made available during future inspections.

National Care Standards for Early Education and Childcare up to age 16: standard 14 – Well managed service

This recommendation was made on 3 April 2018.

Action taken on previous recommendation

Mrs Goldie had started to do this in her new diary for the service and we urged her to continue this practice.

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
18 Dec 2017	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
31 Jan 2017	Announced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
6 Jan 2016	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
25 Aug 2014	1	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
28 Jun 2013	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed
11 Sep 2012	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership Not assessed
18 May 2011	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership Not assessed

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