

Adams, Sharon **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 25 February 2019

Service provided by:
Adams, Sharon

Service provider number:
SP2013985109

Care service number:
CS2013318835

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

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.

This service registered with the Care Inspectorate on 18 September 2013.

Mrs Adams provides a service from her terraced property, situated in a quiet residential area in the town of Girvan. The home is within a short driving distance to local amenities, including shops and schools.

Mrs Adams 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.

Mrs Adams current certificate included out of date information on condition one. We asked the childminder to submit a variation to have this removed. A new certificate will then be issued.

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 pre-school minded children were present. We were satisfied that the childminder was adhering to her conditions of registration.

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

I aim to provide a happy, caring, warm and friendly environment. This should enable children to develop, learn and have fun whilst in my care. I will aim to achieve this by providing stimulating activities which are age appropriate.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 25 February 2019 between the hours of 10am and 1.30pm. 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
- The children present.

We looked at:

- Children's information records
- Children's personal plans
- Children's photographs
- Service policy's and procedures
- Risk Assessments
- Parental permissions
- Accident recording format
- Registration certificate
- Insurance certificates
- Medication record format
- Resources and toys available
- Training records and certificates
- Children's work
- Facebook page
- Survey Monkey responses
- Maintenance records.

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 the inspection, we received one completed questionnaire. The parent strongly agreed that they were happy with the quality of care the childminder provided. Some of the comments they made included:

'It is a lovely welcoming atmosphere the kids cant wait to get in and interact with books and toys. Then when the parents leave the group or individuals get stuck in to an activity or go out on an adventure'.

'I am so content that I have Sharon as a childminder, my child is settled and happy with the activities that Sharon provides. My child is very good at telling us about the adventures they got up to and showing off the crafts that they have made that day'.

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 offers a flexible and reliable service to families. She provides a good range of activities for the children in her care.

What the service could do better

The childminder should review and develop her policies and procedures inline with best practice guidance. This will support her in implementing necessary improvements and maintaining a very good quality of service.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder gathered information about minded children from a range of sources and was using this to plan appropriate care and support to meet children's individual needs. Personal plans were in place and used to identify children's next steps. We spoke to the childminder about how she could further develop the plans to support children's on-going development and progression. The childminder should fully involve parents when reviewing personal plans.

The childminder had established very good relationships with children and families and was working closely with parents to support children's development. Comments we received from one parent confirmed this. The childminder gave parents verbal feedback at drop off and pick up times and regularly shared images of children's experiences through a closed Facebook page. One parent commented 'The childminder keeps us up to date with a closed Facebook page with pictures of what the children have been up to on that day'. The childminder should continue to develop different methods to share information with parents.

During the inspection we observed the childminder interacting with the children present. The childminder was

caring in her approach and responsive to the children's individual needs. One of the children present appeared tired; the childminder comforted the child and provided opportunities for rest and sleep. On waking the child was much happier and was able to explore the toys on offer independently. The other child was happy playing with the toys available. The children interacted with the childminder continuously throughout the inspection. All interactions between the childminder and children were positive.

We asked the childminder about activities she provided to support children to make healthier lifestyle choices. The childminder told us that children had regular opportunities to play outdoors when visiting local parks. Parents supplied all meals and snacks for their children to eat. We looked at best practice guidance with the childminder on the Care Inspectorate Hub. The childminder now plans to share some of the nutritional guidance found with parents through her Facebook page, promoting healthy eating habits.

The childminder discussed how she safely administered medication to children. We asked the childminder to update her policy in line with best practice guidance and include more detailed information for children with particular health needs (see recommendation 1). This will minimise any risk of error when medication is being managed or administered.

The childminder had attended recent training and had current knowledge of key issues in child protection. The childminder described her role in keeping children safe and protected. She knew about the signs to look for and was clear about who to contact if she had concerns about any child in her care. We found that the childminder had a good understanding of her role in keeping children safe and protected.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that all arrangements in place to safely administer medication reflect best practice guidance.

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

'Any treatment or intervention that I experience is safe and effective'. HSCS 1.24

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder provided a good environment for children. The childminders home was warm and welcoming. The childminder had recently extended her home to create a designated play room, giving children more space to play. The children had some ownerships of this room, with their work displayed on the wall. Other areas accessed by the children included the living room, kitchen and upstairs toilet.

A comfortable sofa in the living room and playroom provided the children with a space to relax and have quiet time, if necessary. For the majority of the inspection the children were found to be happy and engaged in their own play within the playroom. The children had easy access to a range of toys. At times, the playroom was seen to have limited space for children to play. We suggested adding visuals to the resource boxes enabling children to choose what they wanted to play with, minimising the number of boxes out at any one time, increasing space available.

In the kitchen the children had use of a large table for snacks, mealtimes and messy activities if required. The childminder had a small front garden, which was used sometimes by the children to play. The childminder was planning to clean and organise her front garden before children accessed this again, enabling them to play safely. Where possible the childminder accessed parks within her local community, giving children increased space and opportunities to explore a more natural environment. During the holiday periods the childminder made good use of themed days organised within the town. These events were all outdoors and fun for the children to participate in.

We sampled photographs of the children engaged in a wide range of activities indoors and out. The photographs captured children looking happy and engaged in experiences provided. The childminder told us how she carried out regular cleaning and safety checks to minimise risks to children. We found that while the childminder had some good infection control procedures in place, her practice did not fully reflect best practice (see recommendation 1). We asked the childminder to further update her infection control policy and procedures. We sampled risk assessments and asked the childminder to develop these further to include rooms used within her home.

We asked the childminder how children slept safely within her home. The childminder told us she used a travel cot. We asked the childminder to update her safe sleeping policy and ensure her practice fully reflects this.

The childminder had two family pet dogs and three cats. The childminder told us that the children had no contact with one of the dogs. During the inspection the other pets were present. The children appeared relaxed and happy around them. We asked the childminder to update her pet policy to fully reflect her practice. The childminder should continue with measures in place to ensure hygiene is maintained and that children are safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We asked the childminder to further update her infection control policy and procedures in line with Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) guidance. This will support the childminder in following best practice at all times.

This is to ensure that the environment of the service is consistent with the Health and Social Care Standards which state:

'I experience high quality care and support based on relevant evidence, guidance and best practice'. HSCS 4.11

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had shown a professional attitude towards her continuous professional development through access to relevant training. The childminder organised several training courses for herself and other local childminders and completed online modules to keep her practice up to date. The childminder shared good examples of improvements she had made in response to training completed. We could see some examples, where training attended was having a positive impact on outcomes for children.

The childminder was providing good opportunities for parents to share their views on the service. One example included a survey monkey questionnaire. We sampled recent responses from 5 parents. Comments were very positive with 100% of parents agreeing that they felt their child enjoys their time at the childminders, the children feel safe and they are satisfied with communication methods used. Within the questionnaires parents could suggest areas for improvements based on their views and those of the children. We spoke to the childminder about some of the comments made. The childminder had considered all responses and made changes accordingly.

The service's policies and procedures contained helpful information for parents. We identified that some of these should be reviewed and further developed. For example, the complaints policy should include contact details for the Care Inspectorate and the contact details for the social work department should be included in the child protection policy. This will help to ensure that information shared with parents accurately reflects the service which is provided. During the inspection we looked on the Care Inspectorate Hub with the childminder and highlighted best practice guidance. The childminder should familiarise herself with up to date guidance and legislation to support her on-going practice as a childminder.

We asked the childminder if she had registered her service with the Information Commissioners Office (ICO) and found she had. The childminder had provided information to parents about how data was collated, shared and stored within the service ensuring data processed was done so fairly and lawfully.

During our inspection we asked to look at the daily attendance register. The childminder had a record in place including children's names and expected times. We asked the childminder to record exact times children arrive and leave the service. This will ensure that the childminder has an accurate record of how many children are in her care at any one time.

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

Requirement 1

A register of children's attendance must be kept.

This is in order to comply with SSI 2011, No. 210, Regulation 4(1) (a) – make proper provision for the health, welfare and safety of service users.

This requirement was made on 13 August 2014.

Action taken on previous requirement

The childminder submitted an action plan to the Care Inspectorate on 18 Aug 2014. She wrote and told us: This was implemented the following day.

During inspection we looked at the childminders record of children's attendance. The childminder had recorded names and times of children attending each day in her diary. We asked the childminder to input time as children arrived and left the service.

Met – within timescales

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

Previous recommendations

Recommendation 1

Personal plans should include a statement of intent, link to the well-being indicators, used as a tool to evaluate the service, be specific to each child and include an outcome in relation to health, welfare and safety needs.

National care standards for early education and childcare up to the age of 16, standard 14 – well-managed service.

This recommendation was made on 13 August 2014.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 18 Aug 2014. She wrote and told us: These have been reviewed and now include the statement of intent and are more structured as described above.

During inspection we sampled children's personal plans. The childminder had gathered relevant information about individual children and was using this to plan appropriate support. Next steps had been identified and linked to wellbeing indicators. We made some suggestions to improve plans further.

Recommendation met.

Recommendation 2

The childminder should attend training about child protection.

National care standards for early education and childcare up to the age of 16, standard 14 - well-managed service.

This recommendation was made on 13 August 2014.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 18 Aug 2014. She wrote and told us: Contact Stepping Stones for Families regarding accessing training, if it is unavailable through them I will source training through SCMA.

During inspection we spoke to the childminder about training attended and her procedures she would follow to keep children safe. The childminder had attended recent child protection training and had a good knowledge of her role.

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	
13 Aug 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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