

Lang, Carol Child Minding

Type of inspection: Unannounced
Inspection completed on: 20 February 2019

Service provided by:
Lang, Carol

Service provider number:
SP2003909460

Care service number:
CS2003015102

Introduction

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

Carol Lang has been registered with the Care Inspectorate since April 2011. She provides a childminding service from her family home in the Strathaven area of South Lanarkshire which is close to parks and schools. The service is provided from a detached split level bungalow with children being cared for only on the ground floor. Children have access to the utility area, along with the lounge, downstairs toilet and enclosed back garden. The childminder is currently caring for three children over three days a week. She has developed aims and objectives for her service which have been shared with parents. These include, "I offer a quality service by creating a warm, caring and relaxed atmosphere", and "Helping children to develop independence through a range of activities and experiences."

Current registration allows the childminder:

To provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be 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.

What we did during our inspection

We compiled this report following an unannounced inspection which took place on Monday 18 February 2019 between 13:35 and 16:35. The inspection was carried out by one inspector.

During this inspection we spoke to the childminder, her husband and the children present. We also emailed one parent after the inspection took place. We observed care given by the childminder and looked at a number of documents including health and safety records and information recorded about children.

We check services are meeting the principles of Getting It Right For Every Child (GIRFEC), 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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC - Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and included, also known as the SHANARRI wellbeing indicators.

Views of people using the service

We sent questionnaires to the childminder and asked her to give these to families using her service. Two families are currently using the service and one family returned a completed questionnaire before the inspection. We also emailed that parent to ask for further information about children's personal plans and received a reply before this report was written. Overall, the parent was very happy with the service. They agreed that the childminder asked for their views about how care should be provided, and that they were regularly involved in reviewing information held about their child. The parent also indicated that the childminder provided healthy meals and snacks and that her home was safe and secure with enough space and equipment for their children. Comments included, "Carol's service is a very loving and caring service. My children love going to her house and they are treated like family as am I. Carol would never try to do anything without speaking to me first."

We saw that children were happy and confident with the childminder. We spoke to one young child not attending school and two older children of school age. All children played well together and enjoyed the activities and resources available. They told us they liked being with the childminder and said, "She's a good childminder. She gets toys out for us. If we don't play with them she changes them. We can ask Carol and she gets it for us. She does special treats for us. My favourite is playing with toys and each other. We all try to be good and we love each other."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. The childminder identified what they thought they did well and gave examples of how they consulted with families and built relationships with them.

What the service did well

The childminder had a calm and caring approach with children and helped them learn about respect for each other. She provided a nurturing and inclusive environment for children where they could make choices. The childminder worked closely with families to ensure consistency. She provided a wide range of activities and was particularly interested in arts and crafts and loose parts play which was helping build children's confidence and imagination.

What the service could do better

Although risk assessment templates had been purchased since the last inspection, these had not been completed. Personal plan templates were also available but had not been completed. Contracts for one family did not clearly identify when the childminding agreement started. These areas for improvement were discussed during the inspection and we were confident that they would be addressed satisfactorily. We will continue to monitor the progress on these areas after the inspection.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The childminder gathered information about each child before they started her service. She used enrolment forms which included information about emergency contacts, health, and home routines. The childminder used this information to plan care and support and regularly consulted with parents to ensure each child's needs were being met. The childminder knew children and their families very well and as a result, was able to discuss child development and next steps for children. Through discussions, it was clear that the childminder had a plan for

each child that was based on her observations and knowledge of the children. However, the childminder was not meeting the requirement to have written personal plans for each child.

We have made a recommendation about this under the leadership and management theme. Although written plans were not in place it was clear that the childminder had gathered appropriate information about each child, that she knew them well, and that care and support had been planned based on this knowledge of them and input from parents. One parent wrote in our questionnaire, "Every morning we have a chat about possible activities that day." The childminder told us she was working consistently with parents when planning toilet training and that she was supporting children learning a second language. One parent told us, "Carol and I talk regularly about my children and how she can help with their health, welfare and safety." They also described current plans for their children that had been agreed with the childminder.

The childminder provided some meals and snacks for children. These were healthy and varied and consisted mainly of fruit for older children on their return from school, and breakfast and light lunches for the younger child. Children were learning about healthy eating and exercise and how this impacted on their body. The child attending the nearby local school walked with the childminder to and from school daily. Outdoor play in the garden and local park was also available to allow children to run and play in bigger spaces. The childminder took this opportunity to discuss good hygiene with children and they knew to wash their hands before eating. Children were also learning how to keep themselves safe when outdoors and playing games indoors.

Behaviour was managed consistently with the childminder being a positive role model and helping children learn about respect, taking turns, sharing, and caring for each other. We saw that children played well with each other and that older children helped the younger child.

The childminder had purchased new medication recording templates and those checked had been completed appropriately. Her policy on medication was consistent with current guidance.

Activities provided supported children to have fun and develop their skills in understanding, thinking, investigation and problem solving. These included visits to the local BookBug sessions with the younger child, and a variety of arts and crafts activities for young and older children. Building blocks, sharing games and books were available for all children. Children told us they enjoyed the activities available and we saw that older children were excited on their return from school and ready to play. Overall, we evaluated care and support as good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder provided a home that was welcoming, safe, hygienic, stimulating, well organised and with a range of resources that helped children play and learn. She had considered risk and addressed any hazards but had not recorded a risk assessment as recommended at the last inspection. The childminder had purchased records to help her develop these and we discussed the information that should be included as well as the frequency of reviews. (See recommendation 1). The parent who completed our questionnaire wrote, "The home is suitable, warm and child-proofed. Toys are age appropriate and varied daily. Crafts and colouring are always an option."

The childminder made very good use of the space in her home. She used a playroom resourced with comfortable seating and toys, as well as the hallway, kitchen and dining area where children could play with messy activities. The outdoor space was secure and provided additional areas to run and use physical play equipment. The childminder had lived in the community for a number of years and knew of any events that would be suitable for children to attend. She used the local park and library regularly with children and shared information about events with parents. This meant that children could experience a wide range of activities indoors and outdoors.

We saw that children were comfortable with the childminder and that they confidently made choices about how they spent their time. For example, they chose activities and asked for additional resources if they needed them to extend their play. They chose and ate a healthy snack after school and discussed the variety of food available. We were confident that children felt at home in the environment.

The childminder had completed food hygiene training through her church and used this knowledge to support her service. She followed best practice guidance when changing nappies and children knew when to wash their hands. The childminder followed current exclusion periods for infectious illnesses to help reduce the spread of infection. Any accidents were recorded and shared with parents and those we checked were minor and recorded appropriately. Overall, we evaluated the environment as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Risk assessments should be completed for all areas of the home and garden used for childminding. This is to ensure care and support is consistent with the Health and Social Care Standards which state that My environment is safe and secure.

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had been minding for many years. During this time she had attended training through her membership with the Scottish Childminding Association (SCMA) and her church. This had included training on child protection. Although no formal training had been completed recently, the childminder continued to read information sent from the Care Inspectorate and SCMA as well as carrying out research to help her develop activities for children. We encouraged the childminder to check our website more frequently and to access the HUB for information relevant to her service registration. This would help her stay current with new publications relating to for example outdoor play and nutrition. We talked about the new Health and Social Care Standards and the childminder was unaware of these. We left a copy at this inspection and asked the childminder to become familiar with them.

The childminder talked to parents regularly to assess if her service was meeting their needs. One parent wrote in our questionnaire, "Carol regularly checks her information on my children is current. She would take any matters I discussed seriously and act accordingly. Carol would always ask for my opinion before making any major changes to what she does. She is open to change and would take on the opinion of me and my children."

The childminder had developed a range of written policies relating to her service and shared these with parents. She reviewed policies and made changes when necessary, for example if legislation changed. We asked the childminder to update the contact details for the Care Inspectorate on her Complaints policy.

The childminder provided contracts for families and reviewed these annually. We looked at contracts and found that for one child information should be reviewed as the time the childminding agreement started was not consistent with the time noted on the contract. A private agreement was in place for the child to be collected from school and brought to the childminder. Although consent was in place for this, it was not clear in the contract. We also alerted the parent to this and will follow this up after the inspection.

The childminder was clear about her responsibilities in keeping children safe. She was committed to providing a quality service and working in partnership with parents. A recommendation made at the last inspection asked the childminder to consider ways in which she could gather the views of parents to help her develop her service. Although this recommendation was not met at this inspection, we were confident that through the written personal plans there would be more opportunities for parents to formally have their say about the service. Three recommendations were made at the last inspection including one about personal plans. The requirement about personal plans means that the childminder must have a written plan for each child within 28 days of them starting the service and that the plan must set out how she will meet the child's health, welfare and safety needs. The plans must be reviewed at least once in every six months.

The childminder had purchased paperwork from SCMA and we discussed how this could be used to develop written plans for each child. (See recommendation 1). Of the three recommendations made at the last inspection no action had been taken to address them. There were important strengths in the service. However, improvements are required to maximise wellbeing and ensure that people consistently have experiences and outcomes which are as positive as possible. We have maintained a grade of good for this theme based on the positive outcomes already in place. However, we will monitor the progress of the areas identified for improvement in the coming months.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Personal plans must be in place for each child as per The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 5. This means that personal plans must set out how the childminder will meet each child's health, welfare and safety needs.

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, and I am fully involved in developing and reviewing my personal plan which is always available to me..

Grade: 4 - 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 should consider new methods and systems to involve parents/carers and children in assessing and improving the quality of the service.

This recommendation was made on 30 April 2015.

Action taken on previous recommendation

No action had been taken to address this recommendation. We have not repeated it as the childminder assured us that this could be addressed through written personal plans.

Recommendation 2

The childminder should develop individual care plans for children and review them when there is a significant change in the child's life, or at least every six months.

This recommendation was made on 30 April 2015.

Action taken on previous recommendation

This recommendation was not addressed and we have repeated it in this report. Recommendation not met.

Recommendation 3

The childminder should document risk assessments for the premises and prior to any outings.

This recommendation was made on 30 April 2015.

Action taken on previous recommendation

Although forms were now in place to record risk assessments these had not been completed. We have repeated the recommendation in this report. Recommendation not 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
10 Mar 2015	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
26 Jan 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
3 Feb 2010	Announced	Care and support 4 - Good Environment Not assessed

Date	Type	Gradings	
		Staffing Management and leadership	5 - Very good Not assessed
23 Mar 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed

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