

# Safe Hands Childminding Child Minding

Type of inspection: Unannounced  
Inspection completed on: 19 February 2019

**Service provided by:**  
Thorburn, Carron

**Service provider number:**  
SP2013984855

**Care service number:**  
CS2013317079

## Introduction

The Care Inspectorate is 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's 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'.

This service has been registered with Care Inspectorate since 11 September 2013.

Mrs Thorburn provides 'Safe Hands Childminding' service from her home in a residential area of Ayr. The childminder's home is close to local amenities including schools, shops and the town centre.

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16 years, 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 the childminder's family.

On the day of the inspection, there were three minded children present. The children were relaxed and settled in the childminder's care.

The childminder told us her main aim was "To provide a care service for children from birth – 16 years in a healthy, secure, friendly, welcoming, family-oriented environment. The play environment will be full of exciting learning experiences".

## What we did during our inspection

We wrote this report following an unannounced inspection, which took place on 19 February 2019 between 1.30pm and 4.50pm. We provided the childminder with feedback on this date.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Children's records and folders
- Policies and procedures including child protection, complaints
- Photographs
- Observations of how the children interacted with one another and with the childminder
- Observations of how the children used the toys, and the space in the childminder's home
- Examining equipment and the environment
- Talking to the childminder, parents and the children.

## Views of people using the service

The children present during this inspection enjoyed playing with the toys available to them in the living/dining room and were secure and confident within the environment. Children told us they were happy to come to the childminder.

Two parents returned care standard questionnaires to us. The responses from these demonstrated that they were happy with the quality of care their child received. Comments included;

"Great service, no complaints."

"We chat most days about my child's needs and if anything needs changed this is done right away."

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder.

The childminder identified what she thought the service did well and gave examples of improvements the service had made. The self-assessment provided us with some information about further plans for improvement.

## What the service did well

The childminder provided a welcoming, safe and inclusive environment for all children and their families. She had created supportive and trusting relationships with parents, who felt well-informed and confident that their children were happy. The childminder was thoughtful and nurturing in the way she cared for the children.

## What the service could do better

The childminder should access child protection and first aid training at her earliest convenience to ensure she is aware of current guidance in safeguarding children. We have demonstrated how to access an e-learning resource available for child protection.

The childminder should update her child protection policy to ensure it reflects current guidance and identifies the processes in place to safeguard children. This is to ensure information shared with parents is accurate.

The childminder should review her recording processes when administering medication to ensure this reflects best practice guidance.

## 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	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

The childminder had developed good relationships with children and families using her service. We observed that the childminder was warm, kind and affectionate towards the minded children in her care and she was responsive to children's needs. During the inspection we saw children that were happy and relaxed and confident that their needs would be met.

During the inspection opportunities were provided for children to be creative. Children were confidently leading their own play and learning and were independently selecting materials to create animal masks. We observed confident, happy children who were having fun, playing and laughing together.

The childminder demonstrated that she knew the children very well and had gathered information about children's individual likes and dislikes. Personal plans were in place for all children which were reviewed in line with legislation. We made some suggestions on how the plans could be further developed to reflect how the childminder planned to meet children's health, welfare and safety needs.

The childminder is registered as a food business and provides all meals and snacks for minded children. She used good practice document 'Setting the table' to plan her menus and we found meals were home cooked and nutritious. We suggested the childminder share information with parents regarding allergen's contained within foods she provides. We identified the childminder contributes to children living healthy lifestyles by offering healthy foods and by providing regular access to outdoor play.

We looked at the systems in place to ensure safe administration of medication to children. We found that the childminder had considered how she would effectively administer medication safely. We advised the childminder to update her recording format to include when the first dose of medication was administered and to highlight the signs and symptoms for 'when required' medication would be administered. This is to ensure safe management of medication for children using the service and will ensure the childminder's policy and procedures reflect best practice guidance.

We asked the childminder to tell us what procedures she had in place to keep the children safe. She spoke confidently of her roles and responsibilities in safeguarding. We asked the childminder to update her child protection policy to include details of her local social service department and child protection committee to ensure she has clear processes in place for managing concerns.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

## Findings from the inspection

We found that the childminder's home was child-friendly, warm and welcoming for children attending the service. Children had access to a large play room, kitchen, dining area and living room. The childminder had carefully considered the layout of her home to provide opportunities for children to play on their own, in small groups or relax and rest. During inspection we saw the minded children independently accessing toys and resources available to them allowing them to make choices and promoting their independence.

The childminder made good use of community resources including local parks, toddler group and places of interest to provide opportunities for children to participate in physical activity within natural environments. This promoted children's wellbeing and provided experiences to support children to learn about risk and road safety.

We found very good infection control processes were in place to keep children healthy. We observed children independently washing their hands before snack and the childminder told us that appropriate personal protective equipment (PPE) was used for nappy changing. We found that risk assessments were in place for all areas accessed by minded children and accidents and incidents had been recorded and shared with parents in line with best practice guidance to provide a safe environment for children attending the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder used daily verbal communication with families to share relevant information about children. This provided opportunities to discuss any changes to the child's care needs and ensured decisions were made in partnership with parents to support the childminder meet children's individual needs.

The childminder aimed to keep up-to-date with current best practice and professional development through her membership of the Scottish Childminding Association (SCMA). We asked the childminder if she had undertaken any training since her previous inspection and found that she had not attended any training since 2015. We have recommended the Childminder access child protection and first aid training at her earliest opportunity to ensure she is aware of current best practice in safeguarding children within her care. We demonstrated how the

childminder could access East Ayrshire's understanding child protection self-learning pack as a method of self study (recommendation 1).

We asked the childminder if she had registered her service with the Information Commissioners Office (ICO) and found she had. We advised the childminder to share a General Data Protection Regulation (GDPR) privacy statement with her service users to ensure they are fully aware her processes in place for collecting, storing and sharing personal information.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should access relevant training or professional reading to improve her professional development and improve the outcomes for children within her care. The childminder should access first aid and child protection training at her earliest opportunity and use the learning gained to keep up-to-date with current safeguarding practice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities (HSCS 3.20).

**Grade:** 4 - good

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

## Previous requirements

### Requirement 1

It is required that the childminder should take action to ensure the garden which is on different levels is made secure and safe for the young children attending the service to use. Children should not be left at any time in the garden on their own.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 SSI 2011/210 Regulation 4, (1) (a), Welfare of users; make proper provision for the health, welfare and safety of service users.

Time scale for implementation: Two months from receipt of this report.

**This requirement was made on 4 September 2014.**

## Action taken on previous requirement

The childminder submitted an action plan on 22/10/14 which detailed her plans to 'erect a fence alongside the wall to ensure children are safe'.

A fence had not been installed however, the childminder had developed comprehensive, robust risk assessments to ensure the safety of children when playing within the back garden. The childminder planned to insert a gate within a two week time frame from this inspection which would allow children to safely access the back garden.

**Met - outwith timescales**

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

## Previous recommendations

### Recommendation 1

We recommend that the childminder should undertake Child Protection training. To support her understanding of protecting children from harm, abuse, bullying and neglect.

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

**This recommendation was made on 11 September 2014.**

## Action taken on previous recommendation

The childminder received child protection training on 04/02/15.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
11 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	5 - Very good



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