

# Jackson, Evelyn

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 14 December 2018

**Service provided by:**

**Service provider number:**

SP2010979116

**Care service number:**

CS2010270452

## Introduction

The service was provided from the childminders family home located in the Lochwinnoch area of Renfrewshire.

The premises were a mid terraced villa with children being cared for on the ground floor. The areas children could access included the living room, playroom, hallway, downstairs WC. The back garden remained unsuitable for children.

As part of the service the childminder aimed to ensure:

Each child will be valued as an individual irrespective of gender, culture, religious belief or disability and shall be allowed equal opportunity in all things. I will provide a safe, hygienic, smoke free, pleasant and stimulating environment.

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://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.

## What we did during our inspection

We wrote this report following a short notice inspection that took place on 6 December 2018, between 09:15 and 11:30. The inspection was undertaken by one inspector. Feedback was given to the childminder on the same day.

During this inspection process we gathered evidence from various sources including discussion with the childminder and observations of two children who were present during the visit.

We considered the service's:

- aims and objectives
- certificate of registration
- range of policies and procedures
- personal plans and individual records
- risk assessments
- certificates for courses that the childminder had undertaken.

We issued three Care Standards Questionnaires (CSQs) prior to the inspection, however we did not receive any returns before writing this report.

We took the findings from the above into account for the purpose of reporting.

## Views of people using the service

We observed both children attending during the inspection as happy, relaxed and engaged. They were very comfortable in the childminders home and her company. The older child was able to request toys and play equipment and knew her environment well. The childminder offered praise and encouragement during our visit.

## Self assessment

We did not receive a completed self assessment document as requested, we have highlighted the need for the childminder to formally assess her service under the theme quality of management and leadership.

## What the service did well

The childminder provided a safe, inviting environment for minded children. She knew the children's likes/dislikes and interests. She provided good opportunities to improve children's health and well-being including varied outdoor experiences and promoted an understanding of healthy eating.

## What the service could do better

The childminder should to review, update and improve some aspects of the business and recording aspects of running her service. She should:

- ensure that she submits essential documentation to the Care Inspectorate when asked to do so, including self assessment and annual return documents,
- she develops an awareness of current early years good practice guidance to inform the improvement of her service by visiting web sites or reading relevant publications,
- the childminder should continue to develop written personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and in consultation with the parents must be reviewed at least once every six months.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
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

From our discussions and observations we concluded that the childminder had a strong working relationship with the children and parents/carers and provided a flexible service to meet families childcare needs. She communicated with parents through discussion and text messaging and since the last inspection had introduced parent questionnaires as a form of evaluation.

The children were very relaxed in the childminder's care and chatted to her during the inspection. We saw that the children felt 'at home' and safe and enjoyed their time at the service. They asked for specific toys and activities which the childminder provided.

Children had access to a range of age appropriate games and outside activities. We noted that the childminder did not make use of her rear garden area as she felt it was not safe, however the childminder did involve the children in a variety of outdoor experiences at various locations including woodland walks, a trip on the train to see a family of whales and other local attractions. These experiences supported the development of children's health and well-being by keeping them fit and active as well as promoting their natural curiosity of the world around them.

Healthy eating was promoted by the childminder who reminded the parents to provide healthy options for the also snack they supplied for their child. Water was readily available should children need a drink.

We talked to the childminder about how she should further develop children's personal plan information to take into account the SHANARRI wellbeing indicators, and clearly detail how she plans to support each child's health and well-being needs. Since the last inspection the childminder had begun to observe and record significant aspects of the children's day, however she had not yet used this information to plan for children's health and well-being needs.

The childminder was aware that children's personal plan information should be reviewed in consultation with parents a minimum of once every six months in line with legislation.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The childminder had created a pleasant and welcoming environment. It was noted as being bright, attractive and fresh decorated. Children had access to all areas on the ground floor, including a dedicated playroom.

Children enjoyed their snack/lunch at a table in the livingroom, which helped them to have a positive social experience during their snack/lunch.

The childminder told us she carried out a visual check of the premises on a daily basis. Children were kept safe through visual checks and good risk assessments. The childminder told us she would regularly review areas that the children used, ensuring there were no hazards or dangers.

The childminder confirmed no smoking was permitted on the premises. She also confirmed toys and equipment were cleaned regularly with suitable sanitizer. This helped ensure the premises and resources were clean and hygienic for children's use.

The childminder was enthusiastic about outdoor experiences that encourage healthy life habits. There was no safe garden area, however, the childminder described outings she took the children on in the local area so they could enjoy outdoor play.

## 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 was enthusiastic about her role and had developed a caring relationship with the children she minded. She was clear about the conditions of registration and managed her service within those conditions.

Parents using the service had been issued a questionnaire since the last inspection, this and daily chats with parents was used by the childminder to evaluate aspects of her service. We found children were involved informally through promoting free choice, and by asking them what they wanted to do or where to go for walks and outings.

We discussed with the childminder the failure to submit an annual return or self assessment electronically and underlined the importance submitting these documents when requested. (See recommendation 1.)

We have included links to relevant documents which could support the childminder to further develop how she evaluates her service and plans for improvement.

References:

Your Childminding Journey available at [www.childmindingjourney.scot](http://www.childmindingjourney.scot)

My Childminding Experience available at [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com)

How good is our early learning and childcare – (self-evaluation document)

Available at [www.education.gov.scot](http://www.education.gov.scot)

National Health and Social Care Standards – available at [www.scot.gov.uk](http://www.scot.gov.uk)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should ensure that documents requested by us are submitted within the timescales specified.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

**Grade:** 3 – adequate

**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

To promote children's health and wellbeing, the childminder should improve children's personal plans. Plans should include:

- clear information about children's health needs and the support they require
- reviewed routines, including sleep arrangements
- details of children's progress and achievements
- ensuring children (where appropriate) and parents/carers are involved in setting and reviewing plans.

**This recommendation was made on 16 March 2018.**

#### Action taken on previous recommendation

The childminder had made progress in addressing this recommendation, however we have asked that personal plans be further developed to ensure the childminder is demonstrating how she is supporting children's health, safety and welfare needs.

#### Recommendation 2

The provider should carry out risk assessments of her home and for outings in order to promote the safety of children using the service. She should identify potential risks and hazards and record control measures.

NCS Early Education and Childcare up to 16, Standard 2: A Safe Environment.

**This recommendation was made on 16 March 2018.**

#### Action taken on previous recommendation

Risk assessments had been introduced since the last inspection.

## 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	
30 Jan 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 4 - Good
24 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.