

Lesley's Childminding Child Minding

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

Service provided by:
Dawson, Lesley

Service provider number:
SP2013012205

Care service number:
CS2013321941

Introduction

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

The service was registered with the Care Inspectorate on 18 February 2014.

Lesley's Childminding is provided by Lesley Dawson. She is registered to provide a care service to a maximum of six children at any one time under the age of 16, 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.

Minded children cannot be cared for by persons other than those named on the certificate. Overnight care will not be provided.

The service is provided from the family home, which is a detached property in the Whitehills area of East Kilbride, South Lanarkshire. There are gardens to the front and rear of the property.

The childminder's aims include:

'To provide high quality childcare within my own home for children from birth to 12 years of age. A safe environment where children feel welcome and at home and feel comfortable. All families will be treated equally.'

What we did during our inspection

We compiled this report following an unannounced inspection. This took place on Tuesday 19 February 2019 between the hours of 15:30 and 17:30. The inspection was carried out by one inspector from the Care Inspectorate.

Over the course of the inspection, we observed the care, support and interactions between the childminder and the children, the areas, activities and resources available to children and the choices the children could make. We sampled some documentation which included children's personal plans, certificates of registration, training and insurance. We discussed general routines and practices within the service, outcomes for children and advised on areas for improvement.

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 parents 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.

Views of people using the service

The childminder is currently caring for five minded children on a flexible, part-time basis to meet families needs and to meet the conditions of her registration. There were two minded children present on the day of the inspection, alongside the childminder's own two children. We saw that the children were happy and settled in

the care of the childminder. The children played well together and told us of their favourite activities and experiences at the service.

Children's comments included:

'We like drawing and making things.'

'There are lots of games to play. This is one of my favourites, Shark Bite.'

We sent three Care Inspectorate care standards questionnaires to the childminder to distribute to parents before the inspection. Two were completed and returned before the inspection. All responses were positive.

Comments included:

'We have always been happy and content with Lesley's childminding and more importantly, so has our child.'

'We have a good relationship, so talk a lot.'

Self assessment

We received a completed self-assessment from the childminder. This demonstrated the areas where the childminder thought the service was doing well; for example, including children and parents in the self-evaluation of the service. We advised including the outcomes for children and families and some areas for improvement in future self-assessment submissions.

What the service did well

The childminder knew the care and support needs of the children in her care very well. She was responsive to children's interests, care and support needs and ensured children had fun within a respectful, inclusive environment.

What the service could do better

The childminder should review and update her procedures and risk assessments for pets and children's access to the back, front garden and communal areas at her home. This would take account of children's health and safety when playing outdoors and detail the procedures in place for the family's pet dog during childminding hours.

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	4 - Good

Quality of care and support

Findings from the inspection

The childminder had established good relationships with the children and families who used her service. She spoke daily to parents as they collected their children, sent text messages or made phone calls to discuss the child's routine, activities or any changes. She also distributed termly newsletters and an annual questionnaire. This offered informal and more formal methods for parents and children to share their views. Although all responses were positive and no suggestions had been made for improvement, this approach included children and parents and respected their views.

The childminder was aware of following good infection prevention and control practices as she ensured the children and herself washed their hands as soon as they arrived back from the walk from school and before eating. Healthy options were offered for snacks and drinks. This contributed to children's health and wellbeing.

We saw that the childminder was responsive to children's interests and choices for activities and snacks over the course of the inspection. The children were happy and settled and told us of their favourite experiences while looking at photographs of themselves and their friends participating in previous activities. During the inspection, they were fully engaged in planning and drawing a fire safety plan to exit the house safely in the event of an emergency. This was displayed alongside other children's artwork to highlight individual children's achievements and to discuss and reinforce safety with all children.

Personal plans were in place for each of the children as required. Although these contained the required information about each of the children, we recommended that there should be information to record how each child's individual care and support needs would be met in the service. Personal plans should be reviewed with parents at least once every six months or sooner if required or requested. This would ensure information was shared and updated where necessary and that individual next steps were discussed and agreed to support each child's development and individual care and support needs.
(see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Each child's personal plan should be reviewed and updated with parents at least once every six months or sooner, if required or requested. Information should be recorded to note how each child's individual care and support needs and agreed next steps will be met in the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, my personal plan (sometimes referred to as a care 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)

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home was clean, tidy and welcoming. She described the daily checks and routines which were in place to support a safe, hygienic environment for children.

The playroom offered a small number of children a designated area to relax, play and eat. They could easily access the toilet from this room when they needed to. The children confidently accessed different games and activities from a wide variety of resources which were all stored at the children's level. This supported children's choice and independence. The children chose arts and crafts, board games and imaginative play over the course of the inspection. Children's artwork, posters and displays highlighted achievements and created a homely, nurturing environment. Having this designated area meant that children could leave their art and crafts, models and play scenes undisturbed in order to continue their play the following day. We discussed how the family home would be utilised if the numbers of children were larger, giving children enough space to play when indoors.

Parents who completed the care standards questionnaires strongly agreed that the childminder provided a suitable range of equipment, toys and materials for their child and that the childminder's home was safe and suitable. Comments included:

'They walk to and from school and usually take part in creative activities after school. I am really happy with that. Lesley has a range of toys to suit the varying ages that she cares for. She has a separate playroom in her house where she cares for the children. Lesley cares for my child before and after school, so stay in the house as it is a short period of time.'

'Our child takes part in a wide variety of activities - arts and crafts, games, DVDs, playing outside, trampoline. We are happy with the variety. The toy room is an ideal space for kids. Our child loves it. The home is completely safe and secure. We have never had any worries. They go to the park on the way home from school. Calderglen and trips during the summer to the farm.'

As there had been some changes since the last inspection, for example, the garage converted into a playroom, a new pet dog and children primarily using the front garden and communal areas in the cul-de-sac for outdoor play, we recommended that the risk assessments, policies and procedures for these areas were reviewed and updated to reflect the changes and to demonstrate what was in place to ensure children's health and safety. (see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The policies, procedures and risk assessments for the pet dog, the playroom, all indoor and outdoor areas accessible to the children should be reviewed and updated to reflect the current practice within the service. This would contribute towards ensuring the health and safety of children is maintained at all times.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state, my environment is secure and safe. (HSCS 5.17)

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder kept up to date with best practice and legislation through the Care Inspectorate and childminding websites and publications. We signposted her to 'the hub' section within our website www.careinspectorate.com where there was a 'Spotlight on Childminding' section, sharing learning and development resources to support her practice and extend her knowledge.

The childminder demonstrated her commitment to improving the service and meeting the needs of children. She had addressed the recommendations made at the last inspection, to improve infection prevention and control and medication practices within the service, and completed core training for child protection and first aid. This contributed to children's health, safety and wellbeing. Further training in ADHD and Autism awareness extended her knowledge and skills in caring for, understanding and supporting individual children and their families. We advised maintaining brief training records to identify her training needs, evaluating any training attended by recording how this had assisted and improved outcomes for children, impacted on her professional development or the service as a whole.

Both parents who completed the care standards questionnaires agreed that the childminder involved them and their child when reviewing the information they have and when making any improvements or changes. Both parents stated that overall, they were happy with the quality of care their children received.

Comments included:

'Newsletters - got the kids involved in drawing a picture on the newsletter. Asks for the go-ahead on any planned activities.'

'She talks to me and asks my opinions on things.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

Hand towels used by the children should be changed daily.
National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing

This recommendation was made on 15 December 2018.

Action taken on previous recommendation

We saw that the hand towel provided for the children was clean and the childminder now changed the hand towel daily or more frequently, if required. This recommendation has been addressed.

Recommendation 2

Personal plans should include a statement of intent, link to health, welfare and safety needs and include outcomes and reviews.
National Care Standards Early Education and Childcare up to the age of 16 - Standard 14: Well-Managed Service

This recommendation was made on 15 December 2018.

Action taken on previous recommendation

Although a statement of intent had been added, we advised where the personal plans should be developed to be in line with legislation. A similar recommendation has been made under the Quality of Care and Support section. Therefore, this recommendation has not been fully addressed.

Recommendation 3

The medication policy and related documentation should be amended and demonstrate that parents have given the first dose of medication.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 14: Well-Managed Service.

This recommendation was made on 15 December 2018.

Action taken on previous recommendation

We sampled medication consent and administration of medication forms which stated that parents had given the first dose of any required medication. After discussion, the childminder added this statement to her written policy and procedures during the inspection. This recommendation has been addressed.

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
8 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good Not assessed 4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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