

Wee Jems Childminding Services

Child Minding

Type of inspection: Unannounced
Inspection completed on: 4 February 2019

Service provided by:
Coull, Jemma

Service provider number:
SP2012983685

Care service number:
CS2012309222

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 registered with the Care Inspectorate on 30 October 2012.

Ms Coull is registered as a childminder to care for 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. These numbers are inclusive of the childminder's own family.

The childminder operates her childminding service from her family home, in Archiestown a small village in Moray. The service is known as 'Wee Jems Childminding Service'. Childminding takes place on the ground floor of the home and children have access to a safely enclosed back garden.

The childminder's aims include:

'To provide a safe and stimulating environment in which children feel happy and secure'.

What we did during our inspection

We compiled this report following an unannounced inspection. This took place on Monday 4th February 2019 between 13:30 and 17:00, where three minded children and two of the childminder's children were present. This inspection was carried out by one inspector.

During this inspection we gathered evidence from a variety of sources including discussion with Ms Coull and children present. We sampled medication forms, accident/incident files and relevant policies. We observed how Ms Coull interacted with the minded children present during the inspection. We considered the general environment and the equipment used in the provision of the childcare service.

We check services are meeting the principles of Getting It Right For Every Child (also known as 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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it right for very child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

The children present during our visit were happy and settled in the childminder's care. Children chose what they wanted to play with and this was supported by the childminder. We observed the childminder to be friendly and responsive to the children's needs during the inspection. Due to the adverse weather not all children that normally attended the service after school were in attendance. Following the inspection we received feedback from three older children through the means of a child questionnaire that was emailed to us. Children told us that they were treated fairly and well. The best thing to do at the service was to play with their friends and have fun. They told us that the only thing that they did not like was when their friends were not there.

We sent three care standard questionnaires to the service to distribute to parents/carers of children who used the service, none of which were returned before the inspection.

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

We did not receive a self assessment before this inspection

What the service did well

The childminder offers a welcoming and nurturing environment for the children and families using her service. She made effective use of toys and learning activities to extend children's interests and play opportunities.

What the service could do better

The childminder was committed to the future development of her service. We discussed various approaches she could try to engage parents further in meaningful consultation to improve and support the ongoing quality provision provided.

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

We found the childminder had a good understanding of her role and responsibilities in meeting the children's care and support needs.

The childminder had appropriate personal information in place for children that used her service. We spoke about current legislation and best practice which states that every child should have a personal plan within 28 days of the date on which they started at the service. The plan will set out how the child's health, welfare and safety needs are to be met. We spoke to the childminder about having one plan in place that comprised of important information, including registration, children's likes/dislikes and personal targets to further support the child's health, learning and safety needs. The plans should be reviewed in consultation with children and parents at least every six months or before depending on individual circumstances. This will support the childminder to show how she is developing the children's individual skills in line with their current interests. (See recommendation 1)

We found that the childminder knew the children well and described how she cared for and supported them as individuals. The childminder told us that she had developed positive relationships with parents/carers. She felt that communication was good and that parents were fully supported to be involved in their child's care. We looked at the daily diary used to share information with parents about their child's day; what they had been doing and the food they had eaten. This supported the daily discussions with parents to share information about their child. During the inspection one parent told us that the daily diary was great, their child loved going to the childminder's home and they were always excited.

We did not observe children having their lunch or snack on the day of the inspection. The childminder told us that the parents provided children's lunch at the service and she provided healthy snacks for the children, such as, mini sandwiches, bread sticks, yoghurt, fruit and on occasion biscuits and pizza. We spoke to the childminder about advice given to parents on the types of food/drink brought in from home and the importance of parental involvement in the service food policy. This will support them to make informed healthy choices. NHS Scotland 'Setting the Table' guidance document would support this. Information can be found here <http://hub.careinspectorate.com/media/177298/nhs-setting-the-table.pdf>

We sampled procedures in place for the safe administration of medication should a child require medication to be administered during childminding hours. We advised that sections on ailment, signs/symptoms and the outcome be included, to ensure the reasons for administering medication were clear and the outcome recorded. This helps children receive treatment that is safe and effective. Information can be found here <https://hub.careinspectorate.com>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should record how children's health, social, welfare and safety needs will be met within individual personal plans. This is to ensure that children's needs are planned and met.

To achieve this plans should:

Set out how children's needs will be met

Record how children have progressed

Be put in place within 28 days of a child starting at the service

Be reviewed every six months or more often if the child's needs change

Be shared and updated with children, parents and carers

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 my 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)

"My needs as agreed in my personal plan, are fully met and my needs and choices are respected" (HSCS 1.23)

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the childminder's home to be welcoming and comfortable, providing a child centred and safe environment for minded children. The main areas used for play were the living room and garden. We saw that children could choose from a selection of toys and resources that were accessible to them. The variety of resources took account of the children's interests and could be alternated to accommodate their needs. There was sufficient space to play and be involved in a variety of floor and table top activities. Among the positive questionnaires issued to parents by the childminder, one parent commented that they were very satisfied with the care the childminder provided. They felt that the childminder was very flexible and nothing needed to change, children had a lot of activities.

On the day of the inspection we observed the children play indoors with a range of activities this included role play experiences, dolls and drawing. The childminder told us that she encouraged children to take part in arts and crafts that related to celebrations and festivals in addition to sand/water play and play dough experiences. Feedback from children told us that sometimes they chose their own play experiences. We spoke to the childminder about the importance of child led participation and children's active involvement in decision-making for their learning. This will ensure that children's views are sought and their choices respected, as well as being able to direct own play and activities in a way that they choose.

(See recommendation 1)

The childminder told us that children accessed the garden regularly. Children had a large grass area with bikes, trikes, trampoline and a mud kitchen made from palettes an introduction to loose parts play.

We discussed guidance documents, 'My World Outdoors', 'Our Creative Journey' and 'Loose Parts Play' to improve children's creativity and enhance their problem solving and social skills and how these can be used to further develop play experiences for children and help engage children further in the home and garden. Information can be found on our HUB www.hub.careinspectorate.com

During the inspection we spoke about the benefits of children having daily opportunities to play outdoors to promote their self-help skills and independence and further support their social development and emotional intelligence. We advised the childminder that she should have a policy and risk assessment in place for the children playing on the trampoline. This will ensure children at the service were aware of the risk involved and had clear boundaries to be safe, healthy and active.

The childminder told us that the children benefited from the use of the local community, this included visits to the beach, soft play, woodland walks and the local play park which had a climbing frame for children to explore, keep healthy and active. We spoke to the childminder about the benefits of children being involved in challenging and risky play experiences, thus helping them to understand their capabilities, build resilience and problem solve.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder develop more child led approaches to planning experiences for children. Engaging in 'Child Led Participation' will help children feel further respected, included and responsible in the service.

The document 'Child Led Participation' (http://www.careinspectorate.com/images/documents/News/Child_Led_Participation_Guide.pdf) could be supportive in this work.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state;

"As a child, I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity."

"I am recognised as an expert in my own experiences, needs and wishes."

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had risk assessments and safety measures in place for the service. Documentation that we sampled showed that the childminder was conscientious about her responsibilities to look after children safely and to support them to learn about their own safety and awareness of risk. We spoke to the childminder about the involvement of older children in assessing and managing what they perceived to be low, medium or high risk indoors and outdoors. This approach will give children the ability to make decisions and appropriate skills to challenge themselves and stay safe.

The childminder told us that she had strategies in place to minimise the risk of infection. We observed that the main areas for childminding were clean. She offered a smoke free home from home environment. We spoke to the childminder about ensuring that the toilet area was kept clean daily to help minimise the risk of infection.

The childminder told us that she keeps up to date with best practice and legislation through a variety of ways, this included being registered with the website <https://mindingkids.co.uk> which provides free resources for childminder's and paperwork that supports their practice and Care Inspectorate requirements. We advised that the childminder used the Care Inspectorate website to keep abreast of recent childcare developments. Information can be found here <https://hub.careinspectorate.com> We recommend that the childminder reflect on her practice in relation to national guidance. She should use guidance documents as the starting point for evaluating her practice and identifying areas for improvement, thus remaining up to date with best practice. (See recommendation 1)

The childminder had key policies in place, such as child protection, nappy changing, toilet training, complaints and health and safety. The policies were good and outlined what was expected within the service. During the inspection we spoke about ways to further improve her policies and procedures in line with current legislation/guidance. Information can be found within the Care Inspectorate HUB. The childminder had not attended training in food hygiene, first aid and child protection training in the past few years. We advised that the childminder updated her first aid training every three years. Following the inspection the childminder accessed an online refresher course in first aid and paediatric first aid to update her skills. We recommend that the childminder accessed child protection training annually to update her knowledge and skills. This would contribute to maintaining the safety and wellbeing of children in her care. We signposted the childminder to one suitable online course at www.nspcc.org.uk to assist her. (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. We recommend that the childminder reflect on her practice in relation to national guidance, in particular:
 - Getting it Right for Every Child, specifically the wellbeing indicators (2010) <http://www.gov.scot/Topics/People/Young-People/gettingitright/what-is-girfec/children-adult-services/practitioners-info-pack>
 - Building the Ambition (2015) <http://www.gov.scot/Resource/0045/00458455.pdf>

- Pre-Birth to Three (2010) http://www.educationscotland.gov.uk/Images/PreBirthToThreeBooklet_tcm4-633448.pdf
- My Childminding Experience (2017) <http://www.careinspectorate.com/images/documents/4026/Mychildmindingexperience.pdf>
- Your Childminding Journey (2017) (<http://www.childmindingjourney.scot/>)

She should use these documents as the starting point to evaluate her practice, identifying areas for improvement, remain up to date and provide age appropriate experiences.

Referring to websites such as the Care Inspectorate Hub and Education Scotland's National Improvement Hub (<https://education.gov.scot/improvement>) will also support the childminder to see recent examples of guidance in practice.

This is to ensure that care and support 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."

2. We recommend that the childminder review and evaluate the policies and procedures in place for her service, in line with best practice guidance and legislation. Consideration should be given to:

- child protection
- first aid
- food hygiene

This involves additional training and reflection opportunities. As a service in a remote location, online courses may be beneficial to ensuring the childminder can access training more readily.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state;

"I have confidence in people because they are trained , competent and skilled, are able to reflect on their practice and follow their professional and organisational codes."

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The provider must keep personal plans for each child which set out how their health, welfare and safety needs will be met. These plans must be reviewed at least once in every six month period.

This is in order to comply with the Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5 (1) Personal Plans.

Timescale: with immediate effect on receipt of this report.

This requirement was made on 12 August 2013.

Action taken on previous requirement

This requirement has not been met. Please see ' Quality of Care and Support' for more information.

Not met

Requirement 2

The childminder must develop individualised meaningful personal plans for each child in her service. This should include:

- the service user's name and address;
- the service user's date of birth;
- the date on which the service user started using the service;
- the name, address and telephone number of the service user's next of kin or of any person authorised to act on behalf of the service user;
- records of any medication given to the service user;
- name, address and telephone number of whom to contact on behalf of the service user in an emergency;
- the name, address and telephone number of the service user's General Practitioner;
- any additional support needs the service user may have and details of how these needs will be met by the service; and
- details of any allergies the service user may have;
- information about children's development (consider using the wellbeing indicators as a basis for her observations);
- information from meetings with other agencies, where appropriate;
- parental involvement and discussions;
- at least six monthly updates or sooner where required;
- information on children's progress;
- information on how the childminder will meet any identified needs;

This will ensure children are kept safe, healthy and achieving in the service.

This is in order to comply with regulation 5 of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

National Care Standards Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children .

This requirement was made on 30 January 2018.

Action taken on previous requirement

The childminder had appropriate personal information in place for children that used her service. We spoke to the childminder about having one plan in place that comprised of important information, including registration, children's likes/dislikes and personal targets to further support the child's health, learning and safety needs. The childminder started observations for individual children, however these were not always clear. We have made a recommendation under 'Quality of Management and Leadership.'

Met - within timescales

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

Previous recommendations

Recommendation 1

The childminder should take steps to ensure that children are not at risk of accident from the lid of the toy box.

This takes account of National Care Standards - Early Education and Childcare up to the age of 16: Standard 2 - A safe environment.

This recommendation was made on 12 August 2013.

Action taken on previous recommendation

This recommendation has been met. We found that the premises were safe and children were being protected from immediate harm.

Recommendation 2

We recommend that the childminder develop more child led approaches to planning experiences for children. Engaging in 'Child Led Participation' will help children feel further respected, included and responsible in the service.

The document 'Child Led Participation' (http://www.careinspectorate.com/images/documents/News/Child_Led_Participation_Guide.pdf) could be supportive in this work.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 4: Engaging with Children.

This recommendation was made on 30 January 2018.

Action taken on previous recommendation

This recommendation has not been met and remains in this report under 'Quality of Environment.'

This is to ensure that care and support is consistent with the Health and Social Care Standards which state;

"As a child, I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity."

"I am recognised as an expert in my own experiences, needs and wishes."

Recommendation 3

We recommend that the childminder review and evaluate the procedures in place for assessing risk in her service, especially when significant refurbishments are happening in her home. This will ensure she is proactive in recognising potential hazards and reduce the risks posed to children and families.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment.

This recommendation was made on 30 January 2018.

Action taken on previous recommendation

This recommendation has been met. The childminder has daily checklists in place. We spoke about the importance of involving children through the means of discussion and mind mapping, when further assessing risk within individual rooms used for childminding purposes.

Recommendation 4

We recommend that the childminder reflect on her practice in relation to national guidance, in particular:

- Getting it Right for Every Child, specifically the wellbeing indicators (2010) <http://www.gov.scot/Topics/People/Young-People/gettingitright/what-is-girfec/children-adult-services/practitioners-info-pack>
- Building the Ambition (2015) <http://www.gov.scot/Resource/0045/00458455.pdf>
- Pre-Birth to Three (2010) http://www.educationscotland.gov.uk/Images/PreBirthToThreeBooklet_tcm4-633448.pdf
- My Childminding Experience (2017) http://www.careinspectorate.com/images/documents/4026/Mychildminding_experience.pdf
- Your Childminding Journey (2017) (<http://www.childmindingjourney.scot/>)

She should use these documents as the starting point to evaluate her practice and identify areas for improvement, remain up to date and provide age appropriate experiences.

Referring to websites such as the Care Inspectorate Hub and Education Scotland's National Improvement Hub (<https://education.gov.scot/improvement>) will also support the childminder to see recent examples of guidance in practice.

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

This recommendation was made on 30 January 2018.

Action taken on previous recommendation

This recommendation has not been met and remains in this report under 'Quality of Leadership and Management.'

This is to ensure that care and support 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."

Recommendation 5

We recommend that the childminder review and evaluate the policies and procedures in place for her service, in line with best practice guidance and legislation. Consideration should be given to:

- child protection
- first aid
- food hygiene

This may involve additional training and reflection opportunities. As a service in a remote location, online courses may be beneficial to ensuring the childminder can access training more readily.

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

This recommendation was made on 30 January 2018.

Action taken on previous recommendation

This recommendation has not been met and remains in this report under 'Quality of Leadership and Management.'

This is to ensure that care and support is consistent with the Health and Social Care Standards which state;

"I have confidence in people because they are trained , competent and skilled, are able to reflect on their practice and follow their professional and organisational codes".

Recommendation 6

We recommend that the childminder formalise her approaches to gaining feedback from parents and children.

This should be completed at least once in every six months and should allow her to get feedback about the strengths and areas for development for the service. This can be carried out verbally but meetings should be recorded to show how families are included and where they have had the chance to improve the service they receive.

This will help families feel included, respected and responsible.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service.

This recommendation was made on 30 January 2018.

Action taken on previous recommendation

This recommendation has been met.

The childminder has implemented parent questionnaires and monthly emails since the last inspection. In addition to a daily diary for the younger children.

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								
6 Nov 2017	Announced	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>3 - Adequate</td> </tr> </table>	Care and support	3 - Adequate	Environment	4 - Good	Staffing	Not assessed	Management and leadership	3 - Adequate
Care and support	3 - Adequate									
Environment	4 - Good									
Staffing	Not assessed									
Management and leadership	3 - Adequate									
3 Jul 2013	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	Not assessed
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	Not assessed									

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