

# Gordon, Ann Child Minding

Type of inspection: Unannounced  
Inspection completed on: 6 February 2019

**Service provided by:**  
Ann Gordon

**Service provider number:**  
SP2003904630

**Care service number:**  
CS2003007698

## Introduction

Ann Gordon provides a childminding service from her own home which is a semi-detached property, located in a residential area within walking distance of most local facilities. Mrs Gordon aims to provide a comfortable, homely environment where children can feel safe and secure.

The service operates under the following conditions:

- The care service may be provided to a maximum of six children at any one time under the age of 16 years, of whom no more than three are of an age not yet attending primary school and of whom no more than one is less than 12 months. Numbers are inclusive of children of the childminder's family and household.
- Overnight service will not be provided
- The parts of the premises to be used are the rooms on the ground floor and the bathroom on the upper floor.

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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included (often referred to as the SHANARRI indicators).

## What we did during our inspection

The service was registered by the Care Inspectorate in 2011. This inspection took place on Wednesday 6th February 2019 and was carried out on an unannounced basis by one inspector. We provided feedback to the childminder on the same day.

We sent three Care Standards Questionnaires (CSQs) to the childminder to distribute to relatives and carers of people who used the service. None were received prior to our inspection visit. We later received one completed questionnaire and have considered the feedback provided.

During this inspection we gathered evidence from a number of sources, including the following: We spoke with the childminder, minded child and another member of the household. We observed the childminder's practice and interactions with the child and inspected the ground floor accommodation. We also looked at childminding records.

We took account of all of the above information when we evaluated this service. .

## Views of people using the service

One pre-school child was present for part of the inspection visit. While initially shy, she responded well to the childminder's caring approach and suggestions as to how she might like to spend her time. We saw that she was relaxed in the setting and equally comfortable with the childminder and her husband.

## Self assessment

The childminder did not complete a self assessment prior to our inspection. The self assessment can be a helpful tool which can be used to reflect on the service being provided and to consider whether any improvements are needed. We advised Mrs Gordon that the self assessment can be updated at any time, in line with any developments in the service. This would allow her to record changes as these take place, in preparation for submitting the self assessment when asked to do so.

## What the service did well

Mrs Gordon has a number of years experience as a childminder and has a caring approach to the children she looks after. She aims to provide a flexible service to accommodate the needs of the families she works with. Mrs Gordon communicates well with parents and takes account of their views.

## What the service could do better

Some aspects of record keeping needed to be improved. A better understanding of current childcare guidance could help Mrs Gordon to further improve outcomes for children.

## 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

Mrs Gordon recognised the importance of communicating well with parents. Settling in visits were offered to help children and their parents to familiarise themselves with the service. Mrs Gordon also used these visits to gather relevant information which helped her to plan each child's care. Day-to-day communication between parents and childminder helped ensure continuity between home and the service and contributed towards children's needs being understood and met. Mrs Gordon sought permission from parents for specific activities. These measures ensured that parents were fully involved in their child's care.

The childminder interacted well with the child who was present, encouraging her to express herself and make choices. She responded well to this warm, nurturing approach and happily separated from her parent when it was time for her to leave. The minded child was clearly at ease in the setting and knew where she could access play equipment. She was encouraged to choose what she wanted to play with and confidently went to a nearby room to collect some toys. Mrs Gordon sat at floor level with the child, providing support and encouragement as

she played. She recognised when the child was ready for a change and offered alternative materials to keep her busy.

Through discussion, we concluded that Mrs Gordon knew the children well and was aware of individual needs. We previously discussed the need for a personal plan for each child which reflects progress and achievements and shows how individual needs are being met in consultation with parents. Mrs Gordon had begun to develop a personal plan for one of the children she cared for and we saw that she had identified some targets; however, there was no evidence of input from the parent, despite the good verbal communication which takes place. A brief review of each placement, from time to time, would provide an opportunity for discussion about each child's progress and could encourage parents to provide their input. This would support the childminder in ensuring that children's plans remain appropriate to their needs and reflect parents views.

See recommendation 1

Mrs Gordon explained that she was providing a part-time service and time restrictions limited the range of activities she was able to offer. She told us that she talked to the children about what they would like to do. She used local facilities including parks, a local café and soft play centre. The older children often chose to spend time outdoors, after school, which meant that they could experience fresh air and exercise. Children had attended for full days during school holidays and Mrs Gordon told us that she had provided trips, including outings to Edinburgh and to crazy golf.

Mrs Gordon liaised with parents regarding children's health and any dietary requirements. Parents generally supplied packed lunches when needed; however, the childminder supplied snacks including nutritious items such as fruit, yogurt and cheese.

Mrs Gordon was confident in her role as a childminder. She told us that the children were encouraged to be caring and considerate towards one another and that they generally enjoyed spending time together. There had been no issues regarding behaviour.

We discussed what the childminder would do in the event of any child protection issues and found that she was aware of her obligation to act on any concerns. She had previously undertaken some learning in this area; however, further training, when available, could extend her skills and knowledge of child protection issues.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The childminder should develop a personal plan for each of the children in her care, in consultation with parents. These should reflect ways in which the service meets individual needs and include details of any significant discussions with parents.

(ii) Personal plans must be reviewed no less than every 6 months and updated as required.

Reference: Health and Social Care Standards, standard 1: I experience high quality care and support that is right for me

1.15 My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The accommodation was well maintained, comfortably furnished and smoke free, providing a welcoming environment for children and their families. The sitting room provided a base for the children's activities and there was enough space for children to set out their toys and activities.

Mrs Gordon allowed the child to choose how she wanted to spend her time but readily provided support and reassurance when needed. The minded child knew where the play equipment was kept and was confident in selecting what she wanted to play with.

There was direct access to the back garden from the dining kitchen; however, Mrs Gordon explained that the children often preferred to play at the front of the house, in the garden or in the cul-de-sac where there was little traffic. She confirmed that she spent time outdoors with the children, so that they were appropriately supervised. This meant that they could gain increasing independence, while learning to manage risk.

We saw that the environment was safe at the time of our visit. Written risk assessments showed that Mrs Gordon had taken account of potential hazards. She confirmed that she had appropriate restraints available for any children travelling by car. Mrs Gordon told us that there had been no significant accidents or incidents; however, she was aware of the need to record details of any such occurrences and to inform parents about what had happened and any action taken.

Mrs Gordon talked to the children about good hygiene, for example, providing reminders about hand washing. Parents generally kept their children at home if they were unwell. These measures minimised the risk of the spread of infection and contributed to the children being safe and healthy.

Mrs Gordon confirmed that public liability and motor insurance policies were in place. This may provide a degree of protection to herself and to families who use the service.

## 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

Mrs Gordon was an experienced childminder. She was a member of the Scottish Childminding Association and received regular updates about childminding issues. She had a broad understanding of regulatory issues and was aware of the need to formally notify the Care Inspectorate of certain events. We provided more information about this following our visit.

Most required records were in place. We asked Mrs Gordon to further develop children's plans and to keep an accurate record of children's arrivals and departures. Suitable forms were available to record information relating to the administration of medication and in relation to any accidents which occurred. Mrs Gordon had recently administered a household medication at the request of a parent. This was not good practice. See requirement 1

Mrs Gordon had not attended training or accessed any other form of learning which could help her to develop her service and extend children's learning. We discussed national guidance which is in place to help ensure good outcomes for children. We made Mrs Gordon aware of some recent documents which she should access, to update her knowledge. These are available on the Hub (the Care Inspectorate online resource library). See recommendation 1

Written policies and procedures were in place. We asked Mrs Gordon to review and update these to ensure that they are accurate and up to date. It would be good practice to share written information with any parent who is considering using the service.

## Requirements

### Number of requirements: 1

1. The childminder must ensure that medication procedures comply with current good practice guidance on the administration of medication in childminding and daycare settings (available from the Care Inspectorate website).

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/Scottish Statutory Instrument 210: Regulation 4 - Welfare of service users

## Recommendations

### Number of recommendations: 1

1. The childminder should further develop her knowledge of current best practice guidance through training and reading to inform her work and support service improvement.

Reference: Health and Social Care Standards, Standard 4 - I have confidence in the organisation providing my care and support

4.11 I experience high quality care and support based on relevant evidence, guidance and best practice.

**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

The childminder should extend recording for individual children to ensure that:

- **There are personal plans in place for all children that are regularly, at least every six months, reviewed and updated accordingly to support her to meet the care needs of individual children.**

- Develop the system for recording children's progress and achievements and use this information effectively to provide broader activities that challenge children and support their development.

National Care Standards: Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing, Standard 4: Engaging with Children, Standard 5: Quality of Experience and Standard 14: Well-Managed Service.

**This recommendation was made on 13 March 2018.**

### Action taken on previous recommendation

The childminder had made some progress on recording for individual children since the last inspection; however, records did not reflect the active involvement of parents and it was unclear how the information was used to inform future planning for the child. This recommendation is carried forward.

## Recommendation 2

The childminder should further develop her knowledge of current best practice guidance through training and reading to inform her work and support service improvement.

National Care Standards: Early Education and Childcare up to the age of 16 - Standard 5: Quality of Experience, Standard 12: Confidence in Staff and Standard 14: Well-Managed Service.

**This recommendation was made on 13 March 2018.**

### Action taken on previous recommendation

The childminder had not made progress in this area. This recommendation is carried forward.

## 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	
13 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
13 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
16 Aug 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
20 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
3 Nov 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
12 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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