

Wendy's House Child Minding

Type of inspection: Unannounced
Inspection completed on: 1 March 2019

Service provided by:
Smith, Wendy

Service provider number:
SP2011982694

Care service number:
CS2011299329

Introduction

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

This service was registered with the Care Inspectorate on 27 March 2012.

Mrs Smith is registered to provide a childminding service for 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 children in the childminder's family.

When assistant Terence Smith is present, care can be provided to a maximum of eight children at any one time under the age of 16, of whom no more than seven are under 12, 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 in the childminder's family.

Mrs Smith provides a flexible childminding service from her home in Falkirk. The service is within easy reach of local facilities including shops, parks and schools. At the time of this inspection, Mrs Smith and her assistant, Mr Smith, were providing care for eleven children, of whom five were present during the inspection. Mrs Smith was aware of the need to include their children in ratios at all times.

The main aims of the service as stated by the service include:

- To provide a service which is flexible to meet the needs of parents
- To offer a safe, warm and child centred environment to children
- To provide health, safety and happiness to children in my care
- To treat each child as an individual
- To share with parents the care and education of their children

A full statement of aims and objectives is available from the service on request.

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 compiled this report following an unannounced inspection which took place between 12:35 and 14:45 on 28 February 2019 and concluded on 1 March 2019 between 12:30 and 16:00. We provided the childminder with feedback throughout our visit and provided the childminder with the evaluation of the service at the end of the inspection. This inspection was carried out by one inspector.

We sent out three Care Standard Questionnaires for the service to hand out to parents, three were returned. These provide the Care Inspectorate with views and information from parents, about their experiences using the service.

During the inspection we spoke with the childminder and their assistant and observed the care and support being provided. We looked at a number of documents, including health and safety records, children's folders, medication records and discussed training undertaken since the last inspection.

Views of people using the service

We gathered the views of three families using the service. We received three Care Standard Questionnaire before the inspection. They told us they were very happy with the quality of the service their child received and that the childminder works closely with them to plan and provide the right care to meet their child's wellbeing needs. The comments we received included:

'Wendy provides a safe welcoming environment for my child with lots of educational games and more familiar toys.'

'I think Wendy provides a plethora of activities for my child to partake, in all of which enhance my child's care experience.'

'Overall happy with the service from Wendy's House. I feel safe knowing my child is there. I feel confident they are cared for and we have a good relationship that we can communicate quite openly.'

'Through their caring and responsive interactions they have nurtured my child.'

'Wendy and Terry built positive and loving relationships with my child. Their genuine dedication to providing an inspiring, positive and consistent care service is clear through the work they do and how well they are connected and attuned to the children. To see how happy the children are in their care is testament to that.'

During the inspection we observed the younger children receiving good quality care and nurture. The childminder and their assistant were responsive to children's needs and promptly provided the care and support to meet their needs. The younger children were laughing and having fun over the two days of the inspection. The younger children had fun playing with the toy farm and out in the garden. They were also keen to show the inspector around the cabin showing them where they played and had lunch. We went along with the childminder to collect the children from school. During the walk home the children told the inspector they enjoyed going to the childminder's and that there was lots to do. On arrival they children went straight out to the garden and started playing.

Self assessment

The Care Inspectorate received a completed self-assessment from the childminder in March 2018. The provider identified what they thought the service did well. For example working in partnership with parents and other professionals to ensure they provided the right care and support to meet children's needs.

What the service did well

The service provided a homely environment where children can come and play and have fun learning new things.

The improvements to the garden provided children with the choice to play outside everyday and take part in active activities. The older children had the opportunity to take part in daily active activities, walking to and from school and walking and using public transport for example when going on trips during holiday care.

The childminder and assistant had formed very positive relationships with the children and their families. We found them to be very responsive, caring and nurturing towards the children.

What the service could do better

The service should continue to develop the record keeping systems to show, for example training and development opportunities undertaken and the impacts on the service provided.

The service should further developed the services consent to take photographs to reflect how they are taken photographs and how they will be shared.

Accident and incident records should include more detail of the treatment given and the outcome. For example small red bump to left side of head.

The cabin is now being used for childminding. The service should submit a notification to the Care Inspectorate including the safety measures undertaken to demonstrate they can confirm it is fit to be used for childminding.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We asked the childminder how they identified and planned to meet children's needs. The childminder explained that they valued and treated each child as an individual. When new children started using the service the childminder met with families to gather information about children's needs, interests and preferences. They collated information such as children's dietary or medical needs. They also spent time getting to know children, having daily discussions and observing children at play.

The childminder asked for us to review the current planning process as they found it was very time consuming and not having the desired outcome. The childminder explained they were taking and printing lots of photographs and recorded weekly children's experiences and how these could be further supported. At the end of each term a summary of the children's experiences was completed. At this time, parents were encouraged to take the folder home to review and add comments. They were finding that not all parents made comments. We discussed with the childminder how planning 'personal plans' should support them to identify and plan how best to support children's needs, wishes and choices. We suggested that the childminder reviews the current procedure to ensure it is manageable. We discussed that each child should have a 'personal plan' that identifies their needs, wishes and choices and outlines how the service plans to support these. To support improvement in the planning process, the childminder should consider reducing the number of photographs being printed, only printing for example, those that reflect significant development, achievements. As planned, keep notes of significant successes and identified areas for support. These notes could then be collated for example into a learning story/ summary, either monthly or termly, depending on children's needs and attendance. These stories /summaries would highlight children's successes and also where, and how the childminder can further support and challenge their needs, wishes and choices. This would then provide a clear and up to date personal plan for each child, identifying their needs and how these will be supported.

Parents confirmed that they regularly chatted about their child's wellbeing, routine and development. The childminder confidently discussed examples of how they had supported children's needs and worked in partnership with parents and other child care agencies. The childminder presented as being informed about child development and in providing the right care and support to meet children's needs.

The childminder worked in partnership with parents to encourage them to provide healthy, nutritious foods.

The childminder explained that they promoted positive behaviour and children were encouraged to be kind and caring towards each other.

The childminder was confident and had a clear policy and procedure to manage the administration of medication. We reviewed medication records. We found the service to hold the correct information and to be following good practice guidance.

We were satisfied with the service's child protection policy and procedures. We discussed with the childminder their past experiences, in relation to the safe guarding of children. This included, how to ensure, if any concerns had risen, that they followed procedures. The childminder had a clear understanding of their roles and responsibilities. The childminder told us that they had plans to update their child protection training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The service had created a warm, welcoming environment for children and families. The areas used for childminding were the living room, in the early morning and the rear garden and downstairs bathroom all day. We found these areas had been risk assessed and were clean and tidy with the appropriate safety measure in place to reduce the possible risk of harm. The service has recently built a cabin in the rear garden to further enhance children's experiences. We have commented on this under quality of management theme, as we need the service to provide the Care Inspectorate with further information on this before we can evaluate the outcomes of using this space. However, during the inspection, we observed the children to be enjoying playing in the cabin and having direct access to the garden.

The minding areas inside the house and garden provided good space and were well resourced to support children to play and have fun learning. The service ensured daily that the daily activities available met the children's interests, such as trains, bikes, sand and role play. During the inspection, we observed the minded children having fun playing in the cabin and garden with small world toys, and riding bikes. The minded children were engaged in their play and were relaxed and confident within the service. Children regularly spent time outside in the service garden and out and about in the local community.

We discussed infection control measures. We found that the childminder was fully aware of the good practice guidance for hand washing. We observed children to be washing hands after the using the toilet but not always before eating food. The childminder did realise this and we discussed how having a step at the sink in the cabin would encourage children to be more independent washing their hands.

The childminder had procedures in place to record and inform parents of accident/incidents occurred. We found the policy and procedures in place to be satisfactory.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The childminder's assistant worked in the service every day to support the childminder, plan and provide the right care and support, meeting children's needs. The assistant had an induction which included, the childminder's ensuring they were fully aware of the service policies and procedures, time where the assistant shadowed the childminder's before taking on responsibilities and time to get to know the children and families.

We found the assistant to have formed positive relationships with the children and observed the children keen to interact and spend time with them. A parent told us that the assistant was a very positive male role model to the children.

The assistant presented as being well informed about their roles and responsibilities including, child protection and following good practice guidance such as, nappy changing and toileting procedures.

The service had started to collate the relevant documents and procedures required for having an assistant, but did not have them all completed. We directed the childminder to the guidance for the required records they must keep to ensure the assistant was well informed, knowledgeable and skilled to support them to provide high quality care and support. This can be found at <http://hub.careinspectorate.com/media/481028/records-childminding-services-must-keep-and-notification-reporting-guidance-v5-.pdf>

We had a discussion on how the assistant could further support the childminder to introduce more risky/ loose parts play within the service using their skills and knowledge from previous positions. We have identified some further reading that could inspire and help them do this.

<http://hub.careinspectorate.com/media/109185/play-safety-forum-managing-risk-in-play.pdf>

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

<http://hub.careinspectorate.com/improvement/care-inspectorate-programmes,-projects-and-publications/my-world-outdoors/>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The childminder and their assistant engaged well with the inspection process. They were very welcoming and sourced the records and answered the questions required, to support the evaluation of the service.

The childminder kept records of the children's attendance, which indicated when each child arrived at the service and went home. The childminder understood and followed the services conditions of registration and the current registration certificate was made available to parents/carers.

The childminder did discuss the possibility of applying to vary the conditions of registration. If they decide to do this they should submit a variation application through the eforms system.

We discussed with the childminder, the information submitted within the annual return and self-assessment, notifications and the inspection process. We found the information provided by the service to be a true and accurate reflection of the service provided. We did have a detailed discussion about the recent development of the cabin in the back garden. The childminder agreed to submit a notification through the eforms system to inform the Care Inspectorate of this development within the service environment. The notification should detail the risk assessments and safety measures and good practice guidance being followed to demonstrate the cabin being fit to be used for childminding. For example the fire and health and safety risk assessments taking account of heating, infection control and food preparation. They should also provide information on procedures, for example nappy changing arrangements and toilets for children when in the cabin and if only one or two adults are present.

The childminder informed us that they were registered as a food business. To date they had not had a visit.

The childminder had registered with the Information Commission Office, this allowed them to store information about the service on electronic devices.

The childminder told us that they had attended training, to keep themselves well informed about good practice guidance and changes within childcare. This included first aid, outdoor play and infection prevention. The childminder kept informed about changes within the childcare sector, through reading information received from the Care Inspectorate and Scottish Childminding Association. They had started to undertake a child care qualification. We found the childminder to be informed and to becoming more organised completing paperwork to support them operate a good quality childminding service

The service worked hard to provide a service that reflects the values and principles of a high quality child care service.

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

There are no outstanding recommendations.

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
14 Dec 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 4 - Good 4 - Good

Date	Type	Gradings	
30 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate 3 - Adequate
17 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
1 Jul 2014	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 3 - Adequate
24 Oct 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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