

Nicolson, Kerry Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 19 March 2019

Service provided by:
Nicolson, Kerry

Service provider number:
SP2008971130

Care service number:
CS2008182784

Introduction

The childminder's current registration allows her to provide a care service to a maximum of 4 children under the age of 16 years of whom no more than 4 are not yet attending primary school. From 27 January 2010 to 8 May 2010 between the hours of 8.30 am to 4.30 pm on Wednesday, Thursday and Friday no more than 2 is under 12 months. The numbers are inclusive of the childminder's own children. From 8 May 2010 to provide a service to a maximum of 4 children under the age of 16 years of whom no more than 4 are not yet attending primary school. No more than 1 will be under 12 months. The numbers of children are inclusive of the childminder's own children. We asked the childminder to submit a variation to the Care Inspectorate to allow us to update her conditions of registration. The childminder agreed to do this.

The service is run from the childminder's home in a residential area of Forres. The service is provided from a semi-detached, two storey house, with children having access to the ground floor and back garden. At the time of our inspection the childminder had one minded child in her care.

Within the childminder's aims and objectives, she states:

"I provide a safe and stimulating, child-centred environment in my home. Each child is treated as an individual. Although I will not be the child's main carer, I will respect each individual child and his or her parent/guardian's confidentiality. Health and safety regulations will be carefully adhered to at all times. I will, as a childminder, always be aware of a child's individual needs and encourage them to respect one another. I will ensure they are praised and remain professional at all times".

What we did during our inspection

We wrote this report following an announced (short notice) inspection which took place between 1pm and 4.10pm on Tuesday 19 March 2019. The inspection was carried out by a Care Inspectorate Early Learning and Childcare inspector.

During the inspection, we spoke to the childminder and observed her interactions with one minded child present. We observed the care given by the childminder and looked at a number of documents including health and safety records, planning tools and certificates of training. We looked at feedback given by service users.

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 services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

For this inspection we received one care standards questionnaire from a parents whose child attend the service. The respondent agreed that they were happy with the quality of care their child received at the service.

There was one minded child present during the inspection. He was too young to share his views but we observed him to be happy and secure in the care of the childminder. We saw that he sought the childminder for comfort and enjoyed the activities on offer.

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder.

The childminder identified what she did well and gave examples of how she worked closely with parents to ensure that she met the care needs of every child. The childminder told us that she uses information gathered to improve future care.

What the service did well

The childminder had developed good relationships with the children and parents who used her service. From our discussions with the childminder, it was evident that she knew the minded children well. She had toys and games for children to choose from and the childminder told us that she took children walks in the local area and to play in the park; this helped to encourage healthy lifestyles for children.

What the service could do better

We discussed a number of areas where we considered the childminder needed to improve. These included:

- develop and review personal plans with parents
- infection prevention and control procedures
- management of medication
- Information Commissioner's Office registration
- risk assessments for the house, outings and use of her car
- undertake a programme of training and/or self-directed study.
- secure car insurance which allows the childminder to use her car for business purposes.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

The childminder had established relationships with the families who used her service. She communicated through text messaging, daily diaries and social media which helped ensure that children's needs were met. We viewed the childminder's private 'Facebook' page which she used to share children's progress; this helped include parents in the service.

We observed the childminder's practice; we found that she had a good relationship with the child present and was responsive to his needs. The child was observed to be comfortable in her care. However, we discussed ways

that the childminder could further improve her interactions with the child to support his emotional wellbeing and to extend his play. For example, we noted that the child was only allowed to play with one colour of playdough at a time. We felt that this limited the child's play and discussed ways that the childminder could stimulate children's curiosity and creativity.

The childminder could tell us what she would do if she had concerns about a child's safety or welfare. However, we asked that she review her child protection policy to give clear guidance on actions she would take during such an occurrence; she should also share this with parents. In addition, we asked that the childminder review her behaviour management policy to ensure that children were sensitively supported to manage their emotions.

At the previous inspection, we made a recommendation about children's personal plans. We saw that a range of information had been gathered from parents which provided a link with home, helping to provide continuity of care. However, we noted that personal plans did not accurately reflect children's individual needs or their stages of development; some information was incomplete and plans had not been reviewed with parents. We have repeated this recommendation (see recommendation 1).

We looked at the childminder's records and consent forms for the safe storage and administration of medicine and found that they did not reflect best practice guidance.

For example, the childminder asked parents to provide liquid paracetamol for her to administer 'if required'. We signposted the childminder to guidance, 'Management of medication in daycare and childminding services' and recommended that she review her policy for the safe recording and administration of medicine (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support children to reach their potential, the childminder should develop written personal plans, within 28 days of the child starting the service, that record how she will meet their health, welfare and safety needs. Personal plans should be reviewed every six months with the parent, or sooner if needed.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a child, "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).

2. To support the health of the children attending the service the childminder should ensure that she is following best practice guidance for the administration of medication.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a child, "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

On the day of inspection, the childminder's home was tidy, homely and welcoming for children; the childminder had organised her accommodation to meet their needs. A large living/play room provided adequate space for children to play and a comfortable sofa provided children with space to relax and have quiet time if necessary. Children's artwork and achievements were displayed in the playroom which helped to make them feel welcome and included in the childminder's home.

The minded child present during the inspection was observed to move freely around the lounge/playroom, and there was a range of toys stored that were suitable for his age and stage of development. We noted that he enjoyed playing with the toy kitchen; however, pots and cooking utensils were stored outwith the child's reach meaning that he could not access these independently. We suggested that the childminder rearrange her storage to promote children's choices and independence; she agreed to do this.

Children benefitted from regular access to outdoor play and walks around the local area. Good use of local resources, such as the library, beaches and local park meant that children were included in their community. The childminder should continue to develop this to ensure that children access outdoor play daily.

During our inspection, we saw that the childminder's bathroom was clean and suitable for use by minded children. The childminder advised us that she changed her hand towel daily. However, after observing the childminder's nappy changing routine, we asked that she review her infection control procedures in line with current best practice. To support this, we signposted the childminder to practice guidance, 'Infection prevention and control in childcare settings' (see recommendation 1).

To ensure that she provided a safe environment for the children, the childminder told us she carried out daily visual checks to make sure her home was hazard free, safe and child-friendly. We asked that the childminder complete risk assessments for the premises and specific activities/outings; this would help her to identify what action to take to limit possible hazards to children (see Recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To minimise the risk of infection, the childminder should review and improve her infection control procedures in relation to nappy changing procedures.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child "My care and support meets my needs and is right for me" (HSCS 1.19).

2. In order to identify hazards and take measures to reduce risk, the childminder should complete risk assessments for her home, garden and outings.

This ensures a safe environment for children that is consistent with the Health and Social Care Standards which state, "My environment is safe and secure" (HSCS 5:17)

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We were concerned about the childminder's use of inappropriate language when she corresponded with a parent via text message. The childminder told us that she had reacted in the 'heat of the moment'. The childminder had a complaints policy in place. We asked that the childminder review her complaints policy and procedures to ensure that complaints were dealt with in a professional manner and within the desired timescales (see recommendation 1).

The childminder had an HNC childcare qualification and was an experienced childcare practitioner; this allowed her to transfer her skills and knowledge of childcare into her childminding business. Since the last inspection, the childminder had completed online training courses, 'Building the ambition' and 'Outdoor play'; she told us that she planned to attend first aid training. We noted that the childminder was unable to give examples of how training had supported her to make improvements in her practice.

During discussions and observations of practice, we found that the childminder was not familiar with current best practice documents or national frameworks. In order to keep up to date with developments in childcare practice, the childminder should continue to identify and attend suitable training opportunities and/or undertake appropriate self-directed study. To support this, we signposted the childminder to the Care Inspectorate hub; an online resource which provides a library of good practice and information documents relating to the latest developments in policy and legislation.

The childminder told us that she used her car to transport minded children. However, we noted that the childminder did not have adequate insurance that allowed her to use her vehicle for business purposes. We asked that she did not use her car to transport minded children until appropriate insurance had been put in place (see recommendation 2).

The childminder told us that she takes photographs of the minded children to share with parents. We found that she was not registered with the Information Commissioner's Office. We asked that she register to ensure she can legally take, store and share photographs, ensuring children's data privacy is respected. The childminder confirmed that she would address this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. This childminder should review her complaints policy to ensure that complaints are dealt with in a professional way. The complaints policy should be shared with parents and should reflect current timescale guidelines.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a service user, "I know how, and can be helped, to make a complaint or raise a concern about my care and support" (HSCS 4.20) and "If I have a concern or complaint, this will be discussed with me and acted on without any negative consequences for me" (HSCS 4.21)

2. The childminder should not use her car to transport minded children until she puts appropriate car insurance in place that allows her to use her car for business purposes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a child, "My environment is safe and secure" (HSCS 5.17)

Grade: 2 - weak

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 support the children to reach their potential it is recommended that the childminder develops personal plans that record children's learning and development. These should include information of how the childminder has consulted with parents and show plans of what the childminder will do to help support and develop the child.

National Care Standards Early Education and Childcare up to the age of 16, Standard 6: Support and Development.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

The childminder submitted an Action plan to the Care Inspectorate on 11 December 2017. She wrote and told us that she planned:

"To extend personal care plans for each child, and to have, informal, discussion with parents regularly about child's development and support required, and recording results and action plans for each individual child".

We found that the childminder had introduced personal plans but they were incomplete and did not appropriately reflect children's current individual needs. They had not been reviewed with parents.

This recommendation is: not met.

Recommendation 2

To support the health of the children attending the service the childminder should ensure that she is following best practice guidance for the administration of medication.

National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

The childminder submitted an Action plan to the Care Inspectorate on 11 December 2017. She wrote and told us that she planned:

"To review and change medication records and storage of medicines. And extend policy on medications".

During the inspection, we looked at the childminder's paperwork and personal plans relating to the administration of medication. We found that it did not reflect best practice guidance.

This recommendation is: not met.

Recommendation 3

The childminder should assess the resources required for individual children in order to provide a rich and stimulating environment where children can engage and learn at their own pace.

National Care Standards Early Education and Childcare up to the age of 16, Standard 5: Quality of the Experience.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

The childminder submitted an Action plan to the Care Inspectorate on 11 December 2017. She wrote and told us that she planned:

"To revise equipment available to children. And ask children who are of appropriate age what they enjoy doing and providing. Recording of mind map conversation with older children".

During the inspection, we noted that the childminder had a range of toys and equipment that were age appropriate to the children currently attending the service.

This recommendation is: met.

Recommendation 4

The childminder should ensure that her garden is safe, the broken gate is repaired and that broken toys and equipment are repaired or discarded. She should encourage and enable children to play outdoors daily.

National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A safe Environment and Standard 3: Health and Wellbeing.

This recommendation was made on 31 October 2017.

Action taken on previous recommendation

The childminder submitted an Action plan to the Care Inspectorate on 11 December 2017. She wrote and told us:

"The broken toys have been removed and the broken gate will be replaced. I have plans to extend my garden in the future if planning permission is granted. To introduce more outdoor play equipment and more opportunities for outdoor activities.

We found that the garden had been made safe and broken toys had been discarded. We saw photographs of children accessing fresh air and physical play in the garden and the local community.

This recommendation is: met.

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
3 Oct 2017	Announced (short notice)	Care and support Environment Staffing
		3 - Adequate 3 - Adequate Not assessed

Date	Type	Gradings	
		Management and leadership	3 - Adequate
18 Oct 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 3 - Adequate
7 Sep 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
28 Sep 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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