

Robson, Samantha Jane

Child Minding

Type of inspection: Unannounced
Inspection completed on: 5 March 2019

Service provided by:
Robson, Samantha Jane

Service provider number:
SP2004937765

Care service number:
CS2003044505

Introduction

This service has been registered with the Care Inspectorate since January 2004.

Mrs Robson provides a childminding service from her home in the town of Largs. The family home, a detached house, is situated within a residential area at the top end of the town.

The service is registered to provide a care service to a maximum of 6 children at any one time under the age of 16 years, of whom a maximum of 6 will be under 12, of whom no more than 3 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.

During the inspection, there were four minded children present.

What we did during our inspection

We wrote this report following an unannounced inspection which took place between 2.30pm and 5.15pm on Tuesday 5 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 four minded children 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

There were four minded children present during the inspection. They told us that they enjoyed coming to the childminder's house. One child commented:

"I like to dress up".

We saw that the children enjoyed making pancakes with the childminder to celebrate Shrove Tuesday. They appeared very comfortable in the childminder's house, moving freely between indoor and outdoor play, and accessing a range of resources and play equipment. We saw that the children particularly enjoyed dressing up and engaging in imaginative play.

One parent questionnaire was returned to us and we spoke with one parent during the inspection. Parents indicated that they were very happy with the level of care and support their children received from the childminder. Included in the comments were:

"Excellent, the kids love her"

"Samantha takes the extra mile in providing for the needs of my children. She treats them equal, like her own, and is always fair to all. I can always rely on Samantha especially when I have unexpected things to attend to... Samantha is not only my childminder but a good friend who I can rely on, especially in times of difficulty".

Self assessment

We did not receive a self-assessment from the childminder. We discussed this with the childminder during the inspection and advised that completing a self-evaluation would help her to identify areas of strength and highlight areas for improvement within the service.

What the service did well

We saw that the childminder provided a warm, caring, nurturing environment for the children in her care. During discussions, we found that she knew the children very well and sensitively supported their needs.

What the service could do better

The childminder agreed she would address the recommendations and areas for improvement identified in this report. She should develop personal plans for children, update her medication policy, access relevant training and review policies and procedures in line with good practice guidance.

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 that the service was performing to a good standard in this area.

The childminder was established within her local community; she told us that she offered a flexible service to meet the needs of children and families. The childminder communicated informally with the minded children's families during drop-off and collection, and through 'whatsapp' and 'messenger'; this helped ensure that children's needs were met. Two parents arrived to collect their children during the inspection. We found the childminder to be friendly and welcoming towards them, helping parents to feel included in the service: one parent told us, "she's (the childminder) excellent".

During the inspection, we saw that the childminder had good relationships with the children present and was responsive to their needs. Children were observed to be confident, relaxed and comfortable in her care. They moved freely between the indoor and outdoor play area and enjoyed playing with the resources available to

them. We saw the childminder making pancakes with the children, at their request, to celebrate Shrove Tuesday. Children told us that they liked coming to the childminder's house.

Through discussions with the childminder, we felt that she knew the children well. She gave several examples of how she supported children's individual needs. The childminder had gathered information on each child and used this to form personal plans. This provided a link with home, helping to provide continuity of care. However, we found that personal plans were not in place for every child and had not been reviewed within the required timescales. We asked the childminder to ensure personal plans were in place for every child within 28 days of starting the service and reviewed with parents every six months, or earlier if needed. The childminder should identify, within the personal plan, how she will support children to meet their health, welfare and safety needs (see recommendation 1).

We looked at systems in place for the safe administration of medication and found that the policy and recording forms needed to be improved. We referred the childminder to the most recent good practice guidance 'Management of medication in daycare and childminding services' and made a recommendation under the management and leadership theme within this report.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should develop written personal plans for every child, within 28 days of attending the service, and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children.

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).

Grade: 4 - good

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be good. Particular strengths were seen in the welcoming environment achieved by the childminder that enabled children to move confidently between indoor and outdoor play spaces.

Children were given freedom of the lower level of the childminder's home and the garden area. This enabled them to play, explore and express themselves freely. A comfortable sofa provided the children with space to relax and have quiet time, if necessary. On several occasions, children using the service expressed their views and interests and the childminder responded to this appropriately.

There was a good range of toys and resources available that children could easily access. We found these to be clean, in good condition, and age appropriate; they supported children's interests and curiosities. We saw children having fun while playing outdoors on the climbing frame, and playing imaginary games while dressing up. Children benefitted from regular access to outdoor play and walks around the local area when walking the childminder's dog. Good use of local resources, such as swimming, soft play and the local park meant that children were included in their community.

The childminder told us that she carried out daily checks for her childminding environment. Some risk assessments were in place which helped the childminder to identify any hazards, and take action as needed, to allow children to be safe. However, we asked that the childminder review and update risk assessments; she should include risk assessments for contact with her pet dog, transporting children by car, large garden play equipment, including the trampoline, and taking children swimming (see recommendation 1).

Should children be ill, the childminder followed best practice guidance on periods of exclusion for any childhood illness; this helped to limit the spread of infection. The childminder's bathroom was clean and suitable for use by minded children. However, we saw that she only provided one towel for children to dry their hands. We signposted the childminder to the guidance 'Infection prevention and control in childcare settings' and asked that she review her infection control policy in line with best practice. We made a recommendation about this under the management and leadership theme.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should compile written risk assessments for her environment, including trips and outings.

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

Grade: 4 – good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found that the service was performing to an adequate standard within this quality theme.

During our inspection, we discovered that the childminder had been operating outwith the terms of her

registration. The childminder told us that she occasionally allowed her son and daughters to assist her in the care of the minded children, for example by picking children up from school on her behalf. Children should be cared for in a safe environment by people who are appropriately trained and skilled to do so. We advised that the childminder should not involve her family in the care of minded children unless they are registered as an assistant (see requirement 1). We also asked that, in order to safeguard children, a Disclosure Scotland check is carried out for the childminder's son (see requirement 2). The childminder agreed to complete this.

During discussions, we found the childminder to be committed to providing positive outcomes for children. As a member of the Scottish Childminding Association, she received regular updates and best practice guidance and we recognised that her years of practice had provided the childminder with a wealth of experience in looking after children. However, we found limited evidence that the childminder was continually updating her practice to ensure she was trained and skilled to a high quality. We discussed different ways in which the childminder could improve her professional development (see recommendation 1). The childminder told us that she planned to attend training in first aid and child protection; she should continue with these plans.

The childminder had some policies and procedures in place to support her practice: however, we noted that they needed to be updated. We asked that the childminder review policies and procedures to ensure that they reflect local and national guidelines, and support her in improving her practice (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 registered to ensure she can legally take, store and share photographs, ensuring children's data privacy is respected. The childminder agreed to do this.

Requirements

Number of requirements: 2

1. By 5 March 2019, the provider must at all times comply with the conditions of registration which are set out on the Registration Certificate.

This is in order to comply with The Public Services Reform (Scotland) Act 2010, Section 60.

2. By 30 April 2019, the childminder must not permit any person who is unfit to be in the proximity of children to live at the premises which are used for the provision of the service.

This is in order to comply with regulation 12(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 2

1. In order to keep up to date with developments in childcare practice, the childminder should identify and attend suitable training opportunities and/or undertake appropriate self-directed study.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child "I have confidence in the people who support and care for me" (HSCS 3.14)

2. The childminder should review and update policies and procedures so that they reflect local and national guidelines, and support her to provide a quality service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child, "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

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

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
28 Apr 2015	1	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
21 May 2014	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
1 Nov 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed
3 Jan 2014	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
5 Aug 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
16 May 2013	Announced (short notice)	Care and support 2 - Weak Environment 2 - Weak Staffing 3 - Adequate Management and leadership Not assessed
3 Apr 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
29 Feb 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory

Date	Type	Gradings	
		Management and leadership	Not assessed
30 Sep 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
14 Oct 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Mar 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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