

## **Douglas, Hazel** **Child Minding**

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

**Service provided by:**  
Hazel Douglas

**Service provider number:**  
SP2003904123

**Care service number:**  
CS2003007118

## Introduction

Hazel Douglas provides a childminding service from her own home which is a ground floor flat, located in a residential area within walking distance of some local facilities. Mrs Douglas aims to provide a comfortable environment where children can feel relaxed and at ease.

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 12 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 of the childminder's family.

All areas of the house and garden may be used for childminding purposes.

Overnight service will not be provided.

At the time of inspection, Mrs Douglas was providing a part-time service to two school aged children and had no plans to increase her childminding commitments. She also cared for a school aged grandchild on a part-time basis.

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 Friday 1st March 2019 at a pre-arranged time, following two unsuccessful attempts to visit unannounced. The inspection was carried out 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. We did not receive any completed questionnaires.

During this inspection we gathered evidence from a number of sources, including the following: We spoke with the childminder and minded children. We observed the childminder's practice and interactions with the children and inspected the areas used for childminding purposes. 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

The children who were being cared for appeared very comfortable in the childminder's care and quickly made themselves at home on their arrival from school. They chatted to the childminder and inspector, sharing news about what they had been doing at home and about their time in the service. They knew where to access play

materials and quickly decided how they would like to spend their time. When asked what they enjoyed most about the service, one of the children replied "I mainly like talking to Hazel!".

Other comments included the following:

"I have pet rats. I called them Cookie and Cream."

"When I was here in the holidays we made cheese and ham croissants."

"We took the bus home from school. We brought our scooters."

"We don't have any allergies but I don't like nuts."

We did not receive any feedback from parents as part of the inspection process.

## 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 Douglas 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 Douglas displayed a friendly and caring approach to the children who were present and they were clearly comfortable in her care. Mrs Douglas aimed to provide a reliable service which was supportive of both parents and children.

## What the service could do better

Record keeping was inadequate and needed to be improved. Arrangements for the children's care had largely been agreed informally. We discussed the need for accountability and asked Mrs Douglas to implement written consent procedures. Some issues identified at the time of the previous inspection were still outstanding and have been carried forward in this report. A greater understanding of current guidance and improved self-evaluation could contribute towards better outcomes for children.

## 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

At the time of inspection Mrs Douglas was working with only one family and had no plans to take on any additional childminding commitments. She provided after school care on two to three days per week, depending

on the parent's working pattern, and had looked after the children for an occasional full day during school holidays. Mrs Douglas told us that the arrangements for the children's care had been fully discussed and agreed and that the family appreciated her support.

Mrs Douglas engaged well with the children throughout our visit. She welcomed them on their arrival from school and asked about their day. The children responded well to her friendly, caring manner and were clearly at ease in her care. The younger child asked for a tablet and settled down to play a game while the elder was happy to chat to the childminder and share her news from home. She then had fun dancing along to a video on the childminder's phone. After a time, the younger child asked for a different games console so that he could play another game. Mrs Douglas volunteered that the recommended age rating for the game was over 18; however, she allowed him to play it as he was already familiar with it. This was not good practice and we asked her to provide only age appropriate materials while childminding.  
See recommendation 1

Mrs Douglas told us that she did not provide meals although the children had snacks including fruit and crisps. We saw that they chose an apple from the fruit bowl and were offered something to drink.

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. Some additional training in this area could further knowledge and understanding of child protection issues and help protect children (see Management and Leadership section for more information)

During an earlier inspection we discussed the need for a personal plan for each child which shows how individual needs are being met in consultation with parents. Relevant information should be recorded at the start of each placement and updated when necessary. A brief review from time to time would provide an opportunity for discussion about each child's progress and would show that the parents' views are being considered. Any changes to the children's care could then be agreed and noted. Due to the part-time nature of the placement, matters had been dealt with informally; however, we asked Mrs Douglas to ensure that she records enough information to support her in her day-to-day care of the children and to comply with current requirements. (see Management and Leadership section for more information)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should ensure that children have access only to materials and equipment which are age and stage appropriate.

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

## Quality of environment

### Findings from the inspection

The childminder lived in a ground floor flat in an elevated situation, accessed via a flight of stairs from street level. The children used the back door which gave access through the kitchen to the sitting room. The open-plan layout meant that children could easily be supervised at all times. The accommodation was adequately maintained, comfortably furnished and smoke free, providing a welcoming environment. There was enough space for children to set out their toys and activities.

We saw that the environment was safe at the time of our visit. Mrs Douglas 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.

The children were cared for in the home and did not use local facilities while in the childminder's care. The garden was not used by the children as this area was used by the childminder's two small dogs. The children enjoyed playing with the dogs during our visit. Should children spend longer periods of time in the childminder's care at some future date, it would be important for Mrs Douglas to provide opportunities for them to spend time outdoors and to take part in energetic activities.

Parents generally kept their children at home if they were unwell. This minimised the risk of the spread of infection and contributed to the children being safe and healthy.

We did not see evidence of public liability insurance; however, Mrs Douglas confirmed that this was in place.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

## Findings from the inspection

Mrs Douglas felt that she had a good working relationship with the family. She used text messages for day-to-day communication and told us that she had face to face contact with the parent every 2-3 weeks. She told us that this worked well for all concerned. Mrs Douglas did not, however, use contracts or provide written information about her service. There was no written agreement in place detailing the care of the children, including arrangements for their transfers between school and childminder and between the childminder and their home and there was no contingency plan in place detailing the action to be taken if these arrangements did not go according to plan. We discussed the importance of effective communication and accountability in the service and asked Mrs Douglas to ensure that agreements with parents are recorded and signed by both parties.

Overall, record keeping fell short of current requirements. Mrs Douglas confirmed that she had emergency contact information available for the children; however, she had no enrolment forms detailing the information which childminders are required to record at the start of any new placement, including contact details for each child's GP. We previously advised Mrs Douglas of the need to maintain a personal plan for each of the children in her care. Plans were not yet in place and we did not see any evidence of progress records or routine reviews with parents. Attendance records were not available and we asked Mrs Douglas to maintain an accurate register, logging arrivals and departures as these take place. Inadequate record keeping is a significant weakness which could potentially compromise children's safety and wellbeing.

See requirement 1

Mrs Douglas told us that health issues continued to place limitations on her childminding activities and had made it difficult for her to access training. We provided information about a range of guidance documents which are in place to support childminders in providing high quality care and encouraged Mrs Douglas to access these as an alternative to formal training. We advised that these documents are available on the Hub, (Care Inspectorate online resource library).

Mrs Douglas had a broad understanding of regulatory issues; however, she had not submitted an annual return and self assessment when asked to do so. She had some knowledge of the events which need to be formally notified to the Care Inspectorate and we provided a guidance note on required record keeping and notification procedures, for more information about this.

## Requirements

### Number of requirements: 1

1. (i) The childminder must ensure that record keeping complies with current legislation and guidance, as detailed in the Care Inspectorate guidance note "Records childminders must keep and required notification procedures".
- (ii) Children's records must be made available on request, for inspection purposes.

Timescale: Two weeks from the date of publication of this report

This is in order to comply with the Social Care and Social Work Improvement Scotland (requirements for care services) Regulations 2011 (SSI 2011/210)

## Recommendations

Number of recommendations: 0

Grade: 2 – weak

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

## Previous requirements

### Requirement 1

The childminder must not give medication to any children without first obtaining written permission from parents. The childminder must also maintain records of all medicines actually administered which should be signed by the person responsible for collecting the child.

Timescale: one month on receipt of this report.

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 4(1)(a) – Welfare of Users.

**This requirement was made on 18 December 2017.**

### Action taken on previous requirement

The childminder advised that she had not been asked to administer any medication since this requirement was made. She had forms available to record relevant information and to obtain parental permission. We reiterated the importance of complying with current guidance on the management of medication and provided a copy of this for future reference.

**Met – within timescales**

### Requirement 2

The childminder must ensure that the Annual Return required by the Care Inspectorate is completed and submitted each year on request.

Timescale: by 31 January 2018.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/185) Regulation 5(2)(a) – Power to Require Information.

**This requirement was made on 18 December 2017.**

## Action taken on previous requirement

We have not received an Annual Return since this requirement was made.

Not met

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

### Previous recommendations

#### Recommendation 1

To ensure the health and wellbeing of children, the childminder should attend safeguarding training.

National Care Standards, Early Education and Childcare Up to the Age of 16 – Standard 3(2): Health and Wellbeing.

– You can be confident that staff have a clear understanding of their roles and responsibilities in protecting children and young people from harm, abuse, bullying, and neglect. The service has a policy on child protection and safety and explains the policies to parents and carers and each child or young person.

**This recommendation was made on 18 December 2017.**

#### Action taken on previous recommendation

No action had been taken to address this recommendation.

#### Recommendation 2

It is recommended the childminder seek relevant training to update her skills and knowledge. In particular, we recommend training relating to first aid, child protection, and infection control.

National Care Standards, Early Education and Childcare Up to the Age of 16 – Standard 14: Well Managed Service.

**This recommendation was made on 18 December 2017.**

#### Action taken on previous recommendation

No action had been taken to address this recommendation.



## 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
8 Nov 2017	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
23 Jan 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
28 Oct 2013	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing 1 - Unsatisfactory Management and leadership Not assessed
22 Oct 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
17 Aug 2012	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed

Date	Type	Gradings	
9 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory Not assessed
29 Aug 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed
18 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed
26 Nov 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
9 Feb 2009	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 1 - Unsatisfactory
5 Jun 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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