

# icare Child Minding

Type of inspection: Announced  
Inspection completed on: 29 March 2019

**Service provided by:**  
Kane, Emma

**Service provider number:**  
SP2013985413

**Care service number:**  
CS2013321339

## Introduction

The service registered with the Care Inspectorate on 6 March 2014.

Emma Kane (referred to as "the childminder" throughout this report) trading as icare may care for a maximum of six children 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.

The service is provided from the childminder's family home in Kirkcaldy situated close to local amenities including parks. Children have access to the open plan lounge/kitchen/diner, a separate playroom and a downstairs toilet.

On the day of the inspection, one young minded child was present.

Aims of the service include "providing a warm, welcoming and safe environment for all children."

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What we did during our inspection

We wrote this report following an announced inspection visit on Friday 29 March 2019, by one Care Inspectorate Inspector. This followed an unannounced visit which was unsuccessful because no one was at home. The inspection took place between 09.30 and 11.45. We provided feedback to the childminder during the inspection visit.

We asked the childminder to issue care standard questionnaires to three parents of the minded children, to allow them to comment on the service. Two were returned to us.

In this inspection we gathered evidence from various sources, including the following:

- discussion with the childminder
- feedback from parents
- sample of children's records
- observation of the interaction between the childminder and children
- observation of the childminding environment and toys.

## Views of people using the service

At the time of inspection, there were four children registered to use the service. Most of these children attend on a part time basis. On the day we visited, the childminder was caring for one child. This child played happily throughout our visit.

Parents who returned questionnaires to us indicated they were happy about the level of care and support they and their children received. Parents were also able to make individual comments if they wished to do so. Examples of parents' comments are as follows:

"Emma is a fantastic childminder and my child absolutely loves being in her home."

"My child is taken to the toddler groups, the park or indoor play areas every time he goes to my childminder."

## Self assessment

The childminder did not submit a self assessment prior to the inspection visit.

## What the service did well

The childminder offers the children and their parents a good standard of service in a relaxed and friendly manner. Children are given access to a good range of indoor and outdoor activities to support their wellbeing. The childminder's spacious home was well organised, offering good facilities for childminding.

## What the service could do better

We asked the childminder to update her complaints procedure and apply to develop a child protection statement. The current certificate of registration should be displayed clearly for parents to read.

## 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

The childminder told us flexible settling in visits had enabled the parents and herself to exchange information and get to know each other. This had helped the children to settle in happily. The childminder had developed positive relationships with parents and shared information at drop off and collection times. Good communication meant the children experienced continuity of care which promoted their health and wellbeing.

Personal plans with parents' contact details and information about the children's health were in place. We asked the childminder to ensure that children's plans (including information gathered at the time of registration) are reviewed and updated no less than every six months. We advised this should be done in consultation with parents to ensure the records are meaningful to both parties. By taking these additional steps, the childminder should be able to fully meet the requirement for childminders to have a personal plan in place for each child.

Recommendation 1

The minded child enjoyed playing with the selection of toys, games and craft materials available which they could choose from independently. The childminder had a calm manner with the child, and the child found her

easy to approach with requests for support, or activities. The child played happily throughout our visit and appeared content and comfortable in the childminder's care.

The childminder described how she had used the resources in her area to ensure children were given opportunities to be active, meet other children and learn about road safety and the local environment. Parents told us the childminder had involved their children in a range of activities, indoors and outdoors.

Two families registered with the service who returned a questionnaire to us, commented very positively about the quality of care their children received .

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should ensure each child's personal plan is reviewed when there is a significant change in a child's health, welfare or safety needs and at least once in every six month period.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that my personal 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

Children were offered a home-from-home environment where they felt welcome. The accommodation was well maintained and suitably resourced for childminding purposes.

The extremely spacious open plan lounge/kitchen/diner provided a base for the children's activities. A playroom provided additional space for children to play. Children were free to move around and there was sufficient space for them to play and set out their games. There was also comfortable seating for relaxing and reading. Toys, games and craft materials were stored in such a way that children could access them independently. The rear garden was being developed to make it a safe area for children to play.

The childminder was aware of the safety of children and made sure that the areas used for childminding purposes were safe, clean and smoke free for them to play. She was aware of the need to record accidents, as required. The childminder was trained in first aid to help her ensure children receive appropriate care in the event of an accident.

The childminder told us she had purchased public liability insurance. This may offer protection to both the childminder and families, in the event of any accidents. Appropriate systems were in place to record accidents and parents would be asked to sign completed records.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of staffing

### Findings from the inspection

The conditions permit the childminder's mother Sheena Weir to be employed in the service. The childminder told us her involvement in the service had usually been limited to caring for children when she collects or drops off other children from school. The assistant had not worked in the service since summer 2018.

We could not fully assess the assistant's involvement in the service as she was not working during our visit; however, we have awarded a grade for this statement on the basis of information received from the childminder.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of management and leadership

### Findings from the inspection

The childminder offers the children and their parents a good standard of service in a relaxed and friendly manner. Parents were accommodated with a change of hours and days when unexpected events happened.

As a member of the Scottish Child Minding Association, the childminder received information about childminding matters which she felt helped extend her knowledge. She also told us she had completed some training events including a child protection workshop. We signposted the childminder to some key documents including

My Childminding Journey, My World Outdoors and Food Matters. Copies are available on the section of the Care Inspectorate's website called the "Hub". We also asked the childminder to familiarise herself with the national Health and Social Care Standards (HSCS) and use them to influence her practice.

The childminder had an established record keeping system to assist her manage her service. We asked her to further develop the record of attendance record to include children's actual times of arrival and departure. (These records are used to help verify that the service has operated in accordance with the conditions of registration.)

The service's policies and procedures contained some helpful information for parents. We identified that some of these should be reviewed and further developed. For example, the complaints policy should include a 20 day timescale and the contact details for the Care Inspectorate. This will help to ensure that information shared with parents accurately reflects the service which is provided.

The childminder was aware of the need to follow up on any concerns about the children's welfare. She knew to contact the social work service or police for further advice. We asked her to develop a child protection statement which should include contact details for the referral agencies namely social work contact centre and Police Scotland.

We advised the childminder how she could download a copy of her certificate of registration which she should display for parents to see.

## 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

#### Recommendation 1

To ensure children's information is current and up to date we recommend that the childminder should review their personal care plans every six months. Parents should be involved in this process.

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

**This recommendation was made on 26 February 2015.**

#### Action taken on previous recommendation

The recommendation had not been fully met and has been carried forward in this report.

#### Recommendation 2

To ensure children had clear boundaries whilst in the childminder's care we recommend that the childminder should write and develop a policy on Behaviour.

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

**This recommendation was made on 26 February 2015.**

#### Action taken on previous recommendation

The childminder had not yet taken the recommended action.

#### Recommendation 3

To assist her with the planning of healthy meals and snacks for children, we recommend that the childminder should visit the new 'Setting the Table' document. In addition she should develop a sample menu to show parents what food will be on offer to their child.

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

**This recommendation was made on 26 February 2015.**

#### Action taken on previous recommendation

The childminder had stopped supplying meals therefore the recommendation was no longer applicable.

#### Recommendation 4

To ensure positive outcomes for children, we recommend that the childminder should include the 'Shanarri Indicators' which underpin GIRFEC into her information she shares with parents and informs them of how she will follow this whilst caring for their child.

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

**This recommendation was made on 26 February 2015.**

## Action taken on previous recommendation

The childminder had not yet taken the recommended action.

## Recommendation 5

To ensure she keeps up to date with any new legislation and guidance, we recommend that the childminder should visit the Care Inspectorate Website. This information can be found at [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com)

National Care Standards Early Education and Childcare up to the age of 16 Standard: 14 Well-managed service.

**This recommendation was made on 26 February 2015.**

## Action taken on previous recommendation

The childminder had not yet taken the recommended action.

## 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	
26 Feb 2015	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good



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