

Leeanne's Childcare Child Minding

Type of inspection: Unannounced
Inspection completed on: 11 March 2019

Service provided by:
McNairn, Leeanne

Service provider number:
SP2014985952

Care service number:
CS2014326095

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 registered with the Care Inspectorate on 14 July 2014.

The childminder provides a childminding service from her family home which is a terraced house within a housing estate in Bonhill, West Dunbartonshire. There are a range of children's services in the area, including schools and parks.

The current registration allows the childminder to care for a maximum of 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. This is inclusive of the childminder's own family.

On the day of the inspection, two minded children, both aged four years, were present.

The main aim of the childminder is 'to provide a happy, caring, warm and friendly environment. This should enable children to develop, learn and have fun whilst in my care. I will aim to achieve this by providing stimulating activities which are appropriate with outdoor play (weather dependent).'

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. These are the wellbeing indicators at the heart of GIRFEC, safe, healthy, achieving, nurtured, active, respected, responsible and included.

What we did during our inspection

An early learning and childcare inspector carried out an unannounced inspection on Monday 11 March 2019. Two children were present during our inspection. We gave feedback and grades to the childminder on the same day.

As part of this inspection, we spoke with the childminder and two minded children.

We observed the care given by the childminder and the interactions between her and the child.

As well as assessing the quality of the environment, we looked at a number of documents including information the childminder held about children, sections of policies and procedures, registration and insurance certificates. In addition to this, we followed up on the progress the childminder had made addressing recommendations which were made at our last inspection in February 2018.

Views of people using the service

Throughout our inspection, the two minded children, both aged four years, were happy and content in the childminder's care. They played happily together and told us about the kinds of activities they liked to do whilst with the childminder.

We issued the childminder with three care standards questionnaires to distribute to parents before our inspection. The Care Inspectorate did not receive any care standards questionnaires. We are, therefore, unable to report on parents/carers' opinions of the service.

Self assessment

We did not receive a self-assessment from the childminder. We discussed the importance of continuous self-evaluation with the childminder and reminded her of the requirement to submit a self-assessment to the Care Inspectorate when requested to do so.

What the service did well

The childminder provided a relaxed, happy environment for the children. Children were very familiar with the environment and with routines. The childminder had established positive relationships with the children.

What the service could do better

We have repeated two of the three recommendations which were made at the childminder's last inspection and have highlighted further areas for improvement. The childminder must ensure that she addresses these recommendations.

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 demonstrated a kind and caring nature towards the minded children. They chatted and had fun together. It was clear that the children were happy and felt safe in the childminder's care.

The childminder knew the children well and could talk about their individual needs and how she was supporting them. She described positive relationships with children and families, whereby information was shared informally at drop off and collection times. In order to further develop her service, and include children and families in the service, she should consider a more formal approach to involving and consulting with children and families.

We had previously recommended that the childminder ensure that personal plans for children contain relevant information about their individual care needs. We noted that, although the childminder had gathered basic information, she did not have all the necessary information to enable her to meet the individual needs of children. We discussed at length with the childminder, the types of information she should record, and how she must develop personal plans for children. Personal plans should set out children's individual needs and how they

should be met. We suggested that the childminder contact The Scottish Childminding Association (SCMA) to support her to do this. We have, therefore, concluded that this recommendation had not been met, a similar recommendation has been repeated. (See recommendation 1)

We looked at the systems the childminder had in place to ensure the safe administration and recording of medication given. We noted that, although the childminder had recorded when she had administered medication, she had not gathered written consent from parents to administer medication. We signposted the childminder to our guidance - 'Management of Medication in Daycare and Childminding Services' (2014). (See recommendation 2)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. It is recommended that the childminder develop her permission to administer medication policy, practice and records in line with current best practice guidance to ensure children's safety.

This is to ensure care and support is consistent with the Health and Social Care Standards 1.14: "My future care and support needs are anticipated as part of my assessment."

2. The provider should refer to the guidance: 'Management of Medication in Daycare and Childminding Services' and update her administering medication procedure to include a statement detailing the procedure she would follow if a child spat out or refused medication.

This is to ensure care and support is consistent with the Health and Social Care Standards 1.14: "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 provided a comfortable, home from home environment for children. When we arrived at the service, the minded children were having lunch. Parents provided their children with packed lunches which the childminder served. Children sat in the living room around a small table to eat their lunch. The children chatted to each other and the childminder during lunch. The childminder supported and encouraged the children to eat their lunch. Lunchtime was a pleasant, sociable experience for children.

Children had use of a downstairs living room, hallway and toilet. We observed the childminder as she encouraged the children to use the toilet independently and reminded them to wash their hands after use. Adequate space

was available for children to play in the living room. Some resources were set out, which were of interest to the children and which they could access independently. During our inspection, both children enjoyed playing with playdough. The childminder supported their play and used effective questioning to challenge children's problem solving and language development.

Children told us that they sometimes went to the park, and to the 'Queen of the loch' for lunch. We asked the childminder how often children visited parks or playgrounds or had opportunity to run about and play outdoors. The childminder told us that such outings were weather dependant. We discussed with the childminder how the children would benefit from access to outdoor physical activity in all weather conditions; providing the situation was appropriately risk assessed and that children were appropriately dressed. We signposted the childminder to the Care Inspectorate document 'My world outdoors' and 'My childminding Journey' which she could use to gather ideas and build on her confidence around outdoor physical play. The childminder was not registered to use her garden. She had recently carried out refurbishments to her garden, and has submitted a variation to the Care Inspectorate to register her garden. This variation is yet to be assessed.

We noted that a piece of cladding was loose from the living room wall. This presented a potential risk to children. We asked the childminder to address this immediately in order to keep children safe. The childminder agreed to do this, saying that her husband would repair. We will follow up on the progress of this repair with the childminder. (See recommendation 1)

No child had been involved in an accident but we could see that the childminder had a template for recording any accidents/incidents so that she could share details with the child's parents. The childminder made sure she had a record of minded children's emergency contacts, which meant appropriate people could be contacted about children's wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that she identifies and reduces any potential risks and hazards in her home. She should do this in order to safeguard and protect children from harm.

This is to ensure care and support is consistent with the Health and Social Care Standards 5.17: "My environment is secure and safe."

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder told us that, as a member of the Scottish Childminding Association, she received regular updates and information. She also told us that she sometimes looked at the Care Inspectorate website and Hub. We shared information with the childminder about best practice documents and frameworks and suggested that she make better use of these websites, and associated publications, to support her in keeping up to date with current best practice and legislation.

The childminder told us that she had undertaken some online training in areas such as child and physical development. The childminder would benefit from a more formal approach to training, whereby she can access training which will support her to improve outcomes for children. We have recommended that the childminder access relevant training. (See recommendation 1)

We also discussed the new Health and Social Care Standards: My support, my life. These standards are used by the Care Inspectorate when assessing the quality of care and support offered by registered services and could help the childminder to track and monitor outcomes for children.

We had previously recommended in February 2018 that the childminder ensure that she submits information to the Care Inspectorate, when requested to do so. The childminder failed to submit a self-assessment to the Care Inspectorate in February 2019. We discussed the importance of continuous self-evaluation and how the childminder should include children and families in the self-evaluation of the service. We have concluded that this recommendation had not been met, and therefore has been repeated. (See recommendation 2)

We asked to look at the childminder's policies and procedures. The childminder told us that she had a range of policies however; she was unable to share these with us because they were on her laptop, which was broken. The childminder should ensure that policies are available for reference, and to share with parents and families. The childminder agreed to do this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should seek to access training, particularly in relation to best practice, national and local frameworks and best practice.

Health and Social Care Standards 3.14: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes of conduct."

2. The service provider should ensure that all information requested by the Care Inspectorate is provided within the appropriate timescales.

Health and Social Care Standards 3.14: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes of conduct."

Health and Social Care Standards 4.23: "I use a service and organisation that are well led and managed."

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

The childminder should ensure that personal plans for children contain relevant information about their individual care needs.

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

This recommendation was made on 3 May 2018.

Action taken on previous recommendation

The childminder had made little progress in developing personal plans for children. We provided her with further advice and information to help her to do this. This recommendation had not been met, and has been repeated within this inspection report.

Recommendation 2

The service provider should ensure that a register of attendance is maintained at all times.

National Care Standards Early Education & Childcare up to the age of 16: Standard 2 - A Safe Environment.

This recommendation was made on 3 May 2018.

Action taken on previous recommendation

The childminder maintained a diary which evidenced children's attendance. This recommendation had been met.

Recommendation 3

The service provider should ensure that all information requested by the Care Inspectorate is provided within the appropriate timescales.

National Care Standards Early Education & Childcare up to the age of 16: Standard 14 - Well Managed Service.

This recommendation was made on 3 May 2018.

Action taken on previous recommendation

The childminder failed to submit a self-assessment to the Care Inspectorate when she was requested to do so. This recommendation had not been met, and has been repeated.

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	
6 Feb 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 2 - Weak
9 Feb 2017	Unannounced	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed Not assessed
15 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 2 - Weak Not assessed 3 - Adequate
25 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 3 - Adequate

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