

MacKenzie, Kimberley

Child Minding

Type of inspection: Unannounced
Inspection completed on: 19 April 2019

Service provided by:
MacKenzie, Kimberley

Service provider number:
SP2006960838

Care service number:
CS2006132667

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 was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than two 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. The childminder does not provide an overnight service.

The service operates from an end terrace house in a residential area in Scalloway. We noted mainly the ground floor was used for play with sleeping facilities provided upstairs. We saw a fully enclosed garden at the front, side and rear of the house. The local school, various pre-school services and play parks were within walking distance.

We noted the childminder had included within the aims and objectives of her service:

"I aim to provide a safe welcoming environment that recognises the children's recommended daily needs. I recognise different family needs and am willing to work with that. My aim is to have a happy environment for the children".

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve.

Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on Friday 19 April 2019 between 13:00 and 15:30. One Care Inspector carried out the inspection. There was one child present during our inspection. At the end of the inspection we gave feedback to the childminder.

During this inspection we spoke to the childminder and discussed how the service was operating. We observed the care given by the childminder and looked at a number of documents, including children's records, training and the administration of the service. We discussed Care Inspectorate inspection methodology, health and social care standards, child protection, the importance of keeping children safe within the home, children's care plans and the need to review these every six months.

We also spoke with one parent by telephone before the inspection and asked for their opinion of the service. We received very positive feedback from the parent. We spoke with the young child informally during the afternoon and observed him as he played.

Views of people using the service

During the inspection process we seek feedback from parents who use the service via Care Standards Questionnaires (CSQs). We received a completed questionnaire before the inspection which showed us that the parent was very happy with the quality of care and support provided.

We noted hand-written comments on the questionnaires including:

- "Kimberley provides a nurturing home-from-home which I really appreciate".

We observed the child during the inspection and saw the child was comfortable with the childminder and very much 'at home' in her care. We noted a positive relationship existed and found a friendly, caring atmosphere within the home. When asked if he had fun at Kimberley's house he smiled and nodded.

We interviewed a parent by telephone who said: "they were very satisfied with the care and support they received" describing it as a 'home-from-home'. They were happy with the childminding setting describing it as: "safe, clean and warm with activities for the children and opportunities to play in the garden".

Self assessment

This was completed before the inspection, however, there was very limited detail included. We discussed this during the inspection and the childminder is now aware she should include more detailed information about how the service is operating.

What the service did well

Children were cared for by calm, friendly childminder who was nurturing towards the child and understood his needs. We saw the child was relaxed and content during the inspection. We noted positive relationships were established with parents. Parents told us she was very good at keeping them verbally updated about their child and they liked that the service was not too busy so children received more attention and support.

Children could choose from a varied selection of toys and activities suitable for their age and stages of development. The childminder was keen to promote healthy lifestyles with the children and encouraged to play outside regularly.

What the service could do better

There were some areas we asked the childminder to look at:

- She needed to review the children's care plans. By law this must be done every six months, or sooner, should needs change.
- We agreed she should continue with plans to install safety catches on the new kitchen which has just been completed.
- We discussed the importance of keeping up-to-date with best practice guidance and showed her how to access 'The Hub' on the Care Inspectorate website. We asked her to research here for best practice and other childcare guidelines.
- We asked that she ensure she attended training to support her in the role of childminder, for example: a refresher in child protection awareness, and 'Getting It Right For Every Child' (GIRFEC).
- We reminded her to ensure she had the correct contact details and address of the Care Inspectorate on her documents. The contact number being 0345 600 9527.

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

Children experienced a good quality of care and support provided by a warm and caring childminder. Throughout the inspection she was kind and caring with the child. We noted very positive relationships existed between them. We saw the small child was relaxed, comfortable and 'at home'. She supervised the child effectively during our visit, being aware he was unsure of the Inspector and providing reassurance and cuddles.

We looked at the communication regime and found parents considered they were kept informed. She used text messages, 'Whatsapp' or private messenger, telephone, emails but the daily conversations were still the most effective. We noted the childminder had a sound knowledge of the child's individual needs and described how she met these. We saw that each child had a care plan, but these had not been updated. We talked about this and asked her to review these every six months with parents. Otherwise records were up-to-date and organised.

Children were supported to lead healthy lifestyles for example, enjoying regular access to fresh air and exercise with opportunities to play outdoors in the garden with walks in the village at times. Children could have a rest or have a nap when needed which showed us the childminder was aware of the importance of rest as well physical activities. We discussed safe sleeping practice of using the cot provided.

Though parents provided all meals and snacks the childminder encouraged healthy eating. Water was available daily. We discussed behaviour management and she described how sharing, caring for others and taking turns were promoted. We noted she was a very good role model for children to follow with regards to manners.

Children were assured of being safe in her care. She discussed the need to practice road safety with the children when walking, as well as taking care when playing outdoors. The childminder had a basic knowledge about child protection and demonstrated her understanding of keeping children safe. A suitable accident recording system was in place and system for recording medicine given.

Children had access to a good range of toys and activities with free play promoted. We saw the child choosing what he wanted to do. The childminder told us when caring for new children she asked parents for idea then planned suitable activities until she became aware of their likes and dislikes whilst in her care.

The completed care standards questionnaire and interview with parents showed us that they were very happy with the care provided.

One comment made was:

- "Kimberley is very good with the bairns and I have no worries leaving my child with her".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We found a warm and caring atmosphere within the setting. Children were cared for on the ground floor of her home, which was welcoming, and warm. We saw a child-centred setting and noted the childminder had made good use of the space she had for play, mainly within the sitting room. Children had use of the kitchen which had been completed recently. We agreed she should ensure the safety catches are re-installed on the new units as soon as possible. We noted the sleeping area was separate from the play space allowing children to rest in a quiet area, though this was not used during the inspection.

The home was checked for safety before children arrived, ensuring all areas were safe for them to play. Safety equipment was well maintained.

We saw a high standard of cleanliness, which showed us the childminder was aware of her role in maintaining a safe, suitable environment for the children. Good infection control practices were in place with children washing hands before eating and after the toilet. We did not observe a nappy change but the childminder demonstrated she was aware of the need to maintain children's privacy and dignity.

By looking at the care standards questionnaire and following the interview we found parents very happy with the childminder's environment and told us the child was keen to attend and often did not wish to leave at the end of the day.

We saw a good selection of toys and activities available which were in a very good clean condition indoors. The childminder spoke of the need to keep toys clean and well maintained. During the inspection the child chose toys and played happily, being carefully supervised by the childminder.

Outdoor play was promoted though we did not see this when we were there. One parent liked that they wrapped up and played outside even on cold days.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Overall the service was better managed than previously. We saw records continued to be safely stored within the home with confidentiality always maintained. We saw appropriate insurance was in place for her service as well as the home. We noted the annual return was submitted as well as the self-assessment. However, more information would need to be included as the content was limited.

Since the previous inspection we noted the childminder had attended core training to refresh her knowledge of first aid, infection control and food hygiene. However child protection training had not been attended. She had been looking at the local authority's online child protection refresher course but had not yet been able to access this. We recommended she find out how to access this training in order to ensure children were safe in her care.

Though administration records were better organised than previously more work was needed to be completed on several areas:

- care plan reviews
- all documentation needed to be updated with the correct contact details of the Care Inspectorate as well as the contact centre telephone number 0345 600 9527.
- evaluation of her service: we noted evaluation was informal and discussed how care plan reviews was one way of reviewing and evaluating the care she provided for the children and their families.
- best practice and childcare guidelines:

The childminder had a copy of the new national health and social care standards but was not aware of the new good practice documents specifically for childminders 'Your Childminding Journey' which would help her formally evaluate the service. The childminder had not yet used the Care Inspectorate's online information hub which contains all of the above documents and other information which would help childminder to manage and improve her service.

The Hub can be accessed at:

<http://hub.careinspectorate.com/improvement/spotlight-on-improvement-for-children-and-young-people/spotlight-on-childminding/your-childminding-journey/childminding-library/>

We accessed this on her iPad during the inspection. We suggested using this for self-evaluation as well as the questions in 'Building the Ambition' the national practice guidance on early learning and childcare. We shared information on the latest Care inspectorate's publications relevant to children services: 'My World Outdoors' and 'Our Creative Journey'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure children are protected and assured of being safe we recommend the childminder attend refresher in child protection training.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards 3:14 and 3:20 which state:

"I have confidence in the people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes";
 "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities".

Grade: 3 - adequate

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

Previous requirements

Requirement 1

In order to ensure the safety, health and wellbeing of the children, the provider (childminder) must attend training which will support her in her childcare role.

This must include:

- first aid
- child protection awareness
- food hygiene refresher and, if available;
- 'Getting it Right for Every Child' (GIRFEC)

This should be completed by end of October 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 3.14 which states:

"I have confidence in people because they are trained, competent and skilled, are able to reflect of their practice and follow their professional and organisational codes".

It is also necessary to comply with Regulation 210, No 15(b)(i): "training appropriate to the work they are to perform" of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 14 May 2018.

Action taken on previous requirement

The childminder has attended some training – food hygiene, infection control and first aid. To date she has not attended GIRFEC mainly because this has not been available locally.

The childminder had also obtained information about completing the Shetland Islands Council's online child protection training, but had been unable to login.

We have recommended within this report that she completes this training as soon as possible.

Met – within timescales

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
16 Apr 2018	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>3 - Adequate</div>
10 May 2017	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>3 - Adequate</div>
29 Jul 2016	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>3 - Adequate</div>

Date	Type	Gradings	
21 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
14 Jan 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good Not assessed
3 Aug 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
26 Aug 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
24 Aug 2009	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed
30 Oct 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate 3 - Adequate

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