

Morrison, Susan

Child Minding

Type of inspection: Unannounced
Inspection completed on: 20 March 2019

Service provided by:
Morrison, Susan

Service provider number:
SP2003900430

Care service number:
CS2003001703

Introduction

This service registered with the Care Inspectorate on 1st April 2011.

The childminder is registered to provide a care service to a maximum of five 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 old. Numbers are inclusive of children of the childminder's family.

The childminder is currently providing a childminding service from her own home in a quiet residential area of Nigg, a suburb of Aberdeen. The service is provided from a detached, single-storey house where children have access to a playroom, bathroom, and the childminder's large, spacious enclosed garden.

Aims of the service included:

"To provide a quality service for both children and parents. To have good relationships with parents and keep them informed of their child's progress on a regular basis. I endeavour to learn and bring on each child in my care to the best of my ability"

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Wednesday 20th March 2019 between the hours of 13:05 and 16:20. One inspector and one practitioner inspector carried out the inspection and we provided the childminder with feedback on the same day.

During the inspection process, we looked around the areas of the childminders' home used by the minded children. We spoke to the childminder, the children present and one parent during the inspection. We observed the care given by the childminder and looked at a number of documents including health and safety records, policies and procedures and certificates of training.

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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

Children present during inspection: Two children

CSQs returned: 2

There were two children present during the inspection. One child was too young to give their opinion, but they appeared happy, relaxed and settled in the childminder's home. The other child was engrossed in leading their own play and confidently interacted with us from time to time. We heard her share some fond memories of a visit to the pets corner, as she told us:

" I saw a rabbit . . . I saw an owl . . . I want a pussy cat"

Two parents completed and returned the questionnaires to us the day after the inspection. These indicated that parents were very pleased with the service provided. Both parents strongly agreed they were happy with the quality of care their child received. Comments from parents included:

"Susan has always shown a lot of interest in my child's routine and plans her day around his nap time".

"Everything seems suitable and safe"

"My childminder usually picks my child up from nursery. There is a nice big garden to play in, or a room to play in. She goes for walks around the local area, baking etc"

During the inspection we spoke to one parent. Their child had been attending since 2016 and they spoke about building up her attendance through a series of short visits.

Their comments included:

"I was lucky to get Susan. She was recommended from my sister. I am still really happy with the service. My daughter likes the routine. I have built up a good relationship and I get to chat when I pick her up. I get texts to tell me how she's been doing. . . they go outside lots in the summer and go for walks in the winter . . . my daughter comes home happy every day"

Self assessment

The Care Inspectorate received a fully completed self-assessment document from the childminder before the inspection. The childminder identified what they thought they did well, and told us how she helped meet the needs of the children in her care.

The childminder could develop her self-assessment by reflecting on how she plans to improve the service and by giving consideration to GIRFEC and the SHANARRI Wellbeing Indicators.

What the service did well

The childminder had developed good relationships with the children and parents who were pleased with the service. Through discussions with the childminder, it was evident that she knew the minded children well. The childminder was responsive to their needs and wishes of children and interacted with them in a respectful, caring and nurturing manner. As a result children appeared to enjoy their time with the childminder. There were toys and games for children to choose from and the childminder told us that she took children for walks in the local area and to parks, the beach and a local nature reserve; This offered children regular healthy lifestyles through fresh air and exercise.

What the service could do better

Accessing further training will help the childminder to develop her knowledge and skills. This would support the childminder to improve her practice, update her policies and recording systems to best support her minded children.

The childminder agreed to familiarise herself with best practice guidance. This will give her the confidence to introduce new activity ideas both inside and outside in the garden. For example; the introduction of open-ended play opportunities through sensory learning and development experiences within her homely environment. The childminder must ensure that she is aware of her responsibilities as a regulated service and her duty to ensure that relevant family members undergo a disclosure Scotland check.

From this inspection we graded this service as:

Quality of care and support	3 – Adequate
Quality of environment	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	2 – Weak

Quality of care and support

Findings from the inspection

The childminder was warm and friendly and this put the children in her company at ease. Her affectionate and responsive nature helped children feel valued as she comforted one child after a bump. This allowed children to feel secure and able to enjoy a trusting relationship.

The childminder interacted well with children. However, the TV was continuously on in the background. This can be distracting for young children and can hinder speech and language development. The childminder agreed to limit the use of the TV. This will support her to engage in rich dialogue and encourage children's language development.

Information can be found at:

Getting Ready to Read

<http://hub.careinspectorate.com/media/455096/ready-to-read-booklet-low-res.pdf>

The childminder fostered good relationships with parents through daily chats and texts, where information about children's routines and preferences was exchanged. Parents enjoyed seeing a snapshot of what their child's day was like. This helped the childminder effectively work in partnership to meet the changing needs of their developing child.

We found that the childminder knew her children well. Since the last inspection, she had started to gather some basic information about children's development. We asked her to expand these personal plans and update them at least every six months. This would give an accurate record of children's current requirements and support the childminder to effectively meet changing health and wellbeing needs. (see recommendation 1)

Parents provided packed lunches and the childminder provided snacks. During the inspection we observed children enjoying a snack which supported healthy lifestyles. The childminder was not yet registered as a food business, we advised her of the need to do this. Information can be found at:

http://www.foodstandards.gov.scot/downloads/Safer_food_better_business_for_childminders.pdf

<http://www.foodstandards.gov.scot/business-and-industry/advice-for-new-businesses>

Healthy packed lunches – information for parents

<https://www.nhs.uk/change4life/recipes/healthier-lunchboxes>

The childminder's experience as a foster carer supported her understanding of how to safeguard children. She confidently spoke about her role and responsibilities. However, her child protection policy was out of date. We asked her to familiarise herself with the 'National Child Protection guidance for Scotland 2014'. This will support the childminder to update her policy and provide her and the parents who use her service with clear and accurate guidance.

National Guidance for Child Protection in Scotland 2014

<https://www.gov.scot/Resource/0045/00450733.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure that each child's individual needs are identified and that they receive the appropriate care and support the childminder should ensure that:

- a. Personal plans are developed and implemented that reflect children's current needs and provide clear guidance as to how the will be met.
- b. The personal plans are reviewed with parents at least every six months to ensure that they are up to date and relevant to the current circumstances of each child.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "my care and support meets my needs and is right for me" (HSCS 1.19).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children were enjoying the benefits of a tidy, warm, clean and welcoming environment. The conservatory had been made into a playroom, and this offered plenty of natural light. A soft sofa was available for children to rest and relax. The childminder was now following the Scottish Cot Death Trust guidance; as a result children were sleeping safely and comfortably in a travel cot.

There were four small dogs on the premises and the children seemed comfortable in their presence. A 'pet policy' supported robust infection control measures. This contributed to children's health and wellbeing.

We discussed the benefits of sensory opportunities such as play dough, sand and water play. The childminder did not offer these activities at home as children accessed this type of experience in the playgroups she attended with the children. We highlighted how this play type would enhance investigation, creativity and fine motor skills. However, we did not see how this had impacted the service. We chatted about the benefits of open-ended play by introducing natural materials and loose parts play both inside and out. This would allow children to learn and develop through child led creativity and discovery (see recommendation 1)

More information can be found on the following link:

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

The childminder utilised her local community well and recent photographs demonstrated how children benefited from fresh air and exercise through regular visits to parks, playgroups, beaches and a local pets corner. This also offered rich social opportunities and enhanced children's knowledge of their community.

During the inspection, one child asked to go outside and the childminder immediately responded. We observed them enjoying energetic play and fresh air as they kicked the ball around together. This demonstrated that the child's interests were being followed. The childminder enthusiastically spoke about plans to introduce gardening activities. This would provide spontaneous learning opportunities for children to develop investigative and problem solving skills. The childminder agreed to familiarise herself with best practice guidance by following these links:

My World Outdoors

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

Our Creative Journey

<http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

Getting Ready to Read

<http://hub.careinspectorate.com/media/455096/ready-to-read-booklet-low-res.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support children to be active and achieve their potential through developing a wide range of skills including problem solving, investigating and creativity, the childminder should further develop the range of activities and experiences available both indoors and outdoors through natural materials and loose parts.

This ensures care and support is consistent with the Health and Social Care Standards, which state that "as a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling". (HSCS 1.30)

Further information to support the childminder can be found by following this link:

<https://www.inspiringscotland.org.uk/wp-content/uploads/2017/03/Loose-Parts-Play-web.pdf>

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder responded well to the inspection process and was keen to improve her service. However, many of the policies were out of date or did not reflect the childminder's practice. We asked the childminder to review these, as this will help provide clear guidance for parents and the childminder.

Children enjoyed valuable social experiences when they met up with other childminders and their children. The childminder spoke about the benefits of sharing ideas and good practice. This had supported her to improve her practice.

It was recommended in the last inspection that the childminder access further training. She had a standard first aid certificate. We asked her to source further training core training including 'paediatric first aid' and 'getting it

right for every child'. This will increase her skills and knowledge and support her to develop her practice to enable her to provide high quality early learning and childcare. The childminder had a range of best practice documents but was not yet using them effectively. We asked her to familiarise herself with the contents and use them to develop her knowledge and reflect on her practice. This will support her to make improvements and provide quality experiences for children. (see recommendation 1)

More information can be found on the following links:

My Childminding Experience

<http://hub.careinspectorate.com/media/582717/my-childminding-experience.pdf>

The Care Inspectorate HUB

<http://hub.careinspectorate.com/>

The new Health and Social Care Standards

<http://www.gov.scot/Resource/0052/00520693.pdf>

There were two adults living at the premises who had not had the appropriate checks undertaken with Disclosure Scotland. This was putting children at risk. We had recently provided the childminder with the necessary forms on two separate occasions. At the time of writing this report these had not been completed and submitted. (See requirement 1).

The childminder was in the early stages of developing a system for gathering feedback from children and parents. However, this was not yet having an impact on her practice. We asked the childminder to create effective systems which support her to reflect on the service and identify improvements that would make positive differences to children.

Guidance to support the childminder can be found at:

Building the Ambition

<http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

Your Childminding Journey

<http://www.childmindingjourney.scot/>

Requirements

Number of requirements: 1

1. The childminder must ensure that all people over the age of 16 who are living on the premises where the service operates have a Disclosure Scotland check which is relevant to the childminding service by Monday 20th May.

This is in order to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 4:1 "I have confidence in the organisation providing my care and support".

It is also necessary to comply with Regulation 12 (2) (a) (Childminding) of the Social Care and Social Work Improvement Scotland Regulations 2011

Recommendations

Number of recommendations: 1

1. In order to promote positive outcomes for children the childminder should make use of best practice and learning from training. She should use this information to inform and evaluate her practice and to identify areas for further learning. This will support her to develop her service and meet the individual needs of children and support their wellbeing and development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

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

It is recommended that the childminder ensures that she has children's emergency information available in the service at all times to ensure their safety. The childminder should continue to develop the children's care plan information to share how children's needs are being met and how they are achieving and progressing at the service. This should be reviewed with families whenever there is a significant change and at least every six months.

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

This recommendation was made on 29 March 2018.

Action taken on previous recommendation

The childminder did have emergency information recorded. She had also started to record some observations, however, these had not been reviewed or updated to reflect children's current requirements. We have made a new recommendation under Care and Support.

Recommendation 2

It is recommended that the childminder develop a policy for safe sleep in the service which is in line with the 'Scottish Cot Death Trust' guidance to ensure children's safety.

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

This recommendation was made on 29 March 2018.

Action taken on previous recommendation

This recommendation had been met. The childminder had applied for a variation so that children could sleep safely and peacefully out with the play room.

Recommendation 3

It is recommended that the childminder access further training in best practice guidance in early education and childcare to support her to develop the service and ensure positive outcomes for the children.

National Care Standards for early education and childcare up to the age of 16: Standard 14: Well managed Service

This recommendation was made on 29 March 2018.

Action taken on previous recommendation

To update her skills and knowledge the childminder has recently downloaded some best practice guidance. The childminder now needs to read these documents and reflect on how she can improve her service and quality outcomes for children. We made a new recommendation under Leadership and Management.

Recommendation 4

It is recommended that the childminder develop a formal record of children's attendance which details children's actual arrival and departure times to help ensure children's safety in the event of an emergency.

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

This recommendation was made on 29 March 2018.

Action taken on previous recommendation

This recommendation had been met.

A procedure was now in place to record children's attendance

Recommendation 5

It is recommended that the childminder review and update her medication policy and recording systems in line with current best practice guidance to ensure children's safety.

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

This recommendation was made on 29 March 2018.

Action taken on previous recommendation

This recommendation had been met.

A recording system was now in place. This was supported by a robust policy and procedure.

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
29 Mar 2018	Announced (short notice)	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
26 Oct 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
14 Feb 2013	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
16 Mar 2012	Unannounced	Care and support 4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	4 - Good Not assessed Not assessed
22 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
13 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.