

Brown, Patricia **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 10 June 2019

Service provided by:
Patricia Brown

Service provider number:
SP2003905567

Care service number:
CS2003011257

Introduction

This service has been registered since 2002.

Patricia Brown referred to as 'the childminder' in this report is registered to care for a maximum of 5 children at any time under the age of 16, of whom a maximum of 5 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is provided from the family home in Bo'ness. The premises are well located for local amenities including primary school, nursery, shops and parks. Children have access to the lounge, kitchen area and toilet facilities within the home. There are enclosed gardens to the front and rear of the home for outdoor play.

The main aims of the service include:

*To provide a flexible reliable childcare service that meets the needs of children and families.

A full statement of aims and objectives is available from the service on request.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

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. This was carried out by two Care Inspectorate Inspectors. The inspection took place on 10 June 2019 between 11:45 and 14:15 hours. We gave feedback to the childminder at the end of our inspection on 10 June 2019.

As part of the inspection, we took account of the completed annual return that we asked the childminder to complete and submit to us. The childminder advised that there were IT issues when submitting a self-assessment and to date we have not received this through the eforms system.

We sent out three Care Standards Questionnaires for parents prior to our inspection. We received two completed questionnaires before the inspection.

Please note that parents and carers will be referred to as parents throughout this report.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:

the childminder

We observed and viewed:

the environment
the childminder's practice and interactions with the child in her care
the child playing and having snack

We looked at the following evidence:

insurance documents
children's information records/contracts (where available)
medication record
written policies and procedures
letter from one family providing feedback to the childminder

We took account of all of the above information when we evaluated this service and wrote this report.

Views of people using the service

The child present during our inspection was content and settled in his environment and in his relationship with the childminder. The child played happily with some cars and trucks and watched some 'Paw Patrol' on television. We advised the childminder to set limits on this activity, replacing this with more play based learning experiences.

We received two completed care standards questionnaires from parents using the service. Parents indicated that they were very happy with the quality of care and support their children received in the service. They felt that the environment was safe and secure and that children had access to a range of activities both indoors and outdoors. They felt included in the service and confirmed that the childminder encouraged positive, open relationships where they could discuss and meet children's needs together.

Comments included:

"Tricia has been a critically important person in their young lives. The quality of care she provides is outstanding and takes full account of their views, personality and interests."

One older child commented on a care standards questionnaire:

"Tricia is the best and I love going to spend time with her."

Self assessment

We did not receive an up to date self-assessment before this inspection. We advised the childminder that accurate self-assessment that considers her strengths and areas for improvement linked to legislation and Health and Social Care Standards would be a useful starting point for making improvement plans.

What the service did well

The childminder provided a warm and caring environment for children and had developed positive relationships with families using her service. She provided daily routines and experiences that took account of the needs and interests of children in her care.

What the service could do better

The childminder must improve overall management of her service. This would include maintaining required written records and developing written personal plans for children which she should review with parents in line with legislative requirements. The childminder should become more familiar with current good practice documents and standards and use these to improve the quality of children's experiences. For example, providing more sensory, natural and open ended play experiences to support children's creativity, curiosity and inquiry skills.

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	3 - Adequate

Quality of care and support

Findings from the inspection

The child present in the service was settled and relaxed in the environment and approached the childminder for cuddles. The childminder was warm and caring towards the child which contributed to him being nurtured. The childminder knew the children in her care well and described how she met their different needs, for example, managing care routines around a child's mobility needs which included being sensitive to limitations and encouraging movement and rehabilitation. The childminder described how she planned daily routines to meet children's needs, for example, around school runs, snacks, mealtimes and sleeping routines. She advised that children had daily opportunities to be active, for instance, through walking to school and visiting local parks. Children were encouraged to learn road safety skills and to develop their physical skills and co-ordination. These experiences contributed to children being safe, healthy and active.

The childminder described how she encouraged positive relationships between the children, for example, through sharing toys and encouraging older children to help younger ones. This contributed to children being responsible and developing respectful relationships with others. The child present during our inspection spent

time in his high chair eating snack and watching television. He then enjoyed playing with cars and trucks making noises and forming occasional words. We noted in the childminder's diary that television was used as a regular activity. We discussed limiting this and finding other more engaging and active experiences to support children's learning and development, including speech, language and communication skills.

Whilst some basic information was available, including contact and G.P. details, there were limited written personal plans or records for children's care and where available, these were out of date and had not been reviewed. Parents gave feedback that they routinely discussed priorities for their children and planned together for best possible support and care. This is the type of information that should be recorded in 'Personal plans' which are required by law and to meet Health and Social Care Standards. The childminder had a written policy and procedure for managing medication in her service however this was not fully implemented in practice. Whilst consent from parents was recorded, this did not give clear enough instructions as to dosage that may be required and there was no written information to highlight any triggers or symptoms for health conditions. The childminder had not taken action to improve this aspect of her practice since our last inspection. As a result, we have made requirements to support improvement and outcomes for children. We will engage with the childminder to support improvement and monitor progress.

Requirements

Number of requirements: 2

1. The childminder must develop personal plans for children in her care that show the arrangements for meeting their individual health, safety and welfare needs. She should review these plans at least every six months in consultation with parents and make any required changes so that these are kept up to date.

This is in order to comply with:

This order is to comply with the Social Care & Social Work Improvement Scotland Regulation SSI 2011 No. 210 Regulation 5.-(1) and 5-(1)(b)

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'my personal plan (sometimes referred to as my care 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)

Timescale - within 12 weeks of receipt of this report.

2. The childminder must improve management of medication in the service to ensure children's health, safety and welfare are met. In order to do this she should:

Review medication policies and procedures to ensure these reflect current good practice guidance and standards. Develop a record keeping system that includes all required information, including parental consent and administration of any medication.

This is in order to comply with:

This order is to comply with the Social Care & Social Work Improvement Scotland Regulation SSI 2011 No. 210 Regulation 5.-(1) and 5-(1)(b)

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'my care and support is provided in a planned and safe way, including if there is an emergency or unplanned event.' (HSCS 4.14)

Timescale - within 6 weeks of receipt of this report.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children were cared for in a comfortable and homely environment. The childminder used her home well to provide space for children to play, eat and rest. She had some suitable equipment to meet children's needs and developmental stages, for example, the young child sat in the highchair to eat. He was able to feed himself with fruit which contributed to him developing independent skills. Children had access to some indoor and outdoor activities which were organised or freely chosen depending on their interests and choices, for example, basketball was a favourite with an older child. Children also enjoyed ball games and small bicycles which helped to develop their physical skills. During our visit we saw that the young child was playing with some plastic cars and toys. The childminder also advised that children enjoyed books and stories. She discussed using bubbles with the younger child as a sensory activity. We discussed with the childminder how she could use current good practice guidance, such as 'Building the Ambition' and 'Our Creative Journey' to improve the range and quality of children's experiences. In particular, she should look at developing more sensory and open ended loose parts play resources to support children's learning. Loose parts are every day materials (bottle tops, lids, pipes, cones, corks, scarves, tins) that children can move, manipulate, control and experiment with during play. This would offer them endless opportunities to explore possibilities of materials and encourage their skills in understanding, thinking, investigation and problem solving.

The childminder used local community facilities including woodland walks, parks and the steam train. This contributed to children being included in their community and provided opportunities to explore a natural environment at times. The childminder could use good practice guidance 'My World Outdoors' to consider how to further develop opportunities for outdoor learning experiences.

The childminder carried out visual checks on her home, toys and equipment to help ensure a safe environment. However, to improve the measures in place and address potential risks we advised the childminder to declutter kitchen worktops and store cleaning sprays and products out of children's reach. As in previous inspections, we advised that written records of risk assessments and maintenance of equipment would support the childminder to manage her environment to ensure this is safe, secure and well-maintained for children in her care.

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

The childminder had positive relationships with children and families. Children were settled in her care and enjoying going to the service. The childminder provided a flexible and responsive service, adapting to the needs of children and their parents at different stages and circumstances in their lives. Parents advised that the childminder was positive and professional and encouraged good communication. This contributed to trusting and respectful relationships where parents were included in decisions about care. The childminder did not formally evaluate her service however welcomed parents' views and provided a letter that gave positive feedback on the care and support she had provided. Parental questionnaires also gave positive feedback and showed confidence in the quality of care and support that children experienced in the service.

The childminder was a member of the Scottish Childminding Association and at times, used their magazine to keep up to date with childcare matters or to try an idea for an activity with children. However, the childminder's First Aid certificate had expired and she had not undertaken any further training or learning for a considerable time. Children's experiences could potentially be enhanced through the childminder undertaking some professional development and reading and putting new ideas into practice. We signposted her to various good practice documents, including those referenced in this report. We again discussed how the childminder could become more familiar with current standards to help her to realistically evaluate her service and plan for improvement. The childminder was aware of her responsibilities to protect children in her care however may benefit from routinely refreshing her training or learning in this area.

The childminder should improve approaches to managing the necessary record keeping requirements for her service to promote children's overall wellbeing, including an attendance register, clearer medication records and written personal plans.

References:

Health and Social Care Standards My Support, my life available at www.gov.scot
 Building the Ambition
 My World Outdoors
 Our Creative Journey
 My Childminding Experience and My Childminding Journey
 All available at www.hub.careinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should undertake some continuous professional development to become up to date with current standards and good practice guidance. She should use these to help inform and develop her work with children to promote positive play and learning experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that; 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

Grade: 3 - adequate

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 develop personal plans in consultation with parents and where appropriate, children. She should ensure that she reviews these at least every six months and uses information to help her plan and adapt children's individual care to ensure positive outcomes.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that; 'my personal plan (sometimes referred to as my care 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)

This recommendation was made on 28 May 2018.

Action taken on previous recommendation

The childminder has not taken action to meet this recommendation. We have therefore made a requirement to support compliance with legislation and improve the measures in place to meet children's health, safety and welfare needs.

Recommendation 2

The childminder should undertake some continuous professional development to become up to date with current standards and good practice guidance. She should use these to help inform and develop her work with children to promote positive play and learning experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that; 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

This recommendation was made on 28 May 2018.

Action taken on previous recommendation

The childminder has not made progress on meeting this recommendation. We have repeated this to support improved outcomes for children in her service.

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
2 May 2018	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 3 - Adequate
12 Apr 2017	Announced (short notice)	Care and support Environment 4 - Good 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 3 - Adequate
16 Apr 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
18 Apr 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
9 May 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
13 Dec 2010	Announced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
29 Jun 2010	Announced	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory 1 - Unsatisfactory 1 - Unsatisfactory Not assessed
10 Mar 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak 1 - Unsatisfactory 1 - Unsatisfactory Not assessed
6 Aug 2008		Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good 3 - Adequate

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