

Duncan, Guia **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 24 April 2019

Service provided by:
Guia, Duncan

Service provider number:
SP2014985921

Care service number:
CS2014325816

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 registered on 23 July 2014.

Guia Duncan is registered to provide a service to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school, and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

The service is provided from the childminder's home in a residential area in West Calder. The children have access to the living room and downstairs toilet within the home. They also have access to the secure back garden.

Aims and objectives of the service included:

'I will aim to provide a programme of activities designed to meet the individual and group needs in a safe, caring, stimulating and enjoyable environment.'

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

What we did during our inspection

We compiled this report following an unannounced inspection which took place on Tuesday 24 April between 08:55 and 12:00. The inspection was carried out by one inspector.

We discussed routines and practices within the service and sampled some documentation. This included children's personal plans, certificate of registration, insurance, accident forms and training records. We observed the childminder interacting with children.

We discussed the strengths of the service, actions taken since the last inspection and some areas for improvement.

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

Views of people using the service

There were two children present during the inspection. We observed the interaction between the childminder and children. The older child told us 'I like to colour in and play with toys and babies'. Children were happy, relaxed and confident, which led us to conclude that they felt safe and secure.

We had received two completed care standards questionnaire. All responses within questionnaires were positive. Comments included:

'I believe my child is well looked after and getting the opportunity to do activities to support his needs and his wellbeing. I know they are always out of the house and having a busy day'.

'Ging (the childminder) often asks what new things my girls are interested in to keep them engaged. Ging is always open to suggestions from myself and my partner'.

These responses led us to conclude that parents are happy with the quality of service provided by the childminder.

Self assessment

The Care Inspectorate received a completed self-assessment from the childminder.

The provider identified what they thought the service did well and gave examples of using daily diaries to let parents know about their child's day, and providing advice for parents regarding healthy options for packed lunches. The self-assessment didn't identify any areas for development or improvement.

What the service did well

The childminder knew the children in her care well and provided care and support in a responsive and nurturing way. The children were comfortable in her care and were confident in seeking support when necessary. Children were engaged in the local community through attendance at library events and use of parks and play areas on a daily basis.

What the service could do better

The childminder should use her knowledge of the children to ensure they have personal plans that reflect their individual needs and set out how these will be met.

Policies and procedures used to guide the childminder's practice should be updated to ensure they reflect current best practice guidance.

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

The childminder had built positive relationships with the children. She demonstrated a good understanding of their needs and provided care and support in a responsive, nurturing way. The childminder gave cuddles and reassurance appropriately providing the children with a sense of security and love. This meant that children experienced warmth, kindness and compassion from the person supporting and caring for them.

Core information about children was available ensuring that the correct people could be contacted in an emergency; however, the childminder needs to consider additional information which should be collated and how this is used to form meaningful personal plans which set out how children's individual needs are met. See recommendation 1.

There was a daily diary system in place to enable parents to be involved in their child's day. Through the care standards questionnaires, parents confirmed that they regularly received information about their child's experiences and had opportunities to provide feedback and suggestions. Children directed their own play and sought out the childminder's support to access resources when needed. This demonstrated that parents are meaningfully involved in how the service works and develops, and that children can maintain and develop their interests and activities in the way they like.

Since the last inspection, the childminder had developed a changing area in a corner of the hallway which provided a good level of privacy for children requiring intimate personal care. This ensured personal care was carried out in a dignified way.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that person plans are developed to ensure the following:

- each child has a person plan which includes core information, preferences and needs
- initial personal plans are completed within 28 days of the start of placement
- plans are reviewed in line with legislation i.e. within six months or earlier if there is a change in the child circumstances

This would ensure that care and support is in line with the Health and Social Care Standards that state: My care and support meets my needs and is right for me HSCS 1.190, and complies with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 No. 210 (5).

Grade: 4 – good

Quality of environment

Findings from the inspection

The living room area was the main room used in providing the service. It was very large and allowed a lot of space for play. Children independently accessed some resources and sought the childminder's support to access others. There was a good range of age appropriate toys and play opportunities. This meant children were having fun as they developed their skills in understanding, thinking, investigation and problem solving. The childminder should consider how play resources are stored and presented for children. This would provide a balance of opportunities to promote all areas of development. See recommendation 1.

The garden area provided access to outdoor play. It was fully laid with flagstones provided good opportunities for wheeled toys but limited other types of play. The childminder made good use of local parks to ensure children were able to explore a natural environment regularly.

The environment, both indoors and out, was appropriately clean and well maintained. Aprons and gloves were available for use when changing children. Children had a choice of paper towels or a fresh hand towel to dry their hands. Children's personal items such as nappies and wipes, were stored in their individual bags. Appropriate safety measures were in place including safety gates to prevent children accessing the kitchen and handrails beside steps to rear garden. This ensured children experienced an environment that is well looked after with clean, tidy and well maintained premises, furnishing and equipment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that storage and presentation of indoor play resources is reviewed. Consideration should be given to how resources are set out for children which would encourage them to engage with a wider range of opportunities.

This would ensure that care and support is in line with the Health and Social Care Standards which state: As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural resources (HSCS 1.31).

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder engages parents and children in decisions about the service and how children's needs are met. This is done through annual questionnaires, daily diaries and day to day discussions. Care standard questionnaires returned to us by parents included comments such as 'Ging (the childminder) is always available and we regularly have reviews around the kids needs' and 'We had a chat and went over my expectations...she is very approachable'.

This led us to conclude that parents and children are encouraged to be involved in improving the service in a spirit of genuine partnership.

The childminder is a member of the Scottish Childminding Association and uses this to help keep her up to date with developments in early learning and childcare. She has also attended some training including Getting it Right for Every Child (GIRFEC) and Building the Ambition; however, she was not able to reflect on how this learning had impacted on her service. First Aid and child protection training had not been accessed since 2013. See requirement 1 and recommendation 1.

A range of policies and procedures were available which guided the childminder's practice; however, these did not reflect current best practice guidance and required to be reviewed. See recommendation 2.

Requirements

Number of requirements: 1

1. The childminder should access first aid and child protection training within three months of the publication of this report.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 No.210 Regulation 4(1)(a): Health, welfare and safety of service users

Recommendations

Number of recommendations: 2

1. It is recommended that the childminder access appropriate learning opportunities and support to enable her to reflect on her practice in light of new learning and make appropriate adaptations to her service.

This would ensure her practice is in line with the Health and Social Care Standards which state: 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)

2. It is recommended that the childminder review and update all policies and procedures used to direct her practice to make them consistent with current best practice guidance. The following should be considered as a priority:

- child protection
- complaints
- management of medication
- confidentiality
- risk assessments

Guidance is available at: <https://www.gov.scot/publications/national-guidance-child-protection-scotland/> for child protection and <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf> for management of medication.

The would ensure her practice is in line with the Health and Social Care standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCP 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

We recommend the service reviews the information held and the needs of the children in its care at least once every six months with parents. They should review all information held on children to ensure that an appropriate personal plan is in place and remains up to date.

National Care Standards Early Education and Childcare up to the age of 16.
Standard 6- Support and Development and Standard 3- Health and wellbeing.

This recommendation was made on 3 June 2015.

Action taken on previous recommendation

This recommendation has not been met and is reflected in new recommendations made within this report.

Recommendation 2

We recommended the childminder adhere to the conditions of her registration. She should not use the garden until she has requested a variation to remove the condition and has received an updated registration certificate from us.

National Care Standards Early Education and Childcare up to the age of 16.
Standard 3- Health and Wellbeing, Standard 16- Well-managed Service

This recommendation was made on 3 June 2015.

Action taken on previous recommendation

Variation application made 6 June 2015. Recommendation met.

Recommendation 3

We recommended the childminder use the National document 'Building the Ambition' to inform and improve their practice. Using this document to consider what the service does well and what could be better would help to further improve outcomes for children.

Available at URL: <http://www.scotland.gov.uk/Resource/0045/00458455.pdf>

National Care Standards for Early Education and Childcare. Standard 5 - Quality of experience , Standard 14 - Well managed service, Standard 12 - Confidence in staff.

This recommendation was made on 3 June 2015.

Action taken on previous recommendation

Childminder has attended appropriate training but was unable to reflect on how this had impacted on her practice. Recommendation partially met and reflected within new recommendation made within this report.

Recommendation 4

We recommended the childminder familiarise herself with GIRFEC and the children's named person for information sharing across agencies. She should use the SHANARRI (Safe, Healthy, Active, Nurtured, Achieving, Responsible, Respected and Included) wellbeing indicators to complement her assessment of individual children. This would help to ensure the service adheres to new legislation surrounding the Children and Young People (Scotland) Act (2014)

available at URL: <http://www.legislation.gov.uk/asp/2014/8/contents/enacted>
and help to keep children safe.

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

This recommendation was made on 3 June 2015.

Action taken on previous recommendation

Childminder has attended appropriate training; however there was no evidence of her learning within personal plans for children. Recommendation partially met and reflected within new recommendation made within this report.

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	
3 Jun 2015	2	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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