

Morris, Cheryl **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 25 June 2019

Service provided by:
Morris, Cheryl

Service provider number:
SP2013984592

Care service number:
CS2013315507

Introduction

This service registered with the Care Inspectorate on 9 May 2013.

Cheryl Morris provides a childminding service from her home in the town of Kilmarnock, East Ayrshire. She is registered to care for a maximum of 6 children under the age of 16 years, of whom a maximum of 6 will be under the age of 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 in the childminder's own family. The childminder was reminded to apply to remove a dated variation from her conditions of registration.

The childminder had six children registered to attend at various times over the week. During the inspection two children were attending.

What we did during our inspection

We wrote this report following an unannounced inspection by one inspector on Tuesday 25 June 2019 between 10am and 12.10pm. To assess how well the childminder had been providing care to the children using the service, we gathered information from a range of sources.

Getting it Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hubcareinspectorate.com.

We looked at children's personal plans, relevant policies and procedures, observed how the childminder cared for the children and observations of the accommodation used for childminding purposes.

Views of people using the service

There were two children present during the time of the inspection. We observed the children at play and the interactions between them and the childminder. Children were relaxed and happy to be in the care of the childminder and with each other. They played happily chatting to the childminder during the inspection and shared their photographs with us, telling us of the activities and places they had been with the childminder.

We used feedback from the two returned parent/carers care standard questionnaires to find out what parents/carers thought about the service. Both parents/carers strongly agreed they were happy overall with the service. Comments included:

"This service is an excellent provision; which my daughter enjoys very much. I have an excellent working relationship with my daughter's childminder and I am delighted with the next steps my daughter has taken with the childminder. I would highly recommend the service. I feel the health and wellbeing indicators are regularly used when planning and caring for my child."

"They are out doing activities with the other kids often and whilst at home. The kids can play games, bake, play doh and drawing."

Self assessment

The Care Inspectorate received a self assessment from the service. The childminder identified what they thought the service did well and identified areas for ongoing improvement.

What the service did well

The childminder provided warm, nurturing care recognising children as individuals. She worked in partnership with parents linking with home routines wherever possible providing continuity in care. Good use of the local parks and soft play included children in their local community.

What the service could do better

The childminder should review her medication procedure and risk assessments continuing to access training as discussed. Consideration should also be given to evaluation of her service, contributing to improvement. To support this we signposted to best practice guidance that would support self evaluation including:

'How good is our early learning and childcare' - [education.gov.scot/improvement](https://www.education.gov.scot/improvement)

'My childminding journey' - [hub.careinspectorate.com](https://www.hub.careinspectorate.com)

'My childminding experience' - [hub.careinspectorate.com](https://www.hub.careinspectorate.com).

From this inspection we graded this service as:

Quality of care and support	5 – Very Good
Quality of environment	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	4 – Good

Quality of care and support

Findings from the inspection

The childminder gathered a range of information to develop children's personal plans and reviewed them regularly, considering any changes and linking with the child's individual routines from home. It was evident during discussions that the childminder knew children very well as individuals recognising their developmental stages. As a result, care and support was planned around children's individual needs. Children were safe in the care of the childminder as she was confident in knowing when to act to safeguard children.

Children had opportunity to direct their own play and activities making choices to stimulate their learning and curiosity. Regular outdoor play allowed children to explore a natural environment and enjoy physical play. Children were included in planning play activities as the childminder offered them choices using her knowledge of children's individual interests. Good use of the local area meant children were included in their community and had opportunity to develop social skills. The childminder had a good understanding of children's developmental stages and she used this to support children's positive behaviour guiding them to make the right choices.

The childminder was playful in her approaches using positive language as she praised children's achievements. Children were supported to develop warm relationships with each other with the support of the childminder who made sure all were included helping them to form relationships. Children had clear expectations about how to behave towards others and be respectful of others as the childminder explained how she supported positive behaviour by speaking to the children, distracting whenever possible. We noted positive interactions between the minded children and the childminder. For example the childminder was affectionate offering cuddles when initiated by the children. The childminder joined in with play, making suggestions to extend play in a fun and encouraging manner. As a result, we observed happy settled children secure in the care of the childminder.

The childminder advised us no children currently received medication in her care and although she was aware of procedures to store and administer medication her policy needed to be updated with attention given to record keeping if children required medication either short or long term.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We observed that the childminder's home was safe, hygienic and organised to allow children to play. Space was organised to let children play on the floor, sit at a kitchen table for meals, join in messy activities or baking and relax on the sofa within the living room. This helped children to make choices leading their own play and learning. A downstairs toilet was accessible for children to use independently. Children were encouraged to make safe choices and the childminder carried out regular visual safety checks to ensure the safety and wellbeing of the children. The childminder told us this included a daily check to ensure her home is maintained safe for children. Risk assessments were in place for the environment and specific activities including local outings however, these required updating to ensure the childminder can put control measures in place to help children play safely whilst being offered challenge. We suggested when stage appropriate, children could be involved in the risk assessments encouraging them to be responsible, developing an awareness of what is needed to keep themselves safe. (See Recommendation 1).

Children could play outdoors in a secure back garden with a range of equipment. We suggested the childminder could add more natural, open-ended, 'loose parts' materials into the outdoor play environment to help develop children's creativity and offer more challenge in their play. A range of suitable toys and craft materials were available for the ages and stages of children using the service. Children were comfortably engaged in exploring playdough during the inspection, helping to develop fine motor skills and extend their language. The childminder could consider adding more natural, open ended materials into the indoor play environment, which children could collect on their visits to the park.

The childminder understood best practice when supporting children with their personal care helping to limit any possible spread of infection. We reminded the childminder to consistently wear protective clothing when changing children. The childminder had a first aid certificate should children have any accidents and incidents helping to ensure any treatment or intervention is safe and effective. A recording system was in place to ensure parents/carers had all information supporting children's health and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should review and update all risk assessments taking account of children's differing developmental stages.

This ensures that care and support is consistent with Health and Social Care Standards, which state that: 'My environment is safe' HSCS 5.17.

'I am helped to feel safe and secure in my local community' HSCS 3.25.

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder told us she linked with other childminders to keep up to date with best practice and legislation. A review of policies and procedures had taken place since the last inspection. The childminder recognised the need for training to keep her knowledge up to date. Some training had taken place since the last inspection. However, the childminder would benefit from accessing training to support her to improve and develop her service. Priority should be given to Health and Social Care Standards and Child protection. (See Recommendation 1).

The childminder had daily discussion with children and parents and this feedback directly influenced the care and support she provided to the children in her care and improvements to the service. The childminder told us she considered children's thoughts and opinions when she planned activities and purchased new resources. Questionnaires from the childminder to parents and children offered opportunity to assess the service and make suggestions for improvement. This ensured that children were included having the chance to contribute to decisions. As a result children could feel respected knowing they are listened to and valued by the childminder. The childminder presented as committed to improving her service. In discussions we found she was beginning to evaluate her service recognising what worked and what could have been better as she planned activities for

the children. She should now develop a system that allows her to reflect on her day to day practice on what is working well and what can be improved. This should take account of children and their families views. Any action taken for improvement should be shared with children and their families. We discussed use of national documents to support her in this.

The childminder was aware of confidentiality, data protection and had registered with the Office of the Information Commissioner; contributing to children's safety and protection. As part of their settling in visits a complaints policy was shared with parents advising them how to raise concerns about the childminder's service. Discussions with the childminder demonstrated she had a good understanding of her responsibilities knowing when to notify the Care Inspectorate and necessary records she must keep. Parents who returned our care standards questionnaire indicated that they were confident that the service was well led and managed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should access regular training, elearning or home study prioritising child protection training to ensure knowledge is up to date and Health and Social Care Standards to further develop understanding of her responsibilities.

This ensures that care and support is consistent with Health and Social Care Standards, 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: 4 - good

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 that children receive care in a well managed service by 7 May 2018 the provider must demonstrate to the Care Inspectorate that the conditions of registration are maintained at all times. In particular the number of children that can be care for at any one time.

This ensures care and support is consistent with the Health and Social Care Standard which state that 'I use a service that is well led and manged (HSCS 4.23).

It also complies with: The Social Care and Social Work Improvement Scotland (Requirements for care services Regulations 2011:78 (3) (b) Failure to comply and 74 (d) (l) conditions as to numbers in childminding.

This requirement was made on 15 March 2019.

Action taken on previous requirement

The childminder demonstrated understanding of her responsibilities as a registered care provider. A sample of registers at inspection evidenced the childminder adhering to her conditions of registration.

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

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
28 Apr 2015	3	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
8 May 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate

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