

Wilson, Marion

Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 August 2019

Service provided by:

Service provider number:
SP2008968250

Care service number:
CS2008168792

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This childminding service registered, provided by Mrs Marion Wilson, registered with the Care Inspectorate on 17 September 2013.

Marion Wilson provides her service from her home in Irvine, North Ayrshire. The family home is a semi-detached house with an enclosed back garden space which can be directly accessed from the living room. The service is within walking distance of local schools and nurseries. The service is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum 3 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.

Mrs Wilson employs her husband, David Wilson, as an assistant. While working with Mr Wilson the service can be provided to a maximum of 7 children at any one time under the age of 16 of whom a maximum of 4 are not yet attending primary school and of whom no more than one is under 12 months.

At the time of inspection, the childminder had seven children registered to attend at various times over the week. The childminder is registered with the local authority daycare service.

What we did during our inspection

We wrote this report following an unannounced inspection which took place between 09:30am and 12:30pm on 13 August 2019. The inspection was carried out by an inspector for the Care Inspectorate.

During the inspection, we spoke to the childminder, her husband and the children present. We observed the care given by the childminder and her husband, looked at a number of documents including policies, health and safety records, personal plans and certificates of training and observed the environment in which children were cared for. We discussed how the childminder plans for and meets children's needs and how she works in partnership with parents.

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 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

We issued three care standards questionnaires prior to our inspection, and two of these were returned prior to our inspection. Both of the respondents were very happy with the service provided. Their comments included the following

"Kids get a variety of fruits, dried fruits and other snacks as well as home cooked meals.

The kids enjoy the childminder's playgroup, soft play and the park. My youngest enjoys a routine and likes all activities, even going shopping.

I feel like our children view Marion and David as family. They are both kind and loving towards our children, but also have clear boundaries. We are so glad we found Marion and David as I was very worried about going back to work. However, the way our children act around David and Marion is very reassuring. Marion keeps us informed about issues like teething, toilet training, moods and interactions. I don't think I could be any happier with the service."

Children were happy and secure in the childminding environment. They had developed positive relationships with the childminder and her husband and formed friendships with other children.

Self assessment

The childminder had experienced problems accessing the Care Inspectorate website to complete her self assessment. During our inspection we assisted the childminder to update her contact details and to access the system. The childminder has committed to completing self assessment prior to her next inspection.

What the service did well

Children had fun playing with a range of resources in the childminder's well maintained environment. Children enjoyed playing and eating their snack outside in the fresh air and the childminder had prepared a healthy home cooked meal for lunch. The childminder kept parents informed about their children's experiences through photographs, texts and daily diaries.

What the service could do better

We have made recommendations about personal planning, medication, child protection and keeping up to date with current best practice and legislation.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children were welcomed and included in the service through appropriate settling in processes. During this, the childminder shared information about the service that she would provide, and gathered information about children to help her plan for their care. The childminder had developed positive relationships with parents, and

kept them well-informed about their children's experiences through a range of methods. Parents commented that their children considered the childminder's home as an extension of their own.

The childminder described good practice in promoting positive behaviour, including using rewards and having stage appropriate expectations. During our inspection children played happily with each other, and were well-behaved.

Children were supported to develop healthy lifestyles through regular access to fresh air and active and energetic play both indoors and outdoors. The childminder provided snacks that were healthy overall and encouraged children to drink plenty of water. Children enjoyed healthy homemade meals and were encouraged to try a variety of fruit and vegetables.

The childminder had developed personal plans for most of the children in her care, and, through discussion, demonstrated that she knew children well. She had not however involved parents in six monthly reviews of personal plans, and had not completed plans for two children who had been attending for approximately two months. The plans did not always include sufficient information about how the childminder would meet children's needs. We have provided the childminder with information to help her to develop effective personal planning processes. Please refer to recommendation 1.

A brief statement outlining how medication would be managed with shared with parents. The childminder had however not complied with this and she had, on occasion, administered medication without appropriate prior written consent. Please refer to recommendation 2.

Whilst the childminder had accessed frequent child protection training, and knew what signs and symptoms to be aware of, through discussion it was apparent she should become clearer about how she would manage and report some potentially dangerous situations. Please refer to recommendation 3.

We asked the childminder to review the current arrangements for changing younger children in the living room and for having younger children sleeping outside in buggies. The childminder agreed to change children in the bathroom in future and to review sleeping arrangements in line with best practice guidance.

We also asked the childminder to build on her current practice of sharing information about children's experiences with parents, by asking their views and opinions about the service provided. The childminder agreed that this was something she could do using her existing communication methods, such as the online parents' group, texts and e-mails.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. We recommend that the childminder records relevant information and develops written personal plans for all of the children in her care. These should be reviewed, with input from parents and children (where appropriate), at least every six months. Children's plans should be individual and follow the GIRFEC principles and the SHANARRI well-being indicators to ensure all aspects of children's care are discussed.

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

2. We recommend that the written policy and procedure for the safe management of medication is further developed and consistently adhered to.

This is to ensure that 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. HSCS (4.14).

3. We recommend that the childminder refreshes her child protection training and develops her written policy and procedure relating to child protection are reviewed and developed.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I am protected from harm, neglect, bullying and exploitation by people who have a clear understanding of their responsibilities. (HSCS 3.20)

Grade: 3 – adequate

Quality of environment

Findings from the inspection

The childminder's home was warm, bright and well maintained. Children had sufficient space to play both indoors and outdoors, and could move freely between the two. This meant they were able to play actively and energetically, and had easy access to fresh air, which supported healthy lifestyles.

Children had access to a good range of well maintained resources and had fun playing outdoors with these for the majority of the session. We discussed the potential to provide some more stage appropriate resources and natural materials to stimulate children's curiosity and exploration.

The childminder made good use of amenities locally and further afield. This meant that children benefitted from a range of experiences.

The childminder had appropriate resources for nappy changing and hand-washing and drying. This helped to limit the risk of the spread of infection and keep children safe. Appropriate exclusion periods were in place when children were unwell, which also reduce the risk of infection spreading.

The childminder had carried out and recorded risk assessments for the premises and outings. This helped to ensure measures were in place to keep children safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

The childminder's husband is a named assistant, and helps with children's care under the childminder's direction. The assistant knew children and their families. He regularly met parents when dropping off or collecting their children. Parents spoke positively about the relationships their children had with the assistant.

We observed the assistant with the children. He knew the children well and they appeared happy and confident with him as he worked alongside the childminder. He confidently took on the role of caring for the children whilst the childminder spoke to us as part of the inspection process.

The childminder shared information about any training she had undertaken with the assistant. This helped to keep him up to date with best practice. The assistant planned to undertake first aid training soon. We agree that this would be a positive development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The childminder had adequate arrangements in place to manage the service. She had not however completed the self assessment, requested as part of the inspection process, or the required annual return, due to issues accessing the Care Inspectorate's website. We assisted with this process during the inspection. We highlighted the importance of completing and submitting these documents as part of the service's quality assurance processes. The childminder agreed that she would complete these going forward.

The childminder had undertaken a wide range of learning and development during her career, however, this had been limited since her previous inspection. The childminder told us this was due to limited availability. We discussed how the childminder could keep up to date with best practice and changes to legislation, for example by accessing the Care Inspectorate's HUB. Please refer to recommendation 1.

The childminder also might find 'Your Childminding Journey' a national learning framework for childminders, and 'My Childminding Experience' which showcases good practice in childminding useful resources to support her service.

A complaints procedure, which was appropriate overall was shared with parents. This meant that they knew what to do if they had a concern. We asked the childminder to make some amendments, including the timescale in which she would provide written information on the outcome of any complaint she had investigated and updated contact details for the Care Inspectorate.

The childminder told us that she encouraged parents to share their views about the service and to make suggestions for improvement. She had issued questionnaires but was unable to produce these during our inspection. We discussed the range of ways that effective and meaningful consultation could be developed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that the childminder should develop ways to keep up to date with current best practice and reflects on this to monitor and evaluate her service.

This is to ensure that management and leaderships is consistent with the Health and Social Care Standards which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS 4.19).

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

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
8 Jul 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership 4 - Good
12 Aug 2011	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
8 Sep 2010	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 3 - Adequate Management and leadership Not assessed

Date	Type	Gradings	
11 Jun 2009	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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