

Happy Days Childminding Child Minding

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

Service provided by:
McCalden, Ellen

Service provider number:
SP2007966201

Care service number:
CS2007158399

Introduction

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 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 children of the childminder's family.

The childminding service is provided from the family home in the Carmyle area of Glasgow. The premises are situated near to local schools, nurseries and facilities. Children have access to the lounge, dining room, kitchen, hallway and upstairs toilet. There is also an enclosed garden to the rear of the premises.

The childminder aimed to provide a high quality care and development service for every child in a safe, secure and stimulating environment. A full copy of this statement can be obtained from the childminder.

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 previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

What we did during our inspection

We wrote this report following an unannounced inspection carried out by one Care Inspectorate inspector. We visited the childminder between the hours of 9.15am and 10.45am on Thursday 25 July 2019.

During our visit we observed how the childminder looked after the children in her care and the experiences she provided for them. We chatted to her about her service and about how she carried out her work. We looked at the areas of her home used for childminding and some of the records she used, including:

- Certificate of registration
- Certificate of public liability insurance
- Car insurance
- Annual return
- Self assessment
- Complaint's procedure
- Child protection policy
- Risk assessments
- Children's personal plans
- System for recording accidents/incidents
- Service questionnaires
- Children's suggestions

Views of people using the service

We have not received feedback from the parents/carers of the children who use the childminding service.

On the day of inspection two children were being cared for. The childminder explained one child was just settling in and had just recently started. We saw that both children were engaged with their environment and were happy and relaxed with their childminder. The elder of the two children spoke about the things they liked to play with and how they enjoyed going to the park. They told us they were starting school and that they had learned their alphabet and could recognise the letters in their name. We also saw how the childminder provided pictures and symbols to help the children choose activities and plan their day.

Self assessment

We discussed with the childminder the importance of completing a self assessment and its role in self evaluation and the continuous improvement of the childminding service.

What the service did well

The childminder provided a warm, nurturing and fun environment for the children. The childminder was kind and caring which clearly contributed to the children feeling safe and loved whilst in her care.

What the service could do better

The childminder needs to review a range of policies and procedures to bring them in line with good practice. Consideration should be given to sourcing training to help keep relevant skills and knowledge current.

Registration documents and personal plans need to be in place for the children being cared for. Risk assessments need to be reviewed.

Insurance cover needs to be in place and a current registration certificate displayed.

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	2 - Weak

Quality of care and support

Findings from the inspection

The childminder was providing a very good quality of care and support.

On the day we visited we could see that the children were happy and settled. The childminder was responsive to their needs, with the care provided being both nurturing and fun.

The children were supported to achieve their potential by engaging in a range of quality learning experiences. The activities and resources were appropriate to the age and stage of the children which we could see gave them a lot of satisfaction as they achieved their desired outcome.

The childminder took time to listen to the children and had a very good sense of their individual needs. She was encouraging and patient which helped the children feel good about their achievements and gave them confidence to try new things. Children were given opportunities to learn more about the things that interested them. They were involved in planning their own activities and took part in meaningful discussion which informed the routine of the day and the activities that they engaged in.

The children played outdoors every day, either in the enclosed back garden or through regular trips to the park. This along with local walks meant the children benefited from lots of fresh air and exercise. On the day we visited the childminder told us the children were looking forward to a trip to the park and had spoken to them about the importance of keeping safe in the sun by the using sunscreen and wearing a protective hat.

During our visit the children enjoyed an early morning snack of fresh fruit.

The childminder gave a satisfactory account of what she would do if she had any concerns a child was at risk of harm.

Although we were not able to speak with parents the childminder told us she had a very good relationship with them and had cared for some of the children since they were babies and were now at school.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The premises were safe, hygienic, smoke free, clean and tidy for the children. There was plenty of natural light and the resources were varied, clean and of a good standard. During our visit a delivery of new toys arrived which the children took great delight in opening to discover it was a tool box which they had chosen. We could see the children were interested in and enjoyed the toys, games and outdoor equipment.

The childminder had good infection control processes in place. These included effective hand washing with the children telling us when and why they washed their hands.

Appropriate systems were in place for recording accidents and incidents and the way in which this was shared with parents.

The childminder told us she carried out visual risk assessments each day before the children arrived. We discussed with the childminder the need to keep risk assessments up to date and relevant for the age and stage of the children being cared for. The childminder should include within the risk assessments how she prevents access to areas not used by the children within the home. See recommendation 1

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should complete written risk assessments to show what arrangements are in place to ensure the safety of the environment both indoors and outdoors.

This is to ensure the environment is consistent with the Health and Social Care Standards 5.17 which states: My environment is secure and safe.

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had completed an annual return as requested by the Care Inspectorate. This provided us with up to date information on the service.

On the day we visited, the childminder was unable to provide us with evidence to support that current public liability and car insurance was in place. We have requested that the childminder forward the insurance certificates onto us. At the point of writing this report we were not in receipt of them. We also saw that the registration certificate kept by the childminder was not current and not displayed. See requirement 1

There were no personal plans in place for each of the children being cared for. The childminder explained that some of the paperwork had been mislaid. See requirement 2

There were no registration documents for one children being cared for. The childminder explained she understood what information should be kept and that this was an oversight. See requirement 3

The childminder had not participated in relevant training for some years. This meant that her knowledge was not being kept sufficiently up to date. We discussed with the childminder in the first instance the benefits of completing child protection training and updating her first aid certificate. See recommendation 1

The childminder had a range of policies and procedures to support her practice. Some of these needed to be updated as they did not contain the necessary information. These included the child protection policy which did not have the social work and police contact details. The complaint's procedure did not note the current contact details for the Care Inspectorate and the required timescale for resolution. The childminder should review safe sleeping arrangements and the appropriate use of buggies when children are sleeping. See recommendation 2

Requirements

Number of requirements: 3

1. By the 5 August 2019 in order to ensure the health, welfare and safety of the children, the childminder must provide evidence to support both public liability insurance and car insurance is in place and displayed alongside a current registration certificate.

This is in order to comply with SSI 2011/210, Regulation 4 - a requirement in relation to welfare of users.

2. By the 5 August 2019 in order to set out how the children's health, welfare and safety needs are to be met the childminder must put in place a personal plan for each child.

The plan must be made accessible to parents and reviewed with them at least every six months.

This is an order to comply with SSI 2011/210, Regulation 5 - a requirement in relation to personal plans.

3. By the 5 August 2019 in order to ensure the health, welfare and safety of the children, the childminder must keep registration documents which record; the name, address, date of birth, date a child started using the service, details of their next of kin, their name, address, telephone number, email address and their relationship to the child. The name and address of the general practitioner.

This is an order to comply with SSI 2011/210, Regulation 4 - a requirement in relation to welfare of users.

Recommendations

Number of recommendations: 2

1. The childminder should arrange relevant training.

This is to help ensure you keep up to date with good practice.

Health and Social Care Standards 3.14 - 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.

2. The childminder should review and update policies to make sure they are current and in line with good practice. The self assessment which illustrates examples of the quality of the service and areas for improvement should be completed and submitted to the Care Inspectorate as requested.

This is to ensure policies and procedures are current, in line with good practice and are consistent with the Health and Social Care Standards 4.19 and 4.20 which states: I benefit from a culture of continuous improvement and I know how and can be helped to make a complaint or raise a concern about my care and support.

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

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								
23 Jul 2015	Unannounced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	Not assessed									
Management and leadership	5 - Very good									
26 Jul 2011	Announced (short notice)	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
16 Jul 2009	Announced	<table border="0"> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	Not assessed
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12 Jun 2008	Announced	<table border="0"> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	4 - Good	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	4 - Good									
Management and leadership	4 - Good									

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