

Mulvey, Kelly Ann Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 18 July 2019

Service provided by:
Mulvey, Kelly Ann

Service provider number:
SP2014985641

Care service number:
CS2014323467

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 registered with the Care Inspectorate on 7 August 2014.

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.

The childminder provides her service from her home in the town of Stevenston in North Ayrshire. She can care for up to six children at any one time under the age of sixteen years of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. Numbers are inclusive of children of the childminder's family.

Additional conditions of registration are as follows:

- Minded children cannot be cared for by persons other than those named on the certificate
- Overnight care will not be provided.

At the time of this inspection she was providing her service to four minded children at various times.

What we did during our inspection

We wrote this report following an announced (short notice) inspection which took place on 18 July 2019.

We sent the childminder three questionnaires to give to parents/carers using her service. Two were returned prior to this inspection.

During the inspection process we gathered evidence from various sources including:

- Children's information
- Medication policy/procedure/recording
- Child protection policy & procedure
- Parental permissions
- Accident/incident recording facilities

- Infection control procedures
- Premises risk assessment
- Photographs
- Policies/procedures
- Parent questionnaires
- Registration certificate.

We spoke with the childminder and the minded children present and observed interactions between them.

We also looked at some toys and the general environment.

Views of people using the service

Two minded children were being cared for during our visit. They were happy to chat with us and showed us what they had made out of Lego bricks and pictures they had created. The childminder readily catered for their needs throughout the morning.

Two parents/carers completed and returned our Care Standards questionnaires giving us their views of the service provided. Both indicated they were very happy with the quality of care their children received, telling us, "My child loves coming home and telling me all about his day" and "Kelly provides a 'home to home' experience to my children".

Additional comments can be found within this report.

Self assessment

The childminder had not updated her self assessment since 2015. We discussed the benefits of completing this document as part of her quality assurance process in identifying what she thought she did well and any areas for improvement to take forward. She advised of issues she had with our eforms system when trying to complete documents and we asked her to contact our helpline for advice.

What the service did well

The childminder provides a warm, homely environment and is knowledgeable about the children in her care.

She promotes healthy lifestyles and makes good use of community resources to provide the children with fresh air and exercise.

She offers a range of age appropriate resources within her home.

What the service could do better

To assist in improving outcomes for the children the childminder should take account of the recommendations and suggestions for improvement made within this report.

She should ensure appropriate public liability is in place at all times.

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 provided good opportunities for parents to be included and kept up to date. She exchanged information verbally on a daily basis which was confirmed by parents. Text messages and private Facebook posts were also used to communicate and provide parents with opportunities to provide feedback.

The childminder knew the children in her care well and their individual needs and preferences. She worked alongside parents to ensure continuity of care and support and parents indicated positively that the childminder regularly involved them in reviewing the information she held on their children. We discussed using the information she held and knowledge of the children in her care to develop individual personal plans as per the recommendation made at the previous inspection (see recommendation 1). We also discussed ensuring that 'information on the minded child' forms were completed for the current children in her care.

She promoted healthy lifestyles, providing the children with varied choices of food and drinks and regular access to outdoor play and activities. Medication recording and permission paperwork was available should the need arise.

Age appropriate toys/games and other resources were available for the children to choose from. The children present during our visit enjoyed making pictures, dressing up and playing games. To enhance their experiences the childminder provided the children with opportunities to explore the local community with visits to the beach, play parks and feeding the swans.

The childminder promoted positive behaviour and liaised with parents to provide continuity with strategies in use. She operated a child protection policy and was aware of the procedures to follow should any concerns arise. We discussed updating her knowledge and understanding with regards to child protection issues as per the recommendation made at the previous inspection (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To meet the requirements of Regulation the childminder should develop personal plans for each of the children in her care and review these at least six monthly or sooner if required.

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 care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (1.15)

2. The childminder should update her knowledge and understanding with regards to child protection issues. This could be achieved by attending relevant training externally or accessing the North Ayrshire Child Protection Committee on-line pack.

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

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder provided the children with a safe, hygienic and welcoming homely environment. The children had access to the lounge/dining room, kitchen and upstairs toilet facilities. Parents told us the she "has a very welcoming child-friendly home".

She had carried out a risk assessment of her premises and had safety precautions in place including catches on kitchen cupboards and blind cords out of children's reach to reduce the risk of harm and keep children safe. We discussed including her garden area and specific activities/venues outwith her home in her risk assessments as per the recommendation made at the previous inspection (see recommendation 1).

The garden area was fully enclosed and secure and she made good use of resources in the community to enhance the children's outdoor experiences and provide them with regular fresh air and energetic play.

Resources were conveniently stored on shelving with easy access for the children to independently make their own choices. Parents told us there was "a wide range/maintained toys and equipment" and "materials to accommodate many children of different ages".

Recording facilities were available, should the need arise, for any accidents/incidents which may occur whilst the children are in her care. We discussed updating her first aid training to refresh herself with any changes in current practice (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should include her garden area in her premises risk assessment and also risk assess specific activities/venues such as swimming, visits to the beach etc.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "My environment is secure and safe" (5.17)

2. The childminder should update her first aid training.

This is to ensure that care and support is consistent with the 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" (3.14)

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was aware of our website and we suggested she access our on-line Hub, which is a good practice sharing forum, to help keep her updated with good practice and any changes in legislation. We provided her with copies of the most recent guidance documents and asked that she familiarise herself with them.

Parents felt that they and their children were involved in making changes/improvements to the service through "various conversations" and being "asked on a regular basis". The childminder had developed questionnaires for parents to provide her with more formal feedback and was due to issue these to help her develop her service.

Parents were aware they could contact us should they have any concerns/complaints about the service but told us they would "speak to Kelly directly about any concerns". This told us that open, trusting relationships had been built up between the childminder and the families using her service.

We discussed data protection and the need for the childminder to access the Information Commissioners Office website with regards to registration and her responsibilities under the General Data Protection Regulation. She agreed to do this.

The childminder had not attended training for some time. Along with updating her knowledge and understanding on subjects detailed in Quality of Care and Support and Quality of Environment she should access any training relevant to her role in providing positive outcomes for the children in her care (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should progress her own professional development by accessing training relevant to her role in providing positive outcomes for the children using her service.

This is to ensure that care and support is consistent with the 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" (3.14)

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

To meet the requirements of Regulation the childminder should ensure personal plans are developed for each of the children in her care. Examples provided will assist her in achieving this. These plans should be reviewed at least six monthly or sooner if required.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6: Support and development.

This recommendation was made on 14 September 2015.

Action taken on previous recommendation

This recommendation is carried forward in this inspection. See Quality of Care and Support.

Recommendation 2

Written consent to administer medication to the children should be sought from parents at all times.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 3: Health and well-being.

This recommendation was made on 14 September 2015.

Action taken on previous recommendation

Consent was included in the forms available for use should the need arise.

This recommendation is met.

Recommendation 3

Ms Mulvey should attend available child protection training to keep her up to date on this subject.

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

This recommendation was made on 14 September 2015.

Action taken on previous recommendation

This recommendation is carried forward in this inspection. See Quality of Care and Support.

Recommendation 4

The childminder should include her garden area in her premises risk assessment and risk assess specific activities/outings/activities such as swimming, visits to parks, soft play, etc.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2: A safe environment.

This recommendation was made on 14 September 2015.

Action taken on previous recommendation

This recommendation is carried forward in this inspection. See Quality of Environment.

Recommendation 5

The childminder should continue to develop methods of involving parents and children in assessing the service she provides and suggesting areas for improvement.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 13: Improving the service.

This recommendation was made on 14 September 2015.

Action taken on previous recommendation

The childminder had developed questionnaires and was due to issue them to parents to gain their feedback on the service she provides.

This recommendation is met.

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	
12 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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