

Stewart, Andrea

Child Minding

Type of inspection: Unannounced
Inspection completed on: 16 July 2019

Service provided by:
Stewart, Andrea

Service provider number:
SP2004915815

Care service number:
CS2004059176

Introduction

Andrea Stewart has been operating since April 2004 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011. She provides a day care of children service for 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 children of the childminder's family.

The service is provided from a terraced property in the Aberdeen suburb of Kincorth. The childminder's home is close to local schools, parks and amenities. Children have access to the living room, upstairs bathroom and garden, which is situated to the rear of the property.

The aims of the service included:

- * ensure that a variety of activities are organised for each day with great care being taken whilst carrying out each activity and to ensure that the age of the child I am taking care of is taken into consideration whilst doing so.
- * I hope to continue the care and stability each child should have in their own home.

The Care Inspectorate 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.

What we did during our inspection

We wrote this report following an unannounced inspection carried out by one inspector. The inspection took place on 16th July 2019 between 09:30 and 14:00. During the inspection we observed the childminder working with the children present and evaluated the quality of care, environment and management and leadership. We looked at relevant documents including personal plans.

Views of people using the service

There were seven children present at the time of the inspection. The ages of children varied from one year to nine years old. We observed the children and saw that at times younger children were not fully engaged in play. Older children were busy playing together on the new games console that had recently been purchased. Children got on well together and formed friendships and could go to the childminder if they had any comments or needed support.

We talked to children about their experiences during their play. They told us about some of their favourite activities to do and places to visit. This included playing on the trampoline, using the games console and visiting local parks.

No parents returned completed questionnaires to us before the inspection. We spoke to two parents by telephone who told us they had not received a questionnaire. We spoke to another carer when they came to collect their child. All told us that they were happy with the over all service provided.

Parents told us that:

- they felt happy to go to work and not worry about their child knowing that they were happy and safe.
- they were happy with the communication methods used by the childminder and received daily mini updates, phone calls, face time and whats app messages.
- they were happy that the childminder knew their children well as individuals and felt they could go to the childminder with any changes or concerns.
- that they had not been formally asked their opinions on how the service was run however all agreed that they could go to the childminder with suggestions if they wanted to.

Self assessment

Every year we ask childminder care services to complete a self-assessment telling us on how their services performing. We check to make sure this is accurate. The childminder had not completed a recent self-assessment.

What the service did well

Overall children were happy in the childminder's home. The childminder had built good relationships with children and families. Parents were very happy with the service and the support the childminder provided them

What the service could do better

The childminder should adhere to her conditions of registration. The childminder should update training and her professional development to ensure she is up-to-date with relevant best practice. She should ensure that records for the service including but not exclusive to registers, personal plans and policies meet the standards expected, are up-to-date and are meaningful to the care of the children. The childminder should consider developing her environment, including the range of resources both indoors and out. She should also continue to develop different methods of engaging with parents and children in order to evaluate and improve her service.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

The quality of care and support provided by Andrea Stewart was adequate. Key areas of performance need to improve to ensure positive outcomes for children.

During discussions the childminder demonstrated her knowledge of the different personalities and traits of each child. She had cared for some of the children over many years and had built positive relationships with both the

children and their families. Settling in sessions helped the childminder get to know new children before they started.

Through enrolment forms information was gathered about children's needs, likes and dislikes. This information formed the child's personal plan, however these were not always updated and held only basic information. This meant that personal plans did not effectively meet the needs of the children. Referring to the 'SHANARRI' well-being indicators when recording children's health and well-being needs would help her track and plan for their changing needs and support them to achieve. A previous recommendation had been placed that the childminder should record details of the health visitor for children. This was still not in place. **(see recommendation 1)**

The childminder did not have up-to-date training in child protection or GIRFEC however she had a basic knowledge which supported her in keeping children safe. During a previous inspection we raised the need to introduce chronologies for children. This had not yet been actioned. Using chronologies will assist her in assessing children's well-being needs whilst supporting her to provide the correct support at the right time. **(see recommendation 2)**

The children received a healthy snack and lunch which they ate picnic style sitting on a throw on the floor. The childminder explained that the dining table was no longer in use due to the area being too cluttered. Very diluted juice was offered at the time of the inspection. This had been raised previously with the childminder. We discussed the importance of providing healthy drinking options such as milk and water to support children's health. The childminder should look at best practice guidance to ensure she offers healthy drink options as well as developing good eating habits. **(See recommendation 3)**

The childminder gained children's views by asking them what they wanted to do. Children told us they enjoyed going to the park, playing on the trampoline, going on trips and playing video games, however there was no effective planning to support children's learning and development needs. A mind map or a list of what children would like to do and how this supports their learning would support this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should ensure that personal plans are effective in meeting the health and wellbeing needs of the children. These should:

- * hold up to date information on children's needs wishes and choices and how these will be met
- * include health visitor details for children not yet attending primary one.
- * be reviewed with parents (and children when appropriate) at least every six months or sooner when required.

This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child 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. To ensure the ongoing safety of children and to ensure their well-being needs are met the childminder should understand the importance of and implement effective chronologies.

This ensures care and support is consistent with the Health and Social Care Standards, which state that as a

child I am protected from harm because people are alert and respond to signs of significant deterioration in my health and well-being, that I may be unhappy or may be at risk of harm. (HSCS 3.21)

Good practice guidance can be found here:

http://www.careinspectorate.com/images/documents/3670/Practice_guide_to_chronologies_2017.pdf

<https://hub.careinspectorate.com/media/1280/national-guidance-for-child-protection-in-scotland-2014.pdf>

<https://hub.careinspectorate.com/media/1432/a-guide-to-getting-it-right-for-every-child.pdf>

3. In order to ensure children have healthy drink options and develop good eating habits in line with best practice guidance the childminder should:

- * take positive actions with children to reduce the intake of diluting juice trying to restrict this to meal times only
- * review dining arrangements to encourage the use of a dining table at meal times when available

This ensures that care and support is consistent with the Health and Social Care Standards, which states that as a child I can drink freshwater at all times (HSCS 1.39) and I experience high quality care and support based on relevant evidence, guidance build best practice. (HSCS 4.11)

Good practice guidance can be found here:

<https://www.nhsinform.scot/campaigns/think2drink-h2o>

<https://www.hps.scot.nhs.uk/web-resources-container/children-s-think2drinkh2o-hydration-campaign-materials/>

<https://hub.careinspectorate.com/media/1615/setting-the-table-nutritional-guidance-and-standards-for-childcare.pdf>

<https://hub.careinspectorate.com/media/3241/food-matters-nurturing-happy-healthy-children.pdf>

<https://hub.careinspectorate.com/media/1507/fun-foods-first-an-easy-guide-to-introducing-solid-foods.pdf>

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The quality of environment provided was adequate.

The environment for children was tired and cluttered. The childminder spoke about plans to redecorate.

We observed that children were relaxed and confident using the space. Children of all ages mixed together playing in the living room. However, we observed times when some children needed a quiet place to themselves using corners in the hall or stairs to spend time alone. For some children in the care of the childminder a safe

quiet space was important in meeting their needs. The childminder should look at ways of organising the space for children in a less cluttered way to provide quiet space when needed.

Toys were stored in a large toy box that children could access. However, resources were limited and consisted mostly of one purpose toys and games. Very few opportunities existed for children to be creative or imaginative. A previous recommendation to incorporate open-ended, natural resources and a wide range of activities had not been met. These resources would help promote children's natural curiosity and inquiry skills and support their creativity. **(see recommendation 1)**

The rear garden housed a large trampoline that children could use. This however restricted play space and variety for the children. During the last inspection it was noted that the childminder was considering removing this in order to create more room for children outdoors. We agreed this would be beneficial in providing a range of outdoor experiences for the children. This had not been taken forward and the childminder was still considering this. **(see recommendation 1)**

Parents and children told us that they visited a local parks after school or go on outings during the school holidays. During our inspection children went to the local park and were able to tell us how to walk there and about the local area. We found this good practice provided children with opportunities for fresh air and exercise.

Children were encouraged to wash hands before eating and after using the toilet, which minimised the risk of infection. The childminder washed her hands before preparing food, supporting children's health needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support their learning and development and to promote children's curiosity, inquiry and creativity the childminder should:

- * provide more open-ended, natural resources for children to explore in their play
- * ensure that children have access to a wide range of activities and experiences both indoors and out

This ensures care and support is consistent with the Health and Social Care Standards, which state that 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 materials. (HSCS 1.31)

Good practice guidance can be found here:

<https://hub.careinspectorate.com/media/1289/out-to-play-creating-outdoor-play-experiences-for-children-practical-guidance.pdf>

<https://hub.careinspectorate.com/media/1258/loose-parts-play-toolkit.pdf>

<https://hub.careinspectorate.com/media/1557/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can.pdf>

<https://hub.careinspectorate.com/media/1459/building-the-ambition-national-practice-guidance-on-early.pdf>

Grade: 3 – adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership in the service was weak and significant improvement was needed to ensure positive outcomes for children.

On the day of inspection, the child minder was in breach of her registration conditions, as she was caring for too many children. She must ensure she adheres to her conditions at all times to ensure safety of the children in her care. Caring for more children than registered for poses a serious risk to the children's safety. The childminder did not show understanding of these risks and did not take action to reduce the numbers of children immediately.

(See requirement 1)

The childminder had not undertaken any professional training in the last few years. Core training such as food hygiene, first aid, child protection and getting it right for every child had not been updated. A previous requirement in relation to food hygiene training had not been met. **(See requirement 2)**

The childminder had not improved the service for children. No action plan had been returned following previous inspections, no self-assessment had been carried out for some time and the childminder had not addressed any recommendations and requirement that had been made during the previous inspection. **(see recommendation 1)**

The childminder has access to training courses, publications and resources through Scottish Childminding Association (SCMA) and the Care Inspectorate hub however she had not been using these to increase her knowledge to improve the experiences and outcomes for children and inform her practice as a childminder. **(see recommendation 2)**

The childminder communicated with parents via daily discussions and online communication apps. This encouraged their involvement in their child's day. However the childminder did not formally gain parents and children's views to help her to evaluate and improve her service. Reviewing practice supports progression and positive outcomes for children.

Good practice guidance can be found here:

http://www.careinspectorate.com/images/documents/News/Child_Led_Participation_Guide.pdf

Up-to-date policies were not available to view during inspection. This meant that they were not readily available for the children minder to access to support her in the care of children or for parents to view. A previous suggestion that the childminder develop a medication policy in line with current guidance to support children's ongoing health needs had not been actioned. We also recommended that the childminder implement a safe use of trampoline policy. **(see recommendation 3)**

Requirements

Number of requirements: 2

1. In order to ensure that children receive high quality care and support the childminder must by 30 August 2019 demonstrate compliance with the maximum number of children as set out in the Conditions of Registration which include her own children.

This is in order to ensure care and support is consistent with the Health and Social Care Standard which state that as a child I use a service and organisation that are well led and managed.' (HSCS 4.23)

It is also necessary to comply with The Public Services Reform (Scotland) Act 2010, Section 74(d)(i) under which Conditions are imposed that limit the number of children for whom a person may act as a childminder.

2. To ensure positive outcomes for children and the development of her knowledge, skills and service, the childminder should source and access training, including food hygiene, first aid, child protection and getting it right for every child by 31 December 2019.

This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child 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)

It is also necessary to comply with Regulation 15 (b) (i) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

Recommendations

Number of recommendations: 3

1. In order to support the childminder to progress the service and ensure positive experiences and outcomes for children the childminder should create and submit to the care inspectorate effective action plans and self-assessments that support her to meet any requirements and recommendation set.

This ensures care and support is consistent with the Health and Social Care Standards, which state that as a child I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes. (HSCS 4.19)

2. To support positive outcomes for children in her care the childminder should develop her skills and knowledge of best practice guidance. She should use this to identify and improve areas of her service to ensure the needs and potential of each child is met.

This ensures that care and support is consistent with the Health and Social Care Standards, which states that as a child 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)

Good practice guidance can be found here:

<https://hub.careinspectorate.com/media/1210/health-and-social-care-standards.pdf>

<https://hub.careinspectorate.com/media/3362/how-to-use-the-hub-march-2019.pdf>

<https://hub.careinspectorate.com/resources/children-and-young-people/>
<http://www.childmindingjourney.scot/>

<https://hub.careinspectorate.com/media/1555/my-childminding-experience.pdf>

3. In order to support the childminder in her practice and to ensure the safety and well-being of children she should ensure policies and procedures are up-to-date and accessible when needed. Policies for administering medication to children and safe use of a trampoline should be added.

This ensures that care and support is consistent with the Health and Social Care Standards, which states that as a child I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

Grade: 2 - weak

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

To ensure positive outcomes for children and the development of her knowledge, skills and service, the childminder should source and access training, including food hygiene by 25 October 2018.

This ensures 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." (HSCS 3.14)

It also complies with Regulation 15 (b) (i) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011

This requirement was made on 19 July 2018.

Action taken on previous requirement

The childminder had booked on but did not attend food hygiene training. In addition the childminder did not hold up to date core training such as child protection, GIRFEC and first aid. This requirement has been brought forward and expanded.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

In order to meet children's health and wellbeing needs, the childminder should ensure that she has relevant information within children's care plans, including health visitor details.

This ensures care and support is consistent with the Health and Social Care Standards, 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)

This recommendation was made on 19 July 2018.

Action taken on previous recommendation

The childminder presented a blank enrolment form template via email after the inspection which included space for health visitor details however these were not in use for any of the children currently attending the service.

Not met

Recommendation 2

The childminder should ensure that children have access to a wide range of activities and experiences in order to support their learning and development.

This ensures care and support is consistent with the Health and Social Care Standards, which state that "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 materials." (HSCS 1.31)

This recommendation was made on 19 July 2018.

Action taken on previous recommendation

Children did not have access to a wide range of resources that included open-ended and natural materials.

Not 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 Jun 2018	Unannounced	<div>Care and support4 - Good</div> <div>Environment3 - Adequate</div> <div>StaffingNot assessed</div> <div>Management and leadership3 - Adequate</div>
15 Jun 2017	Unannounced	Care and support4 - Good

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate
26 Jan 2017	Unannounced	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate Not assessed 2 - Weak
30 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
22 Mar 2013	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
11 Jan 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
18 Feb 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
12 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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