

Small, Susan Child Minding

Type of inspection: Unannounced
Inspection completed on: 10 July 2019

Service provided by:

Service provider number:
SP2004938253

Care service number:
CS2005093427

Introduction

Susan Small has been registered since 2005. Current registration is to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of who no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. Overnight care is not provided. Parts of the premises not to be used are the front garden and main bedroom.

The service is provided from the childminder's home within a residential area of Stonehaven close to local primary schools, shops, parks and other amenities. The areas to provide the service were the kitchen/diner, dedicated playroom and downstairs bathroom. Children had access to an enclosed rear garden.

The aims and objectives of the service include:

- To provide a safe, warm, child friendly and fun environment where children are well cared for.
- To be flexible with times to meet the needs of parents.
- To provide a wide range of toys and activities.

What we did during our inspection

We wrote this report following an unannounced inspection carried out by an inspector. The inspection took place on 10 July 2019 between 09:40 and 15:00. Feedback was given to the childminder during and at the end of the inspection. During the inspection we spoke to the childminder and the three children present and evaluated the quality of care, environment and management and leadership. We looked at relevant documents and records including children's records, care plans, and relevant policies.

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 parents to work with the 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. These are also referred to as the SHANARRI wellbeing indicators.

Views of people using the service

There were three children present during the inspection. Children were happy, confident and settled and told us they enjoyed coming to the childminder.

Three parents returned questionnaires to us. The responses from these demonstrated that they were happy with the quality of care their child received. Comments included:

"Susan is a fantastic childminder – the kids feel 100% comfortable with her and she knows them exceptionally well and deals with their needs/behaviours fantastically."

"My son loves going to Susan's. She creates a loving, friendly environment between her and all the children."

"Susan takes the children outside everyday which my son absolutely loves. They go to the park, woods or beach in all weathers."

Self assessment

The Care Inspectorate received a fully completed, self assessment from the childminder. The childminder identified what they thought the service did well. The childminder told us how the people who used the service took part in the self assessment process and how their feedback directed the development of their plans for improving the service.

What the service did well

The children were being cared for in a nurturing home from home environment by a childminder who knew them well. Minded children present were happy in the childminder's care. Use of the local community enhanced children's play experiences.

What the service could do better

A better awareness of best practice guidance and increasing her skills and knowledge would help the childminder to promote the health and wellbeing of children in her care.

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	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder had built warm and trusting relationships with the children in her care which supported them to feel relaxed and comfortable. She was positive and nurturing and responsive to children requiring comfort. This supported children to be confident and feel secure.

The childminder knew the children in her care well and confidently discussed children's individual personalities, likes/dislikes and preferences. There were some opportunities for children to make their own choices when they were asked which local park they would like to go to during our visit. This supported children to feel respected and included.

Parents provided lunch and most snacks for their children. These were on the main healthy. However, sweet cakes were offered to children on our visit. This did not support children to be healthy. The childminder stated that options such as this were limited. Children were not encouraged to help prepare snack or meals which resulted in missed opportunities for them to develop their independence. Children sat apart at different tables. We discussed with the childminder how mealtimes could be improved to provide more opportunities for language development and discussions about healthy eating choices to support children to be healthy. The following links may be useful in supporting the childminder with this:

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

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

Children played freely throughout the morning and developed their imagination through opportunities to play with building bricks. One child said, "I'm just building a big flower and a tower." Another created a flower with rain and the sun using the bricks. There was some opportunity for children to develop their skills in imaginative play and investigation as they played with play dough. We suggested to the childminder to look at developing further opportunities for children to develop their interests in creative activities. The following link may be useful in supporting the childminder with this:

<https://hub.careinspectorate.com/media/1572/our-creative-journey.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The childminder's house provided a safe, warm and homely environment which contributed to children being happy and confident. The children had adequate space to meet their needs and they could access a playroom, bathroom, kitchen/diner and enclosed back garden. The playroom contained some toys and comfortable soft furnishing for children to relax. Toys were stored in a large cupboard which the children could not open by themselves. We discussed with the childminder how children would benefit from being able access toys and resources independently.

We found that the range of toys and resources available were at times not challenging enough for the children present. We suggested the childminder look at developing the activities and resources to make them more interesting, engaging and age and stage appropriate. This will help children develop skills in investigation and problem solving through a balance of organised and freely chosen play. **(See recommendation 1)**

Children had opportunities for outdoor play and accessed the childminder's back garden and the park. This gave them opportunities to be involved in risky play. There were also opportunities to explore the local environment which supported them to be active and healthy. The childminder told us about going to the shops, the library and a weekly childminding group in a local hall. The children told us how they like going on walks on the beach or in the woods with the childminder's dogs and visits to local parks.

Nappy changing was completed without the use of appropriate personal protective equipment (PPE) which increased the risk of cross infection and therefore did not support children's health. This procedure was also done in the hall which meant there were issues of privacy and dignity for children. Children did not always wash

their hands before eating and after coming in from playing outside. This presented infection control issues putting children's health at risk. **(See recommendation 2)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support children to achieve their full potential, the childminder should develop the range of activities and experiences to include more open-ended resources and developmentally challenging experiences to enable children to develop skills in problem solving, imagination and curiosity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'As a child, I can direct my own play and activities in the way that I choose and freely access a wide range of experiences and resources suitable for my age and stage.' (HSCS 2.27)

2. To protect children from the risk and spread of infection, the childminder should ensure they follow the infection control best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

The following link may support the childminder with this:

<https://hub.careinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf>

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

At the last inspection a recommendation had been made that all children should have care plans in place to ensure health and wellbeing needs are met. Although a start had been made not all children's personal plans included sufficient information and were not being updated regularly enough to ensure information was correct. Personal plans should be reviewed to ensure information that was being recorded was in line with legislation. Developing a calendar of management tasks may help the childminder to improve efficiency. **(See recommendation 1)**

The childminder had core training in place including first aid and child protection. Children were supported to be safe from the childminder's improved knowledge about child protection. She was clear on the signs and symptoms of abuse and the importance of keeping records of any significant information. However, the childminder had not accessed any additional training or development opportunities to develop her skills and knowledge to support minded children to achieve their full potential.

The childminder was not keeping up-to-date with best practice guidance such as 'Loose Parts Toolkit', 'My World Outdoors' and 'My Childminding experience'. This meant they were not continually developing and improving their practice. We discussed the best practice guidance for childminders which is available on our website <https://hub.careinspectorate.com/> which would support the development of the service. The childminder was in the early stages of reviewing her service using feedback from parent questionnaire's. Responses from parents were positive which made it hard for the childminder to make improvements. We suggested the childminder could introduce questionnaires to children to help gain feedback on her service. We also discussed ways in which using best practice documents would help to further reflect against and evaluate the service in a meaningful way. **(See recommendation 2)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure each child receives appropriate care and support and their needs are met, the childminder should:

- a. Develop and implement personal plans for all children that reflect their current needs and provide clear guidance on how they will meet each child's needs.
- b. Review the personal plans every six months to ensure information is still effectively meeting each child's needs.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My care and support meets my needs and is right for me.' (HSCS 1.19) and 'I use a service and organisation that are well led and managed.' (HSCS 4.23)

2. To ensure children receive high quality early learning and childcare and their individual needs are met, the provider should:

- a. Develop their skills and knowledge to achieve positive outcomes for children.
- b. Promote a culture of continuous improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11)

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

The childminder should ensure that she records any medical needs children may have and uses this information to form a care plan to ensure children's health and wellbeing needs are met. Information on children's records should be updated as necessary and at least every six months.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27)

This recommendation was made on 5 November 2018.

Action taken on previous recommendation

The childminder had reviewed some children's plans but not all consistently. Some children's personal plans still did not include enough information to ensure children's wellbeing needs were being met.

This recommendation has not been met.

Recommendation 2

The childminder should increase her knowledge of current guidance and best practice. She should then use this to evaluate her service and ensure that improvements are made which support positive outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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)

This recommendation was made on 5 November 2018.

Action taken on previous recommendation

The childminder had not yet accessed current guidance and best practice documents.
The recommendation has not been 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
27 Sep 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
7 Aug 2018	Re-grade	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership Not assessed
2 Mar 2016	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
8 Dec 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
10 Nov 2009	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed

Date	Type	Gradings	
5 Sep 2008		Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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