

## Welsh, Catherine Child Minding

Type of inspection: Unannounced  
Inspection completed on: 22 July 2019

**Service provided by:**  
Welsh, Catherine

**Service provider number:**  
SP2006959810

**Care service number:**  
CS2006125862

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

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.

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

Catherine Welsh provides her service from her home in Drybridge, North Ayrshire. The family home is a detached house with an enclosed back garden space. 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 12, 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The childminder's current certificate includes out of date information on condition 1. Shortly after inspection, the childminder submitted a variation to have this removed. A new certificate will be issued with the above condition only.

At the time of this inspection, the childminder provided a flexible service to nine minded children. Six minded children were present during our inspection.

A full statement of the childminder's aims and objectives were available. These included the following aim: To provide a flexible service.

## What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 22 July 2019 between the hours of 10:30 and 14:00. We provided the childminder with feedback on the day of the inspection.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com).

During this inspection process, we looked around the areas of the childminder's home used by the minded children, and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- The children present

We looked at:

- Children's information records
- Children's personal plans
- Photographs of children
- Service policies and procedures
- Risk Assessments
- Parental permissions
- Accident recording format
- Registration certificate
- Insurance certificates
- Medication records
- Environmental health certificate
- Resources and toys available
- Training records and certificates
- ICO registration certificate
- Feedback questionnaires completed by children and parents.

## Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to the inspection, we received three completed questionnaires. All parents strongly agreed, that they were happy with the quality of care the childminder provided. Some of the comments they made included:

'Catherine chats to us daily about how our child has been, what my child has been doing. She also asks us to regularly complete and update forms on all aspects relevant to the care of our child. Catherine pays great attention to our comments and provides a first class childminding service'.

'The childminder involves me in reviewing information when updating forms and paperwork'.

'Catherine's house is spotlessly clean, the toys and play areas are very well maintained, indoors and outdoors'.

'The children have a variety of indoor and outdoor activities that they enjoy'.

'Different activities and new places to visit are often in the routine'.

'The childminder takes my child to the park, library visits and on nature walks'.

'Catherine is a great childminder she always takes excellent care of my child. I trust her completely and I know my child is safe and secure in her care. She has a wonderful secure family unit and my child loves spending time with her and all the other children'.

'Catherine is a wonderful childminder who provides a first class service. I would have no hesitation in recommending her to any other parents and am confident that she provides great support and care for my daughter'.

## Self assessment

The childminder had completed a detailed self-assessment prior to this inspection. Areas of strengths were identified as well as some areas for improvement.

## What the service did well

The childminder's home was a calm and welcoming environment for children to relax and play.

The childminder had established very good relationships with children and families and was communicating effectively with parents, enabling her to meet children's needs.

## What the service could do better

The childminder should comply with her conditions of registration at all times.

The childminder should continue to access training and self learning to support her ongoing practice as a childminder.

## 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 had established very good relationships with children and families and communicated well with parents, through verbal feedback, questionnaires and photographs. On questionnaires returned from parents, comments included 'I always have regular communication with Catherine. We complete relevant forms and verbally communicate any changes or development with our child. Catherine always takes on board and acts upon this'.

We sampled evidence where home routine information was valued and used to support consistency in children's care. We found the childminder was effectively using information gathered to support her in planning children's care and support.

The childminder had recorded personal plans for all children, with some identified next steps. This was supporting her to provide appropriate activities and support to meet children's needs. Significant changes were recorded and updated. Progression in children's learning and development was evident and shared with parents annually. We asked the childminder to review personal plans at a minimum of every six months. This will ensure that plans remain fully reflective of children's ongoing needs. The childminder should ensure she clearly outlines how she will meet children's needs within all plans.

During inspection, the childminder demonstrated that she knew the children in her care well, responding to their varying needs. The childminder was caring in her approach, providing children with encouragement, comfort and reassurance at the appropriate times. The children present were happy and relaxed for the duration of our visit. The children interacted well together as they played.

The childminder regularly offered activities that promoted children's physical wellbeing. This included daily walks and visits to the local play park and football park. The children told us they 'loved to go to the football park'.

We looked at the systems in place to ensure safe administration of medication. We found that while the childminder's policy mostly reflected best practice guidance, recording formats used did not. We asked the childminder to update formats, to include a record when first dose is administered by the parent, the date when medication is returned to parent and to ensure that all consent is time limited.

The childminder had attended child protection training after the last inspection and developed a policy to share with parents. The childminder had a good awareness of her roles and responsibilities to keep children safe. We asked the childminder to further refresh her basic child protection training in the coming months to keep up to date with current protection issues. The childminder is planning to attend local authority training at the first opportunity.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The childminder's home was a safe, hygienic and welcoming environment for the children. In the home, the children had access to the living room, kitchen, downstairs toilet and rear garden. In the living room, the children could comfortably relax on the two large sofas or engage in floor play. During inspection, we observed the

children present meaningfully engaged in their play for the duration of our visit. The childminder had a good range of toys and resources for the children to choose from. Observations and discussions during inspection confirmed that children were aware of resources available, and their choices fully respected.

The childminder's garden was well maintained and fully enclosed enabling children to play safely. Resources available in the garden supported children's physical development. The children told us they enjoyed playing in the garden. Comments included, 'I love the trampoline the best'.

The childminder made good use of parks in the local area and the library to provide the children with fun and varied experiences. We looked at photographs that captured children actively enjoying some of the different opportunities provided. We asked the childminder to introduce more natural and open ended resources to further promote children's curiosity and imaginative play.

In the kitchen, a table provided older children with a space to enjoy snacks and mealtimes. The childminder also used a smaller table where younger children could sit more comfortably. During inspection, we observed the children having lunch at the small table. The childminder sat alongside the children, fostering a positive and social experience. Meals and snacks were provided by parents. The childminder had registered her service as a food business with the local authority, ensuring she was preparing and storing foods safely.

During the inspection, we considered how the childminding areas were maintained to ensure children were safe and protected from harm. We sampled the childminder's risk assessments and found that the childminder had identified some hazards within and outwith her home environment and put in place the necessary control measures to keep children safe. We asked the childminder to review her risk assessments more regularly to ensure they fully reflect any current risks.

The childminder told us about procedures in place to maintain good infection control. This included maintaining a clean environment and having good hand washing routines. We observed the children washing their hands at the appropriate times. We discussed nappy changing procedures and found that personal protective equipment was available. The childminder held a certificate in first aid. This helped to ensure she knew how to deal with any accidents.

We asked the childminder how children slept safely within her home. The childminder told us that she used a pushchair. We asked the childminder to develop a safe sleeping policy and review her procedures in line with best practice guidance. The childminder sent us a copy of her developed policy following inspection.

Within the questionnaires that parents returned to us, comments confirmed they were happy with the environment provided. These included, 'My child enjoys a nice mixture of playing in Catherine's home with age appropriate toys and with other children, as well as spending time outdoors, going for walks and visiting the Bookbug at the library weekly'. 'Very safe and secure environment'.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder is registered to care 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. At the time of our inspection, we found that the childminder had four children in her care who were not yet attending primary school. The childminder told us this decision was made to support a family emergency. We discussed our concerns with the childminder and asked that she worked within the conditions of her registration at all times. The childminder should also keep a register of children attending the service, including children's names, days and times (see recommendation 1).

The childminder kept up to date with some changes in practice. She was a member of the Scottish Childminding Association (SCMA) and used some of their standard of documentation to support the ongoing operation of her service.

The childminder had attended numerous training courses from her last inspection. These included Food Hygiene, Infection Control, Child Sexual Exploitation and First Aid. We asked the childminder to continue to access self-study and training to support her ongoing practice as a childminder.

We asked the childminder to tell us about how she was using self-evaluation to improve the service. The childminder told us that this was done through verbal feedback and through questionnaires. We sampled returned questionnaires from parents and children. Parents' comments included, 'My child enjoys her time at Catherine's. She is a fantastic childminder and I am really happy with the level of support and care my child gets when she is with her'. On questionnaires completed by children, ideas had been suggested for resources, with these provided by the childminder. We found that the childminder was effectively involving parents and children in evaluating and improving the service.

We asked the childminder if she had registered her service with the Information Commissioner's Office (ICO) and found that she had. The childminder had developed a policy statement outlining how data is collated, shared and stored within the service and provided this to parents. This ensures that data being processed is done so fairly and lawfully.

We found that information needed to meet statutory requirements, such as public liability insurance, were in place.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The childminder should comply with her conditions of registration at all times. She should maintain a record of children's attendance to show the total number of children in the childminder's home at any one time.

This is to ensure that Management is consistent with the Health and Social Care Standards (HSCS) which state:

'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

'My needs are met by the right number of people'.

HSCS 3.15

'I use a service and organisation that is well led and managed'.

HSCS 4.23

**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 extend her written risk assessment to include the children's use of the trampoline and the use of the conservatory.

National care Standards for Early Education and Childcare up to the age of 16: Standard 2 - A safe environment.

**This recommendation was made on 21 August 2015.**



## Action taken on previous recommendation

The childminder submitted an action plan to the care inspectorate on 26 August 2015. She wrote and told us: risk assessment will be written for trampoline and conservatory.

During inspection, we sampled the childminder's risk assessments and found she had extended these to include the trampoline. The childminder had identified some risks and put in place the appropriate control measures. We asked the childminder to expand her risk assessment further to fully reflect best practice guidance. The childminder submitted an updated policy statement shortly after inspection reflecting advice given. The children had no access to the conservatory.

Recommendation met.

## Recommendation 2

The childminder should develop a child protection procedure adding this to her information records and share with all parents using the service.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing and Standard 14 - A well managed service.

**This recommendation was made on 21 August 2015.**

## Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 26 August 2015. She wrote and told us: child protection procedure written and shared with parents.

During inspection, we spoke to the childminder about her procedures in relation to child protection and looked at the service policy which had been shared with parents. The childminder demonstrated a good awareness of her role and responsibilities.

Recommendation met.

## Recommendation 3

The childminder should access training or self-study to ensure she has knowledge of current best practice to secure positive outcomes for children in her care.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 - Health and wellbeing and Standard 14 - A well managed service.

**This recommendation was made on 21 August 2015.**

## Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 26 August 2015. She wrote and told us: will access training from Springvale and online.

During inspection, we looked at the childminder's training records and found that the childminder had attended various courses from her previous inspection. We asked the childminder to further update her child protection training and continue to broaden her knowledge through training and self learning opportunities.

Recommendation will be ongoing.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
13 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good Not assessed 4 - Good
18 Jul 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good Not assessed Not assessed
1 Jul 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good Not assessed
17 Apr 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 5 - Very good 4 - Good

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