

Edwards, Catherine

Child Minding

Type of inspection: Unannounced
Inspection completed on: 21 May 2019

Service provided by:
Edwards, Catherine

Service provider number:
SP2006959628

Care service number:
CS2006124159

Introduction

Mrs Edwards provides a childminding service from her home address which is located in a residential area on the outskirts of the town. The accommodation is within walking distance of play parks and the local primary school and nursery.

The service may operate under the following conditions:

1. 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, except as provided in condition 3.

Numbers are inclusive of children of the childminder's family.

2. Martin Edwards is employed as an assistant.

3. When working with an assistant and both are present, the care service may be provided to a maximum of eight children at one time under the age of 16 of whom no more than six are not yet attending primary school and no more than two are under 12 months.

When the assistant is working on his own and unsupervised, he may care for a maximum of two children.

4. Overnight service will not be provided.

5. The parts of the premises not to be used are the whole of the upstairs floor.

At the time of inspection there were 10 children registered to use the service, all of whom attended on a part-time basis. There were three pre-school children present during our visit.

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 parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included (often referred to as the SHANARRI indicators).

What we did during our inspection

The service was registered by the Care Inspectorate in 2011. This inspection took place over two visits on Monday 20th and Tuesday 21st May. Our first visit was unannounced. As no children were present, we arranged to complete the inspection the following day. We provided feedback to the childminder during the inspection.

We sent three Care Standards Questionnaires (CSQs) to the childminder to distribute to relatives and carers of people who used the service. We received one completed questionnaire. We spoke with another parent by telephone, following our visit. We have considered all of the feedback provided.

During this inspection we gathered evidence from a number of sources. We spoke with the childminder and observed her practice and interactions with the children. We saw some of the areas of the home used for childminding purposes and also looked at childminding records.

We took account of all of the above information when we evaluated this service.

Views of people using the service

There were three preschool children present during our second visit. They appeared relaxed and at ease in the setting and played well together. They responded well to the childminder's caring approach and the older children were confident in talking about their activities.

Comments included the following:

"I went to the circus. A lady was hanging by her feet!"

"I'm going to the woods." (with nursery class)

"You'll see lots of trees and you'll get to balance on logs."

"I can sing and dance. I'm not going to sing today."

"Number 1!" (pointing to book)

"These are frogs." (elder child showing book to younger child)

Parents spoke highly of the service and no concerns were noted. Comments included the following:

"I think Katey is a wonderful childminder who has the children's interests and safety at the centre of all she does. Katey is a very kind and considerate person who has gone above and beyond at times to help me. My child is very happy with Katey and has grown in confidence due to Katey's help and encouragement."

"I feel I can approach her about anything."

"She does loads with the kids. She plans fun days out for the school holidays. My daughter likes arts and crafts and she buys plenty of art supplies for her. The cabin is amazing."

"I'd be lost without Katey."

Self assessment

N/A

What the service did well

The childminder provides a reliable service which is responsive to the changing needs of the families she works with. Children respond well to her warm, friendly manner and appear to feel safe and secure in her care. Parents are very happy with the service and have confirmed that their children are well cared for and enjoy spending time there.

What the service could do better

Risk assessments need to be more robust, to ensure a consistently safe environment. Children's personal plans need to be improved. A better understanding of current guidance could help the childminder to evaluate and further develop her service.

From this inspection we graded this service as:

Quality of care and support

4 - Good

Quality of environment

3 - Adequate

Quality of staffing

3 - Adequate

Quality of management and leadership

3 - Adequate

Quality of care and support

Findings from the inspection

Parents and children were able to visit the service prior to the child's start date. This enabled them to find out what was provided and helped children settle in. Mrs Edwards confirmed that she had formed good working relationships with parents and had open communication. She had daily contact with some parents and, when this was not possible, she kept in touch by text messaging, ensuring that there were opportunities to exchange information. This was confirmed by a parent who told us "She always asks if it's ok to do certain activities and asks my opinion on things."

Mrs Edwards enjoyed spending time with the children and they responded well to her friendly, inclusive approach. She showed interest in the children's home lives and they enjoyed chatting to her about family activities. Mrs Edwards regularly asked the children what they would like to do and gave examples of ways in which she had accommodated their requests. The children had recently been asked to identify particular topics of interest, for example, and Mrs Edwards had provided the necessary materials to enable them to carry these through.

Daily routines included opportunities for free play within the home as well as visits to parks and local woodland. There were regular opportunities for fresh air and exercise as the children walked to and from school and nursery. Mrs Edwards aimed to ensure that the pace of the day met the children's needs and they had opportunities to rest when needed.

Mrs Edwards provided snacks and meals for minded children. Menus took account of children's likes and dislikes as well as individual dietary requirements and included some home cooked meals and fresh produce as well as convenience foods. Children identified their individual cups and could help themselves to a drink when needed. A parent told us "She has a list of things my daughter likes and dislikes and always asks if it's ok to give her certain things. She even got my daughter to eat home-made soup by telling her it was unicorn soup!"

Mrs Edwards knew most of the children well and, through discussion, demonstrated an awareness of their individual needs. She recognised, for example, that some children required additional support in a particular area; however, she confirmed that the children were progressing well overall and she had no significant concerns about their wellbeing. Mrs Edwards was not yet routinely recording information about children's progress. We discussed the importance of recording significant information on a regular basis, in consultation with parents. This will help Mrs Edwards to identify and address children's individual needs and to demonstrate effective partnership working (see recommendation 1 under Quality of Management and Leadership)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of environment

Findings from the inspection

The premises were well maintained and smoke-free. The dining kitchen provided a base for the children's activities. There was adequate space for a small number of children to set out their toys and play materials, including a wipeable surface where messy play could take place. A selection of toys were easily accessible to the children who were present and they played well together. The eldest child enjoyed showing a book to the younger children, helping them to learn to identify numbers and practise counting. A parent told us "Katey has a huge range of toys and books. She is excellent at making sure my child is never bored."

The garden had not been available to the children over a period of time while building work was taking place. This was nearing completion and we saw that a large free-standing wooden cabin with power and water supply had been constructed and was available for use as a playroom. Decking on two levels was also in place and Mrs Edwards confirmed that the children had begun to spend more time outdoors. There was limited space available for energetic play; however, Mrs Edwards confirmed that the children regularly made use of local parks for this purpose.

Mrs Edwards confirmed that the sitting room was used when needed, depending on the numbers present and the activities children wanted to carry out. We discussed the importance of ensuring that available space is used effectively. This should ensure that children are able to pursue their individual interests and allow children of differing ages/stages to play uninterrupted, while at the same time being appropriately supervised.

We saw that some building materials including fencing and concrete slabs were stored in the garden, awaiting uplift. These impacted on available play space and were potentially hazardous to the children as there was a risk of the materials being disturbed and causing injury. We asked Mrs Edwards not to allow children access to the area until these items had been removed.

See recommendation 1

Mrs Edwards was aware of the importance of good hygiene, in order to minimise the spread of infection. She confirmed that she reminded children about hand washing, particularly before meals and after playing outdoors. Toothbrushes were provided to encourage good dental hygiene and we saw that these were stored safely. Children enjoyed spending time with the family dog which appeared to have a friendly temperament. Contact was supervised and this was well-managed during our visit. There had been no significant accidents; however, Mrs Edwards was aware of the need to record details of any occurrences and share information with parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Robust risk assessment procedures should be developed and implemented in order to ensure children's safety.

Reference: Health and Social Care Standards – standard 5 – I experience a high quality environment

Grade: 3 – adequate

Quality of staffing

Findings from the inspection

Martin Edwards was a designated childminding assistant. He provided support with the care of the children, when required, depending on numbers in attendance. Mrs Edwards advised that he had not been working in the service during recent weeks and he was not involved in the inspection process.

Mrs Edwards confirmed that parents had met Mr Edwards and had been informed of his involvement in the service. Observations during previous inspections showed that the children were comfortable in Mr Edwards' care. It was understood that he had often been involved in collecting children from outlying schools, or providing transport to and from the childminder's home, when needed. Mrs Edwards told us that he remained familiar with daily routines and that she guided him as to the needs of the children at any given time.

Mr Edwards had not participated in any relevant training. Should he become more actively involved in the service at a later date, he may wish to undertake some additional learning which would further his understanding of childcare and childminding issues. This, in turn, could contribute towards consistently good outcomes for minded children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

Quality of management and leadership

Findings from the inspection

Mrs Edwards had a number of years experience as a childminder and told us that she continued to enjoy her work with the children. She had formed good working relationships with children and their parents and was

willing to adapt her service to accommodate their changing needs. She took account of their views about their child's care and sought written permission for some activities which helped avoid any misunderstandings.

We examined childminding records and found that some required information was missing from children's enrolment forms. This was rectified, in part, by the date of our second visit; however, we concluded that the requirement made in our last report had not been met. This is carried forward.

See requirement 1

We also discussed the importance of reviewing and updating children's personal plans. We asked Mrs Edwards to build on the information gathered at the start of each placement, by updating her records on an ongoing basis, in consultation with parents. This will ensure she complies with current requirements and, in doing so, will help her ensure that children's individual needs are being met.

See recommendation 1

Mrs Edwards had membership of an online forum which provided support, advice and learning opportunities for childminders. She confirmed that she had completed online modules on a range of topics including Aspergers syndrome; Attention Deficit Hyperactivity Disorder; Cultural Awareness and Promoting Positive Behaviour. She felt that this had supported her understanding of her role and she hoped to take advantage of further learning opportunities in due course. We also made Mrs Edwards aware of a range of guidance documents which may be accessed via the Hub (Care Inspectorate online resource library). These documents are in place to help ensure positive outcomes for children attending childcare services and we encourage childminders to familiarise themselves with the content.

Mrs Edwards had a broad awareness of regulatory issues, including her obligation to notify the Care Inspectorate of certain events. Mrs Edwards did not submit a self-assessment as part of the inspection process. This is a useful tool which can help childminders to identify both strengths and areas for improvement. The self assessment is a working document which can be updated on an ongoing basis and we would encourage its use, in order to support self-evaluation and service development.

Mrs Edwards confirmed that appropriate insurance was held, covering her childminding activities as well as her assistant's involvement.

Requirements

Number of requirements: 1

1. Mrs Edwards must ensure that required information is recorded prior to the child's start date, as follows:
 - child's name, address and date of birth
 - parents' contact details, including their name, address, telephone number and email address
 - emergency contact details, including their name, address, telephone number and email address
 - the name and address of the General Practitioner.

Reference: Requirements for Care Services Regulations 2011: Scottish Statutory Instrument 210 - Regulation 4 - Welfare of service users

Timescale: Within one week of receipt of this report.

Recommendations

Number of recommendations: 1

1. (i) Mrs Edwards should develop individual plans for the children, in consultation with parents. These should reflect ways in which the service meets individual needs and include details of any significant discussions with parents.
- (ii) Personal plans need to be reviewed no less than every six months and updated as required.

Reference: Health and Social Care Standards, standard 1: I experience high quality care and support that is right for me

Grade: 3 – adequate

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

Previous requirements

Requirement 1

Mrs Edwards must ensure that required information is recorded prior to the child's start date, as follows:

- child's name, address and date of birth
- parents' contact details, including their name, address, telephone number and email address
- emergency contact details, including their name, address, telephone number and email address
- the name and address of the General Practitioner.

Reference: Requirements for Care Services Regulations 2011: Scottish Statutory Instrument 210 – Regulation 4 – Welfare of service users

This requirement was made on 21 May 2018.

Action taken on previous requirement

Enrolment forms were in some cases only partially completed. (This requirement has been carried forward).

Not met

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

Previous recommendations

Recommendation 1

Mrs Edwards should extend the children's play experiences, in line with current guidance.

Reference: Health and Social Care Standards, standard 1: I experience high quality care and support that is right for me

1.31 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.

This recommendation was made on 21 May 2018.

Action taken on previous recommendation

Mrs Edwards had begun to consider improvements in this area. She was working towards offering a greater free flow between the indoor and outdoor areas to enhance child choice.

Recommendation 2

(i) Mrs Edwards should develop individual plans for the children, in consultation with parents. These should reflect ways in which the service meets individual needs and include details of any significant discussions with parents.

(ii) Personal plans must be reviewed no less than every six months and updated as required.

Reference: Health and Social Care Standards, standard 1: I experience high quality care and support that is right for me

1.15 My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices

This recommendation was made on 21 May 2018.

Action taken on previous recommendation

Mrs Edwards was not routinely recording information about children's needs and progress which reflected partnership working. This recommendation is carried forward under theme 4 - Management and leadership

Recommendation 3

Consideration should be given to the most effective use of space

Reference: Health and Social Care Standards, standard 5: I experience a high quality environment if the organisation provides the premises -

5.2: I have enough physical space to meet my needs and wishes

5.21: I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.

This recommendation was made on 21 May 2018.

Action taken on previous recommendation

There had been some improvements in relation to the use of space. The garden and outdoor cabin were now in use and Mrs Edwards confirmed that the sitting room was used when needed.

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	
21 May 2018	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 Jun 2017	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
30 Jun 2016	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate
7 May 2015	3	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	2 - Weak
		Management and leadership	2 - Weak

Date	Type	Gradings	
14 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate
23 May 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
15 Jul 2013	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory Not assessed
28 May 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
10 May 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
27 Sep 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
16 Mar 2010	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 2 - Weak Not assessed
28 Aug 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed

Date	Type	Gradings	
8 May 2008	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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