

Norrie, Sarah

Child Minding

Type of inspection: Unannounced
Inspection completed on: 6 September 2019

Service provided by:
Norrie, Sarah

Service provider number:
SP2009974041

Care service number:
CS2009216596

Introduction

Sarah Norrie is registered to provide a care service to a maximum of five children at any one time under the age of 16, of whom a maximum of five 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.

Other conditions unique to the service:

Overnight service will not be provided.

The childminder provided a service on a part-time basis. She offered care only on Thursdays and Fridays at the time of this inspection, providing care before and after school. Children were cared for in a modern, well cared for home located in a quiet cul-e-sac. They had access to the dining room, living room, kitchen and downstairs toilet. They also had access to a large enclosed garden to the rear of the property. The children were taken on regular trips, including to the local parks and beach area. The service was within walking distance of the local primary school and nursery as well as the town centre.

The childminder's aims and objectives included:

'I aim to provide a safe, fun and enjoyable childminding service within my home. I will work closely with parents to ensure the transition period is a pleasant one for both child and which includes times to come and visit.'

The service has been registered since 2009.

What we did during our inspection

We issued Care Standards Questionnaires (CSQs) to parents of children who used the service. We received two completed questionnaires prior to writing this inspection report.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents and the following:

- observation of the childminder and her interactions with the children in her care
- observation of the children's learning and experiences
- viewing of the children's records
- health and safety records
- medication systems and records
- accident and incident records
- examining equipment and the environment
- quality assurance systems and audits of service user involvement.

We spent time talking to the childminder and the minded children present about the service and the range of activities that took place.

Views of people using the service

The minded children present were seen to be very comfortable and 'at home' in the setting. Some of these older children had attended the service since they were babies and had grown up with the childminder's own children. They were very comfortable with the childminder and the rest of the family. Children told us that they liked coming to the childminder's house and spoke about some of the activities they enjoyed.

Both parents who returned CSQs reported very favourably on the service, with both parents 'strongly agreeing' that they were happy with the quality of care that their children received at the service. Parents raised no concerns and further comments from parents are included in the main body of the report.

We spoke briefly to one parent who was collecting her child from the service. She spoke very highly of the childminder and the much appreciated support that she offered to her and her children. It was evident that they had formed an open and trusting relationship and there was a relaxed and comfortable rapport as they chatted informally about the children's day.

Self assessment

The childminder told us that she had not been able to access a self assessment document through our on-line system. We suggested that she contact the Care Inspectorate IT helpdesk to resolve this issue.

What the service did well

The childminder was offering a very limited and part-time before and after school service to two families with primary school aged children. The service she provided met the families needs very well. She provided a range of flexible and child-led activities. She informally planned with the children to ensure that they all had their individual ideas, interests and preferences included in the weekly plans. She had clearly formed very good relationships with the children who were seen to be very comfortable in her care. She knew children extremely well and treated them like part of her own family.

What the service could do better

The childminder does not intend to take on any additional children and plans to cease childminding, once the current families no longer require her childminding service. The childminder should still continue to develop her service, ensuring that she completes broad training and keeps updated with relevant good practice childcare guidance. She needed to update her forms for recording accidents, as discussed during this inspection. She kept basic records of the children's needs and regularly updated all essential health and contact information. However, we would expect her to improve her recording of children's needs in the event of taking on the care of any new children, who she may not know so well as the children currently attending.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder was currently offering only a very limited childminding service for two families, before and after school for two days per week. She also provided some care to these children during school holidays. She also has a part-time job working outside of the home.

We saw that the childminder had very good relationships with all minded children, who had been in her care for several years. All four minded children were seen to be very settled and comfortable. They played alongside the childminder's own children and were treated as part of the extended family. The children all knew each other very well and had developed good friendships over the many years spent together; they also attended the same school. There was a very relaxed atmosphere. We saw that a parent arriving to collect her children was made very welcome and spent time chatting informally to the childminder and all of the children present.

The minded children told the inspector that they liked coming to the childminder's home and told us about some of the activities they enjoyed when attending. There was great emphasis on active and outdoor play and arts and craft activities. The children also said that they just liked sitting and talking to each other; this showed how well the children got on and the respectful relationships they had made with each other. The childminder told us that most play was free-flow with children always choosing how they wished to spend their time with her.

The childminder was calm, warm and approachable. She spoke to the children respectfully and in an age appropriate manner, fully involving them in planning and decision-making. Our discussions demonstrated that she knew all minded children extremely well, although this was not reflected in her personal plans for children.

The childminder reported on positive relationships with parents and we saw that she was open and friendly in her contact with families. Parents who returned CSQ's to us spoke very highly about all aspects of the service. Their comments included;

- 'The kids always have a huge range of activities and toys to play with.'
- 'Sarah always asks the kids what activities and trips they would like to do.'
- 'My children have been with Sarah for years, she is an integral part of our lives. They adore Sarah and her family.'
- 'Sarah is a caring childminder who goes over and above her duties to ensure that my children's needs are met.'

We concluded that the childminder was providing very good standards of care and met the children's needs very well. The childminder was currently offering only a very limited childminding service for two families, before and after school for two days per week. She also provided some care to these children during school holidays. She also has a part-time job working outside of the home.

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Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found that the childminder was providing a safe, welcoming and comfortable environment that met the children's needs well.

The childminder's home provided ample space for children to play, rest and eat. They could access the ground floor toilet independently and had easy access into the fully enclosed rear garden that was used for regular outdoor play. Children played mostly in the living / dining room, where they enjoyed gymnastic activities on a large mat during this inspection. These spacious, uncluttered facilities allowed for such active play to take place safely. There was a large dining table in the main play space which was used for a range of art and craft

activities and board games. There was a good range of age appropriate resources available offering the children some choice, variety and challenge.

The childminder's home was very clean, hygienic and well cared for. The environment was a smoke-free zone and organised with children's needs in mind.

The childminder had updated her risk assessments for her home, garden and for walks and outings. This helped to keep children safe and helped the childminder to identify and address any potential risk to children. We saw that the childminder was conscientious in her responsibilities to keep children safe. She reminded them kindly about their safety, and the safety of others, whilst they played actively on the large gymnastics mat, whilst allowing to challenge themselves and to take informed risks. We discussed how she could continue to extend the independence of children as they got older, considering how she could agree activities and age appropriate boundaries with parents and children.

The childminder reported that there had been no significant accidents or incidents since the last inspection. However, there was no documentation to view. The childminder confirmed that she would ensure appropriate reporting forms were available to record any accidents and incidents. She agreed that she had previously had this documentation in place and that this had lapsed at some point.

We concluded that this was a safe and well cared for home in which children were seen to be very comfortable and active at play. Parents who returned CSQ's to us reported positively on the quality of the environment and resources.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We graded the childminder as adequate for the quality of management and leadership and would expect to see more development of the service, if the childminder was to extend the care she offered. We took a proportionate approach to this aspect of her service, recognising the very part-time nature of the care currently being provided. The childminder knew the children extremely well and we were confident that she had a very good understanding of their needs that was not fully reflected in her documentation. She had very basic registration

and 'All about me ' information in place. She did need to ensure that the information was reviewed at least every six months to update any essential information and to review children's changing needs. We discussed how her recording could be developed to better reflect children's needs and interests. **See recommendation 1.**

The childminder demonstrated a good understanding of children's needs and was confident in her role. She had updated training in child protection since her last inspection and was able to demonstrate confidence in recognising, and addressing, any child welfare or protection concerns. The childminder's childcare knowledge could be further enhanced through wider training and extending her awareness of current childcare frameworks and good practice guidance, including GIRFEC (Getting it right for every child), Building the ambition, Getting ready to read, My creative journey, Food matters and Out to play. **See recommendation 2.**

The childminder told us that she did use bulletins from the SCMA (Scottish Childminding Association) and the Care Inspectorate HUB to keep updated with childcare developments. She had enjoyed looking at 'My world outdoors' as she felt it was relevant to the active and outdoor interests of the children in her care.

We found the childminder was offering good quality care. She did now need to develop her service, further reviewing and updating all documentation for the service. She also needed to extend her approach to training and self-directed reading and development to enhance her knowledge and skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The provider must ensure that children's personal plans are reviewed as needed but at least once in every six months to ensure that children's current needs are always known and reflected in practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 'My personal 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. The childminder should further develop her skills and knowledge through broad training and extending her awareness of childcare frameworks and best practice guidance.

This is to ensure that care and support is consistent with 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).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The provider must ensure that children's personal plans are reviewed as needed but at least once in every six months whilst the service user is in receipt of the service.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 5 – Personal Plans.

Timescale: Current plans must be reviewed by 30 September 2018 and then at least once every six months.

This requirement was made on 26 September 2018.

Action taken on previous requirement

This had been met to a basic standard, a further recommendation is made in this inspection report relating to this issue.

Met – within timescales

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 approach to risk assessment to cover outings and the regular walking to and from school, detailing how she keeps children safe, supports their independence and awareness of risk.

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

This recommendation was made on 26 September 2018.

Action taken on previous recommendation

This recommendation has now been met.

Recommendation 2

The childminder should further develop her skills and knowledge through training, ensuring that her knowledge is refreshed and current in key areas, including child protection.

This is to ensure that care and support 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).

This recommendation was made on 26 September 2018.

Action taken on previous recommendation

The childminder had updated training in child protection. Further recommendation is made in this inspection report to extend training and knowledge.

Recommendation 3

The childminder should develop her understanding of current childcare frameworks and best practice documents, including GIRFEC, Building the Ambition, My World Outdoors and Getting Ready to Read, giving consideration to how she implements their key principles into her daily practice.

This is to ensure that care and support is consistent to 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).

This recommendation was made on 26 September 2018.

Action taken on previous recommendation

Development in this area had not been extensive. A further recommendation is made in this inspection report to extend knowledge.

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	
3 Aug 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 3 - Adequate
17 Aug 2017	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 3 - Adequate
9 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
10 Mar 2016	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed Not assessed 2 - Weak
31 Jul 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
28 Jul 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
8 Jul 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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