

# **Semple, Allison** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 25 September 2019

**Service provided by:**

**Service provider number:**  
SP2005951488

**Care service number:**  
CS2005106202

## Introduction

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

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

Allison Semple is registered to provide a care service to 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 childminder is currently caring for eight children on a part-time, flexible basis to meet individual families needs.

The childminder operates her childminding service from her family home, which is a mid-terraced property in the Blantyre area of South Lanarkshire. The part of the premises not to be used for childminding is the upstairs of the house. The garden gate should be secured and children supervised at all times while playing in the garden.

The service is close to schools and nurseries and shops. There is access to public transport.

The childminder's aims include:

'to offer a warm and welcoming environment within a smoke free family home, to treat every child as an individual with their own special needs and to work alongside parents to support them in every way possible with the values and ideas they have for their child.'

## What we did during our inspection

We compiled this report following an unannounced inspection which took place on Wednesday 25 September 2019 between the hours of 13:00 and 13:45. The inspection was carried out by one inspector from the Care Inspectorate.

Over the course of the inspection, we observed the care, support and interactions between the childminder and the children, the experiences and activities undertaken and the resources and areas available to the children to play and learn. We sampled some documentation which included children's personal plans, certificates of registration, insurance and training and some policies and procedures.

We check services are meeting the principles of Getting It Right For Every Child (GIRFEC), Scotland's national approach to improving outcomes for children, by offering the right help at the right time from the right people. It supports them and their parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## Views of people using the service

Four minded children were present over the course of the inspection. We saw that all four children were happy and settled in the care of the childminder. One child told us:

'I like playing with the smaller kids. I really like helping. I like playing Monopoly, with these big card games and Buckaroo. We sometimes go to parks too and lots of places in the holidays.'

We sent three Care Inspectorate care standards questionnaires to the childminder to distribute to parents before the inspection. All three were returned. We also spoke to one parent as they arrived to collect their children. Parental comments included:

'Allison chats with us at drop off and pick up again to gain our views and opinions. She also asks for us to complete questionnaires and return to her to monitor her service and make any relevant changes or improvements.'

'I appreciate the effort Allison goes to, to provide variety to my child's day - toddlers, soft play, book bug messy play, park - they never stay on all day when in her care. I love this!'

'I feel I cannot praise Allison enough for the care she provides for my child as well as all the encouragement and reassurance she gives them. They love going before and after school and especially enjoy the holidays when they are out and about on trips. She ensures all the kids are catered for and enjoy themselves. I feel very fortunate to have Allison's support and help. She is always there to lend a hand. I would say she is like part of our family. I feel I am leaving my child with their auntie. Her service is like a home from home and I couldn't ask for better. I have found that all of the kids feel the same about going there. They all love her. She teaches them respect and manners and you can see this by watching all age groups interacting. I would like to say thanks to her for all she does. One in a million.'

## Self assessment

We received a fully completed self-assessment from the service before the inspection. The service included information under each of the quality themes that we grade the service under. They identified what they thought they did well. We advised expanding this information to include the outcomes for children and identifying some areas for improvement.

## What the service did well

The service provided a caring, welcoming and homely environment for children. She clearly supported the individual needs of children and their families.

## What the service could do better

The childminder should ensure she checks all areas the children have access to prior to their arrival, ensuring any potential safety hazards are removed. She should review current infection prevention and control guidance for nappy changing and implement this in her practice. This would contribute towards improved outcomes for children's health, safety and wellbeing.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

The childminder had established close links with the families who used her service. Through various methods of communication and consultation, she ensured children's care and support needs were identified and met within the service and that parents' views and suggestions were sought and respected.

Through our observations and discussions, it was clear the childminder knew the needs, personalities and interests of each of the children in her care very well. We observed her to be caring and nurturing to each child as they woke from a nap, cuddling and reassuring them. This gave each child time to waken fully and contributed to children feeling safe, secure and loved.

Personal plans detailed children's individual details, stage of development, agreed next steps and how these would be met by the childminder in the service. We advised that the 'all about me' sheets should be reviewed to ensure there was more detail on children's routines such as sleeping, eating and toileting as well as their preferences and interests. This would assist the childminder when settling new children into the service.

The childminder was aware of current medication guidance, 'Management of medication in daycare of children and childminding services' and procedures to follow should a child require medication to be administered. This would contribute to children's health and safety. As no children had required any medication to be administered since the last inspection, we could not sample any recorded information. However, blank parental consent forms and administration of medication forms were available, should they be required in the future.

Although parents provided their child's meals, the childminder ensured that she promoted healthy eating and drinking and the safe storage of chilled foods by providing water, milk, fruit and chilled products such as yoghurts. She promoted healthy options for packed lunches and encouraged children to sit at the table to eat. This created a sociable lunch experience for the children.

The childminder was aware of her roles and responsibilities regarding child protection. She had completed child protection training as advised at the last inspection. This training had included the importance of internet safety which she had shared with the parents and children. She worked alongside parents to ensure parental controls were in place on children's electronic equipment when they were completing homework tasks at her house and that the children were aware of the age restrictions for online games. This contributed to children's safety and wellbeing.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

The childminder's home was a warm, welcoming environment for children. The children had access to the downstairs of the property, which included a playroom, lounge, kitchen, toilet and garden. The garden gate was locked and the childminder was vigilant in ensuring this was closed securely as parents left her home.

The children were asleep when we arrived, following a visit to a local toddlers group that morning. Throughout the week, the childminder ensured a balance of home-based visits and visits to groups and places in the local community, ensuring children had access to active and energetic play and fresh air each day.

The childminder was responsive to the children's requests and interacted well with all children as their play continued in the playroom. Children could independently choose from a range of toys and resources as all items were stored at their level. We observed the children having fun as they experimented with musical instruments, dolls and buggies and small loose parts play. This developed children's skills in imaginative play and creativity, sharing and turn taking while developing their social skills, self-esteem and confidence.

Parent's comments included:

'I am happy for Allison in her capacity as an experienced childminder to take the lead when deciding my child's activities, playing games, socialising with other children, going to the park, toddler groups etc. She provides a range of toys and equipment from babies to school age. My child chooses what they like best, always the toy kitchen. They are happy to wander around Alison's home and play like it's their own.'

The childminder had written risk assessments in place for her home, garden, places in the local area and for individual children, where required. We discussed where these should be expanded, for example, to ensure school aged children's safety and wellbeing when walking home from school by themselves, as agreed with parents. Although the indoor risk assessment noted the ongoing redecoration of her home, we saw that a large step ladder had been left propped up against a wall indoors. This was a potential safety hazard as we observed children playing and sleeping in this room. We recommended that a visual check should take place each day before the children arrive to ensure that there are no potential safety hazards.

(see recommendation 1)

The childminder followed good hand hygiene procedures and promoted this with the children as appropriate throughout the inspection. We discussed infection prevention and control guidance, practice and procedures. We emphasised the need and reasons to follow this guidance when changing nappies. Although the childminder

used disposable gloves and aprons at all nappy changes, she agreed to start using a changing mat rather than her lap. This improvement would contribute towards children's health and safety.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should ensure she completes a visual check of all areas which are accessible to childminding children within her home and garden each day, prior to the children arriving and remove or address any potential hazards. This would contribute to children's health and safety while experiencing care at her service.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state, my environment is secure and safe. (HSCS 5.17)

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder generally kept up to date with best practice and legislation through peer support at the local childminding groups she frequently attended. She had recently accessed 'The Hub' at the Care Inspectorate website and had saved reading materials to her library for further reading. Regularly accessing this material would keep her informed of current guidance, news and information in order to continue to improve her service provision.

We discussed outcomes from training the childminder had completed since the last inspection. This had included child protection, outdoor play, children's emotional development, children's self-esteem and ADHD (attention deficit hyperactivity disorder) training. We advised the childminder to devise a training plan and a training log with brief evaluations of completed courses. This would identify and prioritise her training needs, record the impact and outcomes of all training undertaken, both to highlight the outcomes for children and her continued professional development.

When families first started using the service, they were issued with a welcome pack which included information about the service, some policies and procedures and how parents and children would be included and their views respected. Examples included daily communications, periodic questionnaires and a closed social media page. This included parents and meant they could share their comments, ideas and suggestions for improvement. We

saw that all responses to consultations had been very positive, but that suggestions would be welcomed and respected. Parents who completed the Care Inspectorate's questionnaires added:

'Allison sends out an annual review in addition to weekly face to face chats and text messages about our views / aspirations.'

'Allison is always available and I have not ever felt that I could not approach her.'

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## 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

There are no outstanding recommendations.

## 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	
23 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
2 Nov 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
13 Aug 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 May 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
28 May 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.