

McCallum, Adele Child Minding

Type of inspection: Unannounced
Inspection completed on: 12 September 2019

Service provided by:
McCallum, Adele

Service provider number:
SP2013985257

Care service number:
CS2013320021

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 30 October 2013.

Adele McCallum provides a childminding service from her family home in the village of Glenluce, Newton Stewart, Dumfries and Galloway. She is registered to provide a care service for a maximum of 6 children at any time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's family.

Other conditions of registration

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight care will not be provided.

The upper floor bedrooms will not be used for childminding purposes.

The front of the house will have a closed gate should children use it for play.

On the first day of this inspection seven minded children were present on day two, two minded children were present and on day three, five minded children were present.

A full statement of aims is available from the service.

The childminder's aims included:

'To provide a safe, homely, caring happy and friendly environment; this should enable your children from the ages of 6 months to 16 years to be happy in my care as well as having fun and learning.'

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Wednesday 28 August 2019 between the hours of 3.15pm-4.15pm, Thursday 29 August 2019 between the hours of 9.40am-1.15pm and on Thursday 12 September between the hours of 3.15pm-4.15pm. We provided feedback on 12 September 2019.

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.

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
- Seven children present during inspection.

We looked at:

- Children's information records
- Service policy and procedures

- Risk assessments
- Parental permissions
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Training records.

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 completing this inspection no care standards questionnaires were returned.

Children were happy to talk to the inspecting officer about their time at the childminders home. They told us they liked playing outside and going to the local park. Throughout our inspection, we observed the care provided to the minded children. We saw that the majority of children were confident in their interactions with the childminder and they were seen to be happy in her care.

Self assessment

The childminder did not submit a self-assessment to the Care Inspectorate when requested to do so. We discussed the value of completing a self-assessment with the childminder.

What the service did well

The childminder knew the children well and we saw her being responsive to their requests during our inspection.

What the service could do better

We have made five requirements to the childminder during this inspection and asked her to address these:

1. The childminder must provide minded children with an appropriate range of play experiences. This must include access to a range of suitable play resources throughout the session. These resources must be easily accessible to the minded children and they should be appropriate to their age and stage of development.
2. The childminder must maintain up to date personal plans for all minded children and ensure that all required records are completed and maintained in line with current best practice.
3. The childminder must complete a comprehensive risk assessment that identifies hazards and safety measures implemented to minimise identified risks to children attending the service.
4. The childminder must operate within her conditions of registration.
5. The childminder must access a range of current professional learning and use the knowledge gained to update her skills and understanding of current childcare practice.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

From the evidence gathered during this inspection we found that the service was performing to a weak standard for care and support.

Throughout our inspection, we observed the childminder's practice. We saw that she had good relationships with the children present. The children were observed to be relaxed and comfortable in her care. However, we found that there was not a sufficient range of resources or play experiences to stimulate children.

The childminder told us that children could access toys and resources from storage cupboards situated in the kitchen but we found that children only played with the resources that were on display. This included pens and paper to draw and some cars to play on the floor. We highlighted the lack of resources to the childminder and noted a slight improvement on the second day of our inspection. However, further improvement is needed to stimulate children's curiosity and creativity, and to allow children to make independent choices (see requirement 1).

A range of information had been gathered from parents and the childminder had used this to form personal plans. However, plans did not clearly identify how children's health, welfare and safety needs would be met. We found gaps in medication records, accident and incident forms, and agreements about children's level of supervision had not been recorded. We made some suggestions about how the childminder could improve children's care plans and shared good practice guidance that would support her to meet children's individual needs. The childminder must continue to develop personal plans (see requirement 2).

We found that the snack experience for children was poor. Children did not wash their hands before snack which increased the risk of infection. They were given unlimited access to biscuits. We also noted that drinks were not offered to children until prompted by inspectors.

Requirements

Number of requirements: 2

1. By the 11 November 2019 the childminder must provide children with quality care and play experiences. In order to do this:
 - Children should have sufficient space to play.

-Children should be able to access to a wide range of toys and resources to stimulate children's curiosity and creativity and meet their developmental needs.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4 (1) (a) Welfare of users.

2. By the 11 November 2019 the childminder must make proper provision for the health, welfare and safety of service users. In order to achieve this the provider must ensure relevant health, welfare and safety information is recorded for all children attending the service. This should be record within 28 days of the date of the child first attending the service, and reviewed with parents every six month period or sooner if needed.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 5 Personal Plans.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of environment

Findings from the inspection

From the evidence gathered during this inspection we found that the service was performing to a weak standard in this area.

We found the childminders home to be clean and well maintained. To ensure that she provides a safe environment for children, the childminder told us she cleans her home environment on a daily basis. We saw that all cleaning products securely stored. To reduce the risk of infection we asked the childminder to provide individual hand drying resources for minded children to use when washing their hands.

During our inspection, we had a number of concerns in relation to children's safety. A condition of the childminder's registration is that the front gate will be secured when children are accessing outdoor play. We found that the side door of the childminder's home, and the garden gates leading onto the road, were left open. While some children had permission to play outdoors unsupervised, we found the open gate compromised the safety of younger children who required supervision. In addition, children were playing on bikes and scooters, on the road outside the childminder's house, without wearing safety helmets. In the rear garden, we observed two axes that children could easily access. This compromised their safety. The childminder must ensure that she adheres to the conditions of her registration in relation to outdoor play. To ensure a safe environment, the childminder should carry out a robust risk assessment for children's access to outdoor play and written permission should be sought for children who are permitted to play outdoors unsupervised (requirement 1).

During the inspection, we observed that children remained in the kitchen area of the home, or played outdoors. The childminder told us that children were welcome to play in the lounge but our observations did not support this. We found that children were encouraged to stay within the kitchen area which did not provide sufficient space for children to play. We discussed with the childminder that children should have enough space to meet their needs and wishes including the provision of nurturing, cosy and relaxing space for children.

Requirements

Number of requirements: 1

1. By the 11 November In order to keep minded children safe from harm the childminder must ensure that she provides a safe and secure environment.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish statutory instrument 2011/210 4(1) (a) Welfare of service users.

(a) make proper provision for the health, welfare and safety of service users; and SSI 2011/210 3 Principles. A provider of a care service shall provide the service in a manner which promotes quality and safety

Recommendations

Number of recommendations: 0

Grade: 2 - weak

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

From the evidence gathered during this inspection we found that the service was performing to a weak standard in this area.

The childminder is registered 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 whom no more than 1 is under 12 months. The numbers are inclusive of the childminders own family. During our inspection visit we found that the childminder had 7 children present. We sampled the daily attendance register and found records of days and times where the number of children present exceeded the number of children the childminder was registered to care for. We also had discussion with the childminder who told us that on occasions she had operated over the number of children she was registered to care for. We advised the childminder that she must operate within the conditions of her registration (requirement 1).

The childminder told us she consulted with parents and children through regular discussion with them. She asked parents for feedback on her service which she used to plan for children's needs.

During our inspection we discussed that the childminder should submit action plans, annual return, and notifications where required or requested to do so.

Following the previous inspection we made a number of requirements and recommendations. We found that the

childminder had made very limited progress with these. In order to support the service to improve we have agreed to consolidate outstanding requirements and recommendations into a manageable action plan and we have agreed to work alongside the childminder to support improvement. The childminder told us that she had found it difficult to access training and relevant information to support her practice. We discussed the importance of keeping her practice, skills and knowledge up to date through accessing professional learning and training and we demonstrated how she could access support through the Care Inspectorate information Hub (requirement 2).

Requirements

Number of requirements: 2

1. By the 4 September 2019 the childminder must comply with the conditions of registration detailed on her certificate of registration.

This is in order to comply with:

The Scottish Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: 78(3)(b) Failure to comply and 74(d)(i) Conditions as to Numbers in Childminding. The requirements of the Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

2. By 11 November 2019 the childminder should provide high quality care and support based on relevant evidence, guidance and best practice. The childminder must improve her knowledge skills and practice through accessing professional learning and training.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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

Previous requirements

Requirement 1

The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this the provider must ensure relevant personal information is gathered for all children attending the service. This must include:- how the childminder will provide personal plans specific to each child's needs.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Timescale: Within 12 weeks of receipt of this report.

This requirement was made on 5 February 2018.

Action taken on previous requirement

We have asked the childminder to continue with this requirement. We have consolidated this within requirement two in this report.

Not met

Requirement 2

In order to be able to keep minded children safe from harm and abuse, the childminder must keep clear and accurate information relating to the referral process in Dumfries and Galloway.

This is in order to comply with SSI 2011/210 (4)(a) Welfare of service users.

Timescale for completion: On receipt of this report

This requirement was made on 5 February 2018.

Action taken on previous requirement

We have asked the childminder to continue with this requirement. We have consolidated this within requirement three in this report.

Not met

Requirement 3

The childminder must ensure notifications are submitted within the subscribed timescales.

This is in order to comply with SSI/2011/28 (4)(b)(c) Registration requirements

Timescale for completion: On receipt of this report

This requirement was made on 5 February 2018.

Action taken on previous requirement

We have asked the childminder to continue with this requirement. We have consolidated this within requirement two in this report.

Not met

Requirement 4

The provider must make proper provision for the health, welfare and safety of service users. In order to achieve this the provider must ensure relevant personal information is gathered for all children attending the service. This must include:- how the childminder will provide personal plans specific to each child's needs.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Timescale: By 3 August 2018.

This requirement was made on 25 September 2018.

Action taken on previous requirement

We have asked the childminder to continue with this requirement. We have consolidated this within requirement two in this report.

Not met

Requirement 5

To ensure children's health, safety and welfare needs are met, the provider must ensure:

- comprehensive and accurate information is kept about how children will be protected from harm or abuse.
- that she accesses training relating to Child Protection.
- develop written permissions for children leaving the childminder's care.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory instrument 2011/210 4(1)(a) Welfare of users.

Timescale: By 10 September 2018.

This requirement was made on 25 September 2018.

Action taken on previous requirement

We have asked the childminder to continue with this requirement. We have consolidated this within requirement four in this report.

Not met

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

Previous recommendations

Recommendation 1

We recommend that the childminder increase her understanding of GIRFEC and SHANARRI. She should begin to use this model in her service to demonstrate how she is improving outcomes for the children in her care.

National Care Standards for Early Education and Childcare up to the age of 16. Standard: 3 - Health and Well-being.

This recommendation was made on 27 November 2014.

Action taken on previous recommendation

We have consolidated this recommendation into requirement five within this report.

Recommendation 2

We recommend that the childminder develops risk assessments and use these to support her service.

National Care Standards for Early Education and Childcare up to the age of 16. Standard: 2 - A Safe Environment.

This recommendation was made on 27 November 2014.

Action taken on previous recommendation

We have consolidated this recommendation into requirement three within this report.

Recommendation 3

The childminder should develop a plan which sets out training which will help in improving her service.

National Care Standards, early education and childcare up to the age of 16. Standard 12 Confidence in staff.

This recommendation was made on 21 January 2016.

Action taken on previous recommendation

We have consolidated this recommendation into requirement five within this report.

Recommendation 4

We recommend that all children's records are kept separate to ensure confidentiality and accuracy.

National Care Standards, early education and childcare up to the age of 16. Standard 13 Improving the service and Standard 14 A well-managed service.

This recommendation was made on 21 January 2016.

Action taken on previous recommendation

We have consolidated this recommendation into requirement two within this report.

Recommendation 5

We recommend that the childminder review her behaviour management policy to make it clear to parents the methods used within her service. This should be included in each child's Personal Plan.

National Care Standards for Early Education and Childcare up to the age of 16. Standard: 7 - A Caring Environment.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have consolidated this recommendation into requirement two within this report.

Recommendation 6

In order to provide high quality play resources for very young children, the childminder should make up treasure baskets and other heuristic play materials.

National Care Standards, early education and childcare up to the age of 16.
Standard 11 Access to resources

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have consolidated this recommendation into requirement one within this report.

Recommendation 7

We recommend that the childminder completes a current self assessment and submit it to the Care Inspectorate. This should include both areas where the practice is good as well as where improvements could be made. Parents and children should have the opportunity to contribute to this.

National Care Standards, early education and childcare up to the age of 16. Standard 13 Improving the service and Standard 14 A well-managed service.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have consolidated this recommendation into requirement two within this report

Recommendation 8

The childminder should provide a clear statement for parents about how parental and child involvement happens in her service. This could include use of verbal and written feedback and evaluations of the service.

National Care Standards, early education and childcare up to the age of 16. Standard 6 Support and development and Standard 13 Improving the service.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have consolidated this recommendation into requirement two within this report

Recommendation 9

The childminder should source information on food allergens and involve parents in the snack choices for this.

National Care Standards, early education and childcare up to the age of 16. Standard 3 Health and wellbeing.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have consolidated this recommendation into requirement two within this report.

Recommendation 10

The childminder should produce a detailed action plan following this inspection and ensure all matters identified are included.

National Care Standards, early education and childcare up to the age of 16. Standard 13 Improving the service and Standard 14 A well-managed service.

This recommendation was made on 12 January 2017.

Action taken on previous recommendation

We have consolidated this recommendation into requirement five within this report

Recommendation 11

The childminder should develop records for children which show how she monitor's children's development and plan's for their ongoing development and learning. She should use the SHANARRI wellbeing indicators within the 'Getting It Right For Every Child' to help make assessments of need. This should be shared with parents.

Ref: National Care Standards, early education and childcare up to the age of 16
Standard 4-Engaging with children Standard 5-Quality of experience Standard 6-Support and Development

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

We have consolidated this recommendation into requirement two within this report.

Recommendation 12

The childminder should develop a written system that identifies how the childminder works and reflects her approaches to care matters, such as behaviour management.

Ref: National Care Standards, early education and childcare up to the age of 16
Standard 2 Being welcomed and valued Standard 14 A well-managed service

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

We have consolidated this recommendation into requirement five within this report.

Recommendation 13

The childminder should attend training to support her learning in Child Protection, First Aid and Child Care matters, such as Building The Ambition. These would contribute towards children's continued wellbeing.

Ref: National Care Standards, early education and childcare up to the age of 16.
Standard 14-A well-managed service.

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

We have consolidated this recommendation into requirement five within this report.

Recommendation 14

The childminder should develop simple systems to help her evaluate the service. The childminder should identify areas where she needs to improve and the actions she has put into place to support any improvement.

Ref: National Care Standards, early education and childcare up to the age of 16.
Standard 13-Improving the service Standard 14-A well-managed service.

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

We have consolidated this recommendation into requirement five within this report.

Recommendation 15

The childminder should keep herself up to date with new guidance and best practice to ensure that she can continue to provide children and families with a good quality service.

Ref: National Care Standards, early education and childcare up to the age of 16.
Standard 13-Improving the service

This recommendation was made on 5 February 2018.

Action taken on previous recommendation

We have consolidated this recommendation into requirement five within this report.

Recommendation 16

Minded children should experience and choose from a balanced range of activities which are planned to follow their interests, using national guidance.

Reference: Health and Social Care Standards, My Support My Life.

1.30 As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling.

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 25 September 2018.

Action taken on previous recommendation

We have consolidated this recommendation into requirement one within this report

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

Please see Care Inspectorate website (www.careinspectorate.com) for details of enforcement action taken against the service.

Inspection and grading history

Date	Type	Gradings
16 Aug 2018	Unannounced	Care and support 2 - Weak Environment 3 - Adequate Staffing Not assessed Management and leadership 2 - Weak
10 Nov 2017	Unannounced	Care and support 2 - Weak Environment 2 - Weak Staffing Not assessed Management and leadership 2 - Weak
24 Nov 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 2 - Weak
24 Nov 2015	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate

Date	Type	Gradings	
27 Nov 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate

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