Nzelwa, Angela
Child Minding

Type of inspection: Unannounced
Inspection completed on: 27 September 2019

Service provided by: SP2004916112
Care service number: CS2004059542
Introduction

The childminder provides a flexible service on a full-time and part-time basis. The childminding service operates from the childminder’s terraced house located within the Drumchapel area of Glasgow.

Current registration allows the provider to care for a maximum of five children under 16 years of age whom a maximum of four will be under 12, of whom, no more than two are not yet attending primary school and of whom no more than one is under 12 months. These numbers include the provider’s own family members.

The childminder had a formal statement of aims and objectives which contained a commitment to treat each child “as an individual” and recognised that as an individual they all had “specific needs and interests”. A full copy of the statement can be obtained from the childminder.

What we did during our inspection

At this inspection the childminder was caring for two children aged nine and five years of age. Both children attend the childminders for short periods of up to two hours each day after school. On the day we visited the childminder had collected the children from school and was home for around 30 minutes when the parent arrived. This placed limitations on the time we had to observe the children within the childminding environment and their interaction with the childminder.

During this inspection process we gathered evidence from various sources, including the following:

Discussion with the childminder about; the care provided, child protection procedures, understanding of the wellbeing indicators and risk assessments.

We looked at:
- aims and objectives
- medication policy and records
- complaint’s policy
- child protection policy
- risk assessments
- children’s records, including personal plans
- certificate of registration
- childminding insurance
- accident records
- observation of the environment and resources.

Views of people using the service

We spoke with the parent of the children using the service. A care standard questionnaire was also completed and returned to us. The parent told us they were very happy with the quality of care their children received. They told us that whilst in the care of their childminder the children regularly enjoyed trips to the park and were interested in all the activities that were provided by the childminder. The parent found the childminder very helpful and appreciated on occasion would support the children with their homework.

Both children who attended the childminding service told us they enjoyed it and always had lots to do. They liked playing outside and said they felt safe and respected by their childminder.
Self assessment

We did not receive a completed self assessment from the service.

What the service did well

The childminder provided a welcoming and caring environment. The childminder was reliable and consistent in her approach. She took time to get to know the children and their family which enabled her to be responsive to their needs.

The children enjoyed and benefited from regular opportunities to play outdoors.

What the service could do better

The childminder needs to review and update risk assessments both indoors and outdoors.

Children’s personal plans need to be further developed using the SHANARRI wellbeing indicators.

Children’s registration information must be in line with regulations.

From this inspection we graded this service as:

- Quality of care and support: 3 - Adequate
- Quality of environment: 3 - Adequate
- Quality of staffing: not assessed
- Quality of management and leadership: 3 - Adequate

Quality of care and support

Findings from the inspection

The childminder provided a welcoming, homely environment where we could see the minded children had settled well and felt secure. A friendship had developed between the minded children and children in the childminder’s own family.

On the day we visited the children were playing on scooters outside. They were having a great time and showed real skill and agility during this active play. The interaction between the childminder and the children was attentive, encouraging and caring.

The childminder was consistent in her approach to behaviour management. She encouraged children to work together and share toys. Children were learning about how to keep themselves safe and rules about road safety were reinforced when the children were outdoors. The children told us they understood the rules when playing outside and told us they always wore their helmets when on their scooters. The elder of the two children spoke to us about the rights of the child and highlighted the two they felt were most important to them: The right to play and be respected. The children agreed their childminder promoted these rights.
Through discussion with the childminder and her husband, who was registered to assist her in the delivery of the childminding service, they demonstrated a good understanding of the SHANARRI wellbeing indicators. At the last inspection the childminder agreed to further develop children’s personal plans. At this inspection we were told that this was not in place as the children were still settling in and as they only came for short periods in the day, it was taking a bit longer to record information. We were given assurances that this will now be done in consultation with the parent.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 3 - adequate

### Quality of environment

**Findings from the inspection**

The childminding environment was welcoming and homely. Some areas of the house had been freshly decorated and a new carpet fitted in the hallway. The childminder had current public liability insurance in place.

On the day we visited the children were playing outside on their scooters. The childminder supervised the children throughout this activity.

Although we did not see the children accessing resources indoors we did see that there was a sufficient and varied range of toys and equipment available to the children. The children were able to make independent choices about their play. They told us there was always lots to do at their childminders and they liked to go to the park after school.

Each day before the children arrived the childminder carried out a visual risk assessment of the premises. Toys and equipment were also checked to ensure they were in a good state of repair and suitable for the children’s age, stage and interests.

There were some written risk assessments however, these had not been updated. Through discussion it was clear the childminder reinforced with the children safety rules both indoors and outdoors. The childminder now needs to formalise all risk assessments to show how risks are identified and managed. Assessments should also reflect that the children are supervised at all times when playing outdoors and how visits to the local swimming pool have been risk assessed in consultation with the parent along with written consent. See requirement 1.
Requirements

Number of requirements: 1

1. In order to ensure the premises are safe, tidy and well maintained the childminder must put in place by 18 November 2019 written risk assessments for all areas used by the children both indoors and outdoors. Parental consent forms should also be in place for all outdoor play and outings.

This is in order to comply with SSI 2011/210 Regulation 4 - a requirement in relation to making the proper provision for the health and welfare of service users.

This is to ensure the environment is consistent with the Health and Social Care Standards 5.17: which states my environment is secure and safe; 5.22: I experience an environment that is well looked after and is tidy and well maintained.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder welcomed parent’s suggestions and ideas as to how she could improve the childminding service, she always encouraged parents to speak with her first to resolve any matters. No complaints had been received. On the day we visited we saw the warm and engaging manner in which the childminder spoke with the parent when they collected their child.

An appropriate range of policies and procedures were in place and made available to people who use the childminding service.

The childminder understood her role and responsibility with regards to safeguarding children. She was familiar with the procedure to follow if she had concerns about a child in her care. She had a child protection statement which was made accessible to people who used her service.

The childminder had attended training in first aid and positive parenting. Since the last inspection no training has been completed. The childminder confirmed she plans to look at the types of training online and consider using this method to keep her knowledge current, in the first instance child protection will be considered.
Registration forms were in place for the children. The childminder explained she knew the name and contact details of the child’s GP but had not recorded them as she had thought the parent had. The childminder confirmed this information will now be recorded.

Prior to inspection we ask childminders to complete a self assessment detailing information about the quality of the service they provide and any identified areas for development. This year we did not receive one. We have discussed this with the childminder who explained this was an oversight and would ensure future self assessments were submitted on time.

Requirements

**Number of requirements:** 0

Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

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

Previous requirements

**Requirement 1**

In order to ensure the premises are safe, tidy and well maintained the childminder must put in place by 17 August 2018 written risk assessments for all areas used by the children both indoors and outdoors. Parental consent forms should also be in place for outdoor play and outings.

This is to ensure the environment is consistent with the Health and Social Care Standards 5.17 which states my environment is secure and safe; 5.22: I experience an environment that is well looked after and is tidy and well maintained.

This is in order to comply with SSI 2002/114, Regulation 4 - a requirement in relation to making the proper provision for the health and welfare of service users.

**This requirement was made on 21 August 2018.**

**Action taken on previous requirement**

Some parental forms were now in place. Although written risk assessments had not been updated. See requirement under Quality of Environment theme.

**Not met**
What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1
The childminder should update her skills and knowledge in relation to child protection and first aid.

National Care Standards Early Education and Childcare up to the Age of 16, Standard 3, Health and Well-being.

This recommendation was made on 22 October 2014.

Action taken on previous recommendation
The childminder had attended first aid training. She explained had not been able to source child protection training but would continue to try to access a course.

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

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<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
<td>20 Jun 2018</td>
<td>Announced (short notice)</td>
<td>Care and support: 3 - Adequate&lt;br&gt;Environment: 3 - Adequate&lt;br&gt;Staffing: Not assessed&lt;br&gt;Management and leadership: 3 - Adequate</td>
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<tr>
<td>30 Apr 2014</td>
<td>Unannounced</td>
<td>Care and support: 2 - Weak&lt;br&gt;Environment: 2 - Weak&lt;br&gt;Staffing: Not assessed&lt;br&gt;Management and leadership: 2 - Weak</td>
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<tr>
<td>24 Apr 2009</td>
<td>Announced (short notice)</td>
<td>Care and support: 4 - Good&lt;br&gt;Environment: 3 - Adequate&lt;br&gt;Staffing: 4 - Good&lt;br&gt;Management and leadership: Not assessed</td>
</tr>
<tr>
<td>29 Apr 2008</td>
<td>Announced (short notice)</td>
<td>Care and support: 2 - Weak&lt;br&gt;Environment: 2 - Weak&lt;br&gt;Staffing: 3 - Adequate&lt;br&gt;Management and leadership: 2 - Weak</td>
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