

Lorraine Farrell Childminding Service

Child Minding

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

Service provided by:
Farrell, Lorraine

Service provider number:
SP2012983641

Care service number:
CS2012308841

Introduction

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

This service registered with the Care Inspectorate on 3 August 2012.

Lorraine Farrell is registered to provide a care service to a maximum of four children at any one time under the age of 12, of whom no more than three are not yet attending primary school and no more than one is under 12 months. Numbers are inclusive of children of the childminder's family. Overnight care may not be provided. Minded children cannot be cared for by persons other than those named on the certificate.

Ms Farrell provides the service from her home, a first floor flat within walking distance of the centre of Dundee. The rooms used for childminding include a dedicated playroom, bathroom and sitting room. There is a safe enclosed back garden and a secure door entry to the flats.

The childminder's aims and objectives for her service include:

"I aim to provide a friendly and flexible service for families and introduce them into a warm, welcoming, homely and safe environment. I plan to give the children the opportunity to experience as many different activities as possible inside the home and outdoors too. I will be offering healthy and nutritious meals and snacks daily and fruit and vegetables as part of five a day. I aim to keep a close and open relationship with all parents and have an open door policy so parents are welcome to chat whenever they feel the need, also if there are any questions or concerns".

What we did during our inspection

We wrote this report following an unannounced inspection carried out by a Care Inspector on 25th November 2019. Feedback was given to the childminder at the end of the inspection.

During this inspection we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We sought feedback from parents as part of the inspection.

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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

There was one minded pre-school child present during the inspection. The child was observed to be comfortable and confident with the childminder and their surroundings. They were familiar with resources and activities to choose from, which reflected their current interests and stage of development.

We received two completed questionnaires from parents prior to the inspection, both reported a high level of satisfaction with the quality of care their children receive.

Comments included:

"Lorraine is an amazing person, she totally cares about the children and I literally could trust her with my life. I recommend her to everyone I know that needs childcare".

"If I ask her to do something, or something my child can't have she respects my wishes".

Self assessment

The childminder had not submitted an updated self assessment. We discussed the importance of submitting relevant information to the care inspectorate as part of the service registration. Further details can be found under the management and leadership section.

What the service did well

The childminder knew the children in her care well and had established good relationships with parents.

Children could choose from a variety of toys, games and books which were appropriate to their age and stage of development.

The childminder had updated her training in First Aid and Child Protection since her last inspection.

What the service could do better

The childminder had information in place for each child attending, including information specific to their likes and dislikes, as well as any relevant allergy information. We discussed how this could be further developed to demonstrate children's learning and development.

Medication policy and paperwork were in place however required further review in order to ensure these were clear and in line with best practice guidance.

Risk assessments should be developed for outings, as well as a review of service policies and procedures.

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

We reviewed children's experiences and outcomes and evaluated this theme as adequate.

The childminder knew the children in her care well and was observed to have a warm and nurturing relationship with the minded child present. She shared with us his likes and dislikes, as well as activities they enjoyed together. We observed the minded child to enjoy creating a picture from Christmas elf stickers, following his recent visit to see Santa at the weekend. The childminder used positive language and praise, which contributed to his overall sense of achievement and success.

Children had registration and All About Me forms in place. These detailed their likes and dislikes, as well as any allergies and medical needs. These were reviewed with parents every six months. We discussed how the childminder could develop these further to capture children's learning and development, identifying next steps in line with their age and stage of development. (see recommendation 1)

Children enjoyed outings whilst with the childminder, which parents confirmed in questionnaires returned to us.

"[name].. has gone to loads of places with Lorraine, including the library, community centres, parks, museums, the sensation museum (for children) and events like picnic in the park etc". This provided children with the opportunity to be included in their local community, as well as explore new experiences, contributing positively to their overall development.

The childminder told us that children currently attending brought their own snacks and lunches. The childminder was clear on allergies and worked with the parent to manage this through planned snacks.

The childminder was clear on her roles and responsibilities in relation to safeguarding children in her care. She had updated her child protection training since last inspection and planned to undertake further online training, to ensure she maintained her skills and knowledge.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to support children's progress and development, the childminder should develop records of their progress, identifying their next steps in line with their age and stage of development.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'My care and support meets my needs and is right for me'. (HSCS 1.19)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We reviewed the indoor and outdoor environments for children and evaluated this theme as adequate.

The childminder operated from her home close to the centre of Dundee. There was a dedicated playroom for children which stored a variety of resources for children to choose from. Safety gates were in place to promote children's safety. There was a secure shared outdoor area which the childminder told us children accessed in the summer months.

Resources and activities available to children were stored mainly at child height to promote and support independence and choice. The minded child present was familiar with the resources available and asked the childminder for help to access any which were out with their reach. A small table and chairs was available for arts and crafts, as well as snacks and lunches.

The childminder advised that she took children to local parks, as well as using the shared outdoor space during the better weather. We discussed some different outdoor activities which children enjoyed and how this was used as an opportunity to support children's understanding of risks and how to keep themselves safe. A policy was in place regarding permissions for outings, however we reminded the childminder about the importance of parents written permissions for their child. We discussed the need to develop risk assessments for outings to demonstrate this practice, as well as how the childminder was minimising any risks to children. (see recommendation 1)

Accident and incident forms were in place and the childminder was clear on the completion of these and sharing them with parents. Risk assessments were in place for indoor premises. We discussed the development of a pet risk assessment in line with the service pet policy.

We discussed infection control and observed the childminder to support and prompt the minded child to wash hands after toileting. A small step was available to support children's independence in the bathroom. The childminder advised she currently did not have any children attending who required nappies to be changed. We directed the childminder to the Care Inspectorate Hub where best practice guidance for nappy changing could be located should this be required in future.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children's safety, the childminder should develop risk assessments to support and demonstrate her practice on outings in the community.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I use a service and organisation that are well led and managed". (HSCS 4.23)

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had made progress in some areas since last inspection and as a result we evaluated this theme as adequate.

Some policies were in place and we discussed those which needed further detail and development, in particular the medication policy and procedure. We discussed the Care Inspectorate Hub where the childminder could locate best practice guidance, including documents such as My Childminding Journey which would support her in the development of her business. (see recommendation 1)

The childminder had updated her training in both First Aid and Child Protection since last inspection. We discussed these courses and the benefit the childminder found from these. We also highlighted the importance of ongoing professional development for the childminder and the resulting impact on outcomes for children. (see recommendation 2)

We discussed the value of self assessment and the role this plays in evaluating the service against outcomes for children. The childminder had recently received the new Care Inspectorate self-evaluation document and we advised the childminder to become familiar with this and develop her self assessment to reflect her current service. We also discussed the opportunities for children and families to comment on the service, providing feedback around ways in which this could be further developed. (see recommendation 3)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To ensure practice is in line with current best practice guidance, the childminder should review the policies and procedures.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'I use a service and organisation that are well led and managed'. (HSCS 4.23)

2. In order to impact positively on outcomes for children, the childminder should continue to commit to her ongoing professional development.

This is to ensure that care and support is consistent with the Health and Social Care Standards 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)

3. In order to continuously improve outcomes for children, the childminder should carry out a robust self-evaluation of her service, reflecting this within her self-assessment.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state 'I

benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

Grade: 3 – adequate

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

Previous requirements

Requirement 1

To ensure children's health, safety and wellbeing, the childminder must undertake First Aid and Child Protection training by 3 June 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that '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) and in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services Regulations 2011), (SSI 2011/210) Regulation 4(1)(a) – make proper provision for the health, welfare and safety of service users.

This requirement was made on 8 May 2019.

Action taken on previous requirement

The childminder had attended updated First Aid and Child Protection training.

Met – within timescales

Requirement 2

The childminder must operate within her conditions of registration at all times, including submitting information as required by 8 April 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed.' (HSCS 4.23) and in order to comply with the Public Services Reform (Scotland) Act 2010, Section 53 (6) provides that SCSWIS may require a person who provides a social service registered under the Act to supply it with any information to enable SCSWIS to discharge its functions. This may include such aspects as self-evaluation returns or other information.

This requirement was made on 8 May 2019.

Action taken on previous requirement

The childminder was clear on what information she was required to submit and confirmed she was operating to her conditions of registration at all times.

Met – within timescales

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

Previous recommendations

Recommendation 1

Children's personal information should be developed to detail how their individual needs are supported.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'My personal plan (sometimes referred to as a care 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).

This recommendation was made on 8 May 2019.

Action taken on previous recommendation

Registration and All About Me forms were in place and reviewed regularly with parents. These detailed children's likes and dislikes, as well as allergy and medical needs.

Recommendation 2

To ensure safe and effective care, children's long-term medication permissions must be reviewed every three months, in line with best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'Any treatment or intervention that I experience is safe and effective'. (HSCS 1.24).

This recommendation was made on 8 May 2019.

Action taken on previous recommendation

No children currently attending on long-term medication. Discussed best practice and reviewed paperwork, providing childminder with feedback around this, directing her to best practice guidance. Further recommendation made in this report under management and leadership.

Recommendation 3

To ensure children's safety, the childminder should develop risk assessments to support and demonstrate her practice on outings in the community.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed'. (HSCS 4.23).

This recommendation was made on 8 May 2019.

Action taken on previous recommendation

The childminder had risk assessments in place for indoors, however had not yet developed risk assessments for outings. A further recommendation has been made as part of this report.

Recommendation 4

To ensure practice is in line with current best practice guidance, the childminder should review the policies and procedures.

This is to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'I use a service and organisation that are well led and managed'. (HSCS 4.23).

This recommendation was made on 8 May 2019.

Action taken on previous recommendation

Some policies were still requiring updating to reflect current best practice guidance. We also highlighted the importance of dating these to evidence review as part of the quality assurance of the service. A further recommendation has been made as part of 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

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
25 Mar 2019	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 2 - Weak
9 Nov 2017	Unannounced	Care and support Not assessed Environment Not assessed Staffing Not assessed Management and leadership Not assessed
23 May 2017	Unannounced	Care and support 3 - Adequate

Date	Type	Gradings	
		Environment Staffing Management and leadership	3 - Adequate Not assessed 2 - Weak
13 Jun 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 3 - Adequate
19 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
27 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
12 Jun 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed

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