

# Blackwood, Heather Child Minding

Type of inspection: Unannounced  
Inspection completed on: 18 November 2019

**Service provided by:**  
Blackwood, Heather

**Service provider number:**  
SP2003902451

**Care service number:**  
CS2003004371

## Introduction

Mrs Blackwood provides a childminding service from her home in the town of Ardrossan. The family home, a ground floor flat, is situated within a housing area on the main bus route and is close to local amenities, including; shops, schools and parks.

The service is registered to care for 6 children under the age of 16 years of whom no more than 3 will be under primary school age and no more than one will be under 12 months. Numbers are inclusive of children of the childminder's family. Mrs Blackwood is currently caring for 2 minded siblings aged 22 months and 10 years.

One minded pre-school age child was attending the service during the inspection visit. She was a happy, contented and inquisitive child who confidently selected the toys she wanted to play with.

## What we did during our inspection

We wrote this report following an announced inspection that took place 24 October and 18 November 2019. The inspection was undertaken by one inspector. Feedback was given to the childminder on the 18 November 2019.

During this inspection process we gathered evidence from various sources including discussion with the childminder and observations of one children who was present on our first visit.

We considered the service's:

- aims and objectives
- certificate of registration
- range of policies and procedures
- personal plans and individual records
- risk assessments
- certificates for courses that the childminder had undertaken.

We issued three Care Standards Questionnaires (CSQs) prior to the inspection, but had not received any returns before writing this report.

## Views of people using the service

One child was present during our first day of inspection. She chatted happily with us and told us she loved attending the childminder's. She was busy with art and craft materials and told us this was something she regularly took part in.

## Self assessment

The childminder completed a self-assessment prior to our inspection. The childminder had identified strengths in her practice and procedures.

## What the service did well

Children benefitted from the kind and nurturing approach of the childminder. She had developed positive relationships with children and their families, meaning they were valued and respected.

## What the service could do better

The childminder should further develop the personal plans for each child in her care. These should show how she will meet individual children's health care needs.

The childminder should update administration, recording and storage of medication procedures in line with the current health guidance, and review all other policies and procedures in line with best practice guidance.

We have provided information to the childminder in order for her to familiarise herself with and update aspects of her service.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

During the inspection, one minded child was present. The child was relaxed and happy in the care of the childminder and from our discussions, we could see that she had established good relationships with the childminder, her family and the other children. The child told us that she enjoyed drawing, colouring, relaxing and watching television.

Through discussion, we confirmed that the childminder knew children well and had put good arrangements in place to liaise with parents. She sent texts and photos to parents to let them see what their children had been doing.

The childminder was aware of her responsibilities for safeguarding children. However, it was some years since she had attended formal training in child protection.

We therefore recommended that the childminder update her child protection training and following this review her procedures to reflect current practice. See recommendation 1.

We spoke to the child and childminder about the snacks and occasional meals she provides. We suggest the childminder try some of the suggestions and menu choices from best practice guidance such as 'Setting the table' which can be found by following this link <http://www.healthscotland.com/uploads/documents/21130-Setting> the Table Nutritional Guidance and Food Standards.pdf.

Since the last inspection the childminder had developed personal plans for the children in her care, and, through discussion, demonstrated that she knew children well. However the plans did not always include sufficient information about how the childminder would meet children's needs. We discussed how the childminder should further develop the children's personal plans to ensure that they reflect the current legislation. See recommendation 2.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To support children's safety and wellbeing, the childminder should complete child protection training.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20)

and

"I am protected from harm because people are alert and respond to signs of significant deterioration in my health and well-being, that I may be unhappy or may be at risk of harm". (HSCS 3.21)

2. To support the care needs and wellbeing of children, the childminder should ensure that children's personal plan information is fully completed. Personal plans should be reviewed a minimum of once every six months in consultation with parents and a record of this kept. Personal plan information should also be expanded upon to take into account the SHANARRI wellbeing indicators.

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

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The childminder's home was clean, hygienic and well cared for. The environment was a smoke-free zone and there were measures in place to ensure children's safety in relation to the family pet dog.

The childminder had no recorded risk assessments for her home, garden and for walks and outings. She relied on her daily visual checks to keep children safe and her home hazard free.

We asked the childminder to complete written risk assessments to note how she is identifying and addressing any potential risk to children. We discussed how she could involve children in developing risk assessments so that they develop their own awareness of managing risk, be responsible and learn about the safety of themselves and others. (See recommendation 1).

Appropriate measures were in place to minimise the risk of spread of infection in the setting.

Areas were clean and hygienic. Children had access to suitable hand washing materials, however we asked the childminder to review the use of antibacterial soap inline with the best practice guidance which can be found here:

<https://hub.careinspectorate.com/media/1523/hand-hygiene-information-to-support-improvement.pdf>

At the time of inspection the childminder was only caring for two children on a part time sessional basis. The pattern of both children's attendance did not allow for any outings into the community other than to and from school. Should the childminder decide to increase the number of children she is caring for we would ask her to consider introducing outings to facilities within the local community.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should develop a risk assessment system to record any potential hazards in the areas used for childminding purposes and the steps she would put into place to minimise the risk. This should be reviewed regularly or when changes were made.

This is to ensure care and support is consistent with the Health and Social Care Standards which state 'I experience a high quality environment if the organisation provides the premises' (HSCS 5.1) and 'My environment is safe and secure' (HSCS 5.17).

**Grade:** 4 – good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

Parents and carers were kept well-informed about the care of their child. The childminder shared information about the care of the children through daily conversations and text messages.

The childminder told us parents responded positively to this and often commented on their child's experiences which enabled them to feel included in their child's care.

Since the last inspection, the childminder had not undertaken training. We discussed the benefits of training and how it could be used to develop the service. We signposted the childminder to the Care Inspectorate Hub and discussed the range of best practice guidance that would be relevant to her service. We also signposted the childminder to online training.

In particular, the childminder should complete formal child protection training when it becomes available. The use of documents such as building the ambition and your childminding journey, available at <http://hub.careinspectorate.com>, would support the childminder to evaluate her service. Effective evaluation of her service would enable her to identify areas for improvement.

In particular she should develop her understanding of 'Getting It Right For Every Child' and the eight wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included). This will support her to promote positive outcomes for children and could provide a tool for her to use to evaluate her service.

Increasing her knowledge and understanding will support her to make improvements in the service leading to improved outcomes for the children in her care. See recommendation 1.

All policies and procedures should be reviewed annually or updated as required

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To support children's health, welfare and safety, the childminder should complete training in relevant childcare areas.

This is to ensure 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 codes. (HSCS 4.14) and "I use a service that is well led and managed". (HSCS 4.23).

**Grade:** 3 - adequate

## 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
14 Apr 2015	2	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>4 - Good</div> <div>Not assessed</div> <div>4 - Good</div>

Date	Type	Gradings	
29 May 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
30 Apr 2014	Re-grade	Care and support Environment Staffing Management and leadership	1 - Unsatisfactory Not assessed 1 - Unsatisfactory Not assessed
9 Feb 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
4 Mar 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
24 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good Not assessed



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