

Ross, Georgina **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 14 January 2020

Service provided by:
Ross, Georgina

Service provider number:
SP2003903804

Care service number:
CS2003006477

Introduction

Mrs Ross was previously registered with the Care Commission and transferred her registration to the Care Inspectorate on 1 April 2011.

Mrs Ross is registered as a childminder and can provide care to a maximum of six children 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 in Mrs Ross's family. Mrs Ross provides her service Monday to Friday flexibly to meet the needs of families.

Mrs Ross provides the service from the family home in Cambuslang in South Lanarkshire. She uses the lower level of her home. The toilet and secure outdoor area are easily accessed by minded children. Mrs Ross aims to, "meet the needs of all children in her care to give them a varied day."

What we did during our inspection

We compiled this report following an unannounced inspection which took place between 13:40 and 14:45 on 7 January 2020, we returned for a second planned visit which took place on the 14 January 2020 between 15:15 and 16:50. We provided the childminder with feedback throughout our visit and provided the childminder with the evaluation of the service at the end of the inspection. This inspection was carried out by an inspector.

We sent out three Care Standard Questionnaires for the service to hand out to parents, none were returned. We provided the childminder with contact details for the inspector to share with parents. One parent sent an email to the inspector. This provided the Care Inspectorate with the view and information from a parent about their experiences using the service.

During the inspection, we spoke with the childminder and children present. We observed the care and support being provided and the interactions between the childminder and the minded children. We looked at a number of documents, including health and safety records, children's folders, medication records and discussed training undertaken since the last inspection.

We checked 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 parents, to work with 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

During the inspection we gathered the views of one family using the service. They told us that they were very happy with the service their child received. They were very positive about the support the childminder provides and confirmed that their child was very happy attending the service.

We observed the children at play and interacting with the childminder. We found the children to be confident and secure in their home. We observed the children to be happy and content and being comforted and supported.

Self assessment

The Care Inspectorate did not receive a completed self-assessment from the childminder. The childminder has not submitted a self assessment to date. There was a recommendation made at the last inspection to do this, as we have not yet received one, this recommendation will be repeated.

What the service did well

The childminder knew the children and families well. The childminder told us they kept parents informed about their child's care and experiences. The childminder had formed positive relationships with the minded children and we could see children were comfortable in their care and around the childminder's family members.

What the service could do better

The childminder informed us they were winding down the service. As a result, on the first day the childminder was unable to produce the information and documentation required to complete the inspection. On the second day the childminder produced most of the information requested. This has led to requirements and recommendations being made. These have been detailed throughout the report.

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

At the time of the inspection the childminder was caring for two school age children and one under school age child, on a part-time basis. We asked the childminder how they identified and planned to meet children's daily needs. The childminder informed us that through daily communication with parents and children they planned their care and support. They felt they knew the children well and provided the care and support to meet their needs within the timescales they attended the service. For example the after school care was being provided for one day a week. The older children, for example could choose to play in the garden, chill and watch television, where as the younger child could choose to play with a variety of toys. During the inspection we observed the younger child to be having fun with the shopping trolley.

We asked to view the required information held by the childminder for each child using the service and other required records such as register, medication and accident records. On the first day we were informed by the childminder that they had not maintained these records. We agreed to return for a second visit to view the records which the childminder could produce. Registers were now in place and the childminder agreed to maintain these. Records were available to record medication and accidents, but as not been completed we could not review the procedure being used.

The childminder, on the second visit, had information sheets outlining children's personal information as required such as date of birth, doctors information, next of kin contact details. However there were no personal plans in place, as required under legislation. As a result we have made recommendations to have the required information in place and maintained. This information can be found at <https://hub.careinspectorate.com/media/1600/records-childminding-services-must-keep-and-guidance-on-notification.pdf>

We observed the children being provided with a healthy snack of fruit. The children really enjoyed this. However we did not see children washing their hand before eating. The childminder should ensure children wash hands before eating.

We asked the childminder about how they kept informed about child protection procedures and any training undertaken. The childminder had a child protection policy in place that outlined the procedures they would follow. However the childminder had not attended child protection training in recent years. We recommended the childminder undertakes training in child protection to ensure they keep well informed and about safe child protection procedures.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should ensure all records required to be kept are in place and well maintained. For example:
 - register of children's attendance
 - children personal information

This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child I use a service and organisation that are well led and managed and I experience high quality care and support because people have the necessary information and resources. (HSCS 4.23 and 4.27)

2. Personal Plans should be in place for each child using the service. These are to support the childminder identify and plan how best to support children's needs. The records should clearly identify children's wellbeing needs, how the childminder plans to support and challenge these and when progress has been made. The plans should be reviewed at least every six months or when significant changes are identified. These plans should be agreed with parents and other professionals when required. This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child, my personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices and these are fully met. (HSCS 1.15 and 1.23)

3. The childminder should undertake training in child protection to ensure they are well informed on child protection procedure to keep children safe. This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child, I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities. (HSCS 3.20)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The childminder used mainly the downstairs of the home for childminding. This included the kitchen diner, sitting room, big lounge and toilet.

When the inspector arrived on the first visit the childminder told them they had just arrived home and that the kitchen dinning area being mainly used for childminding was not set up as normal. For example the two dog beds and water bowls were in the area being used by the minded child to play. The childminder told us that these items were usually in an area designated for the dogs. In addition the childminder was caring for another family members puppy. In total three dogs were present in the kitchen dinner along with the minded child. In addition the kitchen and table surfaces were full of various products. We discussed all this with the childminder . During the planned second visit we found the service pet policy being followed for example all the dogs resources out of the reach of the children and kitchen surfaces to be clear.

We discussed infection control with the childminder including nappy changing procedures. The childminder told us that these placed a towel on the floor, they did not use a changing mat and that they had disposable gloves and aprons. We have advised the childminder to review their practice using the nappy changing guidance that refers to a waterproof mat or surface to be used. It can be found at <https://hub.careinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf>

The childminder used their car to transport children. The childminder agreed to forward the inspector confirmation of car insurance for the childminding business to transport children. We had not received this before this report was written.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that they are implementing the service policies which are in line with good practice guidance and legislation. This is to ensure the safety and well-being of the minded children. This includes:

- the service pets policy
- nappy changing procedures
- cleaning and maintenance of childminding areas.

This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child, my environment is secure and safe

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We asked the childminder how they kept informed and up to date with good practice guidance, legislation and about training they had attended. They told us that they had not attended any training, they had not undertaken any professional reading or had links with other childminder's. We have recommended that the childminder considers their professional development and undertakes training/professional reading to keep them skilled and well informed about providing a quality child care service.

We asked the childminder how they evaluate the quality of the service they provided. They told us they gained positive feedback from the parents and children. We discussed with the childminder that they had not submitted a self assessment to the Care Inspectorate, as requested on several occasions since 2012. A recommendation was made at the last inspection, this recommendation has been repeated.

During the inspection process, we verify those living in the house used for childminding and that all those over the age of 16 years have undergone appropriate checks. We identified not all those over the age of 16 years living in the childminder home had completed a Police Act Disclosure. We have made a requirement that the childminder ensures all those living in the home have this completed.

Requirements

Number of requirements: 1

1. By the end of February 2020, the childminder must ensure all those who live in the premises used for childminding are fit to do so. To achieve this they need to ensure all those living in the home over the age of 16 years undertake a Police Act Disclosure.

This is in order to comply with Regulations 12 (1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210). This is to ensure care and support is consistent with the Health and Social Care Standards which states, as a child my environment is secure and safe (HSCS 5.17)

Recommendations

Number of recommendations: 2

1. The childminder should consider their professional development and undertake training and development opportunities. This is to ensure they keep up skilled and well informed about providing a quality child care service. This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child, 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)
2. The childminder should complete and submit a self assessment for the service. This would help them to become familiar with the SHANARRI wellbeing indicators, and highlight the strengths and areas for development for the service. This is to ensure care and support is consistent with the Health and Social Care Standards which states as a child I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes and I use a service that is welled and managed. (HSCS 4.19 and 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

Recommendation 1

The childminder should complete and submit a self assessment for her service. This would help her become familiar with the SHANARRI wellbeing indicators, and highlight the strengths and areas for development for her service. National Care Standards Early Education and Childcare up to the age of 16, standard 13: Improving the service.

This recommendation was made on 21 January 2016.

Action taken on previous recommendation

A self assessment had not been submitted as requested. We have repeated this recommendation in 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
7 Dec 2015	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
9 Oct 2014	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 2 - Weak
11 Dec 2012	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
19 Nov 2010	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
21 Sep 2009	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
18 Mar 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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