

Brown, Wilma **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 29 January 2020

Service provided by:
Brown, Wilma

Service provider number:
SP2003902550

Care service number:
CS2003004523

Introduction

Mrs Wilma Brown operates her childminding service from her family home in Chapelhall, North Lanarkshire. The service is provided Monday to Friday flexibly to meet the needs of families. The local schools, shops and community facilities are accessible by foot, car and public transport. The children have access to the lounge/dining area, downstairs toilet and enclosed rear garden.

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 one is under 12 months. The numbers are inclusive of children of the childminder's family. Only the lower floor of the premises is registered for childminding purposes. Overnight care is not provided in this service.

The childminder's aims include:

'To provide a good service for children where they can be happy in an environment where they may feel valued and can take part in a range of activities that are suited to their age and stage of development'.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on 29 January 2020, where five minded children one of which included the childminder's grandchild were present. The inspection was carried out by one inspector.

During the inspection we observed how the childminder interacted with the minded children and considered the general environment and the equipment used in the provision of the childcare service. We looked at insurance documents in place and spoke to the childminder about implementing children's personal plans, policies and risk assessments for the service.

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. They are Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Views of people using the service

Children present during the inspection were happy and settled as they sat on the couch and played games on the iPad. The children and the childminder told us that this was monitored regularly by the childminder, this ensured that the games children played were suitable and age appropriate. The children told us that they liked coming to the childminder's home, where they played with her dog, made up their own games like, Tig, Spy's and Monsters.

We sent three Care Standards Questionnaires to the service prior to our visit, one of which was returned. We spoke with two parents during our visit.

The parents 'agreed' that overall, they were happy with the quality of care that their child receives at the service. However, within the returned questionnaire one parent 'disagreed' that the childminder's home was a safe, secure, hygienic, smoke-free, pleasant and stimulating environment and that the childminder provides a suitable range of equipment, toys and materials for their child.

During our visit we spoke to the childminder about the parent feedback returned within the Care Standards Questionnaire. The childminder told us that the children have taken part in creative experiences, such as, sticking, gluing and crafts. She commented that they went to local parks regularly after school and visited other areas of interest in the wider community during school holidays.

We found the childminder's home to be safe, clean and smoke-free. We spoke about other ways in which to engage the children further using interactive games and materials that would further support their learning and social development in the home and garden. Information to support this can be found on the Care Inspectorate HUB: www.hub.careinspectorate.com

Self assessment

No self-assessment has been submitted for the service.

What the service did well

The childminder provides a welcoming and safe environment for children, who were happy and settled in her care.

What the service could do better

The childminder told us that she was keen to improve her service. We spoke about the relevant training and guidance documents that would further support her practice and improve learning outcomes for children in her care.

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 our visit we saw that the children had developed positive relationships with the childminder and each other. The children were encouraged to be kind, share and take turns as they played.

The childminder told us that she had developed positive relationships with parents and carers.

She felt communication was good and that parents were fully supported to be involved in their child's care. We saw that the childminder provided opportunities for parents to discuss their children's care needs at collection times. The parent feedback returned told us that they 'agreed' that the childminder asked their views about how they wanted their child to be cared for. The parent commented that this was done through ongoing dialogue when dropping off and picking up or by phone calls.

We made a recommendation about personal plans at the last inspection. While the childminder knew the children well and described how she cared for and supported them as individuals we did not see any evidence of this being recorded in a child's personal plan. The feedback returned from the parent told us that they 'agreed' that the childminder regularly involves them in reviewing the information they have about their child, this was done through regular talks and filling out questions about their children.

To further support the childminder, we discussed current legislation and best practice, which states that every child should have a personal plan within 28 days of starting at the service. The plan should include how children's health, safety and wellbeing needs will be met and reviewed in consultation with children where appropriate and their parent every six months or more depending on the child's significant or complex needs. This recommendation will be repeated at this inspection. See recommendation 1

On the day of the visit the children were offered cake and dilute juice as a treat after returning from school. The childminder told us that the children were normally offered a variety of snacks, that included yoghurts, fruit, sandwiches, crisps and toast. She told us that the children rarely drank water and milk and preferred dilute juice. We spoke about the benefits of drinking water for children's teeth and how it helps them to be more energised and focused in their learning. The feedback from the parent told us that they 'agreed' that the childminder provides a healthy and well-balanced diet which meets their child's dietary and cultural needs. We signposted the childminder to the Care Inspectorate 'Food Matters' and NHS 'Setting the Table' guidance, to further support the childminder when providing healthy nutritional snack ideas. Information can be found here:

<https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/food-matters/>
<http://hubcareinspectorate.com/media/177298/nhs-setting-the-table.pdf>

The childminder told us that she was not registered as a food business and provided snacks only for children. She should contact the food safety officer from the local authority to determine if she is required to register as a food business operator. Information about operating as a food business can be found on the Food Standards Agency website www.food.gov.uk
See recommendation 2.

We looked at how the childminder would record information should a child require medication to be administered during childminding hours. We advised that she add the ailment, signs/symptoms and outcome to the paperwork, this will support her when recording whether the treatment children received was safe and effective. We signposted the childminder to the Management of Medication in Daycare of Children and Childminding Services' guidance, this will support her when making amendments to the medication consent and administration paperwork. Information can be found here:

https://www.careinspectorate.com/images/documents/1427/Childrens_service_medication_guidance.pdf

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should record how children's health, wellbeing and safety needs will be met within their personal plan, this is to ensure that children's needs are planned for and met.

To achieve this the plan should:

- Set out how the health, safety and wellbeing needs for children will be met.
- Record how children have progressed.
- Be put in place within 28 days of the child starting at the service.
- Be reviewed every six months or more often if the child's needs change.
- Be shared and updated with children, parents/carers.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: "My personal plan (sometimes referred to as my 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)

and

"My needs as agreed in my personal plan, are fully met and my needs and choices are respected". (HSCS 1.23)

2. The childminder should register with the local authority as a food business to ensure she is adhering to food safety standards.

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 professional and organisational codes". (HSCS 3.14)

Grade: 3 - adequate

Quality of environment

Findings from the inspection

We found the childminder's home to be welcoming providing a child-centred and safe environment for children, the main areas used for play were the living room and enclosed rear garden. The parent feedback told us that they 'agreed' that there was enough space for their child to play and be involved in a range of activities.

We spoke to the childminder about provocations of play and loose parts play, activities that entice children to learn and investigate, regardless of the outcome and how this would further support play experiences for children, supporting them to learn through open-ended discovery, initiate own play, explore, revisit and consolidate their learning over a period of time. We discussed guidance documents such as, 'Our Creative Journey', 'Loose Parts Play', 'Out to Play' and 'Space to Grow Indoor/Outdoor Settings, and how these documents can be used to further develop play experiences for children, helping them to engage further in the home and garden, improving children's creativity, imagination and enhancing their problem solving and social skills. Information can be found here:

<https://www.careinspectorate.com/images/documents/4132/Our creative journey Aug 17 MASTER combined.pdf>

<https://hub.careinspectorate.com/.../care-and-learning-alliance-cala/loose-parts-play>

http://www.playscotland.org/wp-content/uploads/Out-to-Play_practical-guidance-for-creating-outdoor-play-experiences-in-early-learning-and-childcare.pdf

We saw that children had access to appropriate handwashing materials, they were encouraged to wash their hands after using the toilet, before eating and after touching the pet dog and cat. The childminder told us that the children had individual towels to dry their hands. In order to make sure that all possible appropriate action was taken to control the risk of infection for children in her care, the childminder should further consider the storage of the hand towels.

The childminder used her car for business and appropriate insurance was available for parent's information, she ensured appropriate child seats were used with seatbelts which contributed towards the health and safety of children when travelling. The childminder told us that during the school holidays, they visited museums and parks where they would have a picnic. The parent feedback within the questionnaire told us that they 'agreed' that the childminder makes good use of resources in the community, for example the library and parks. The parent commented that the children got to the park often, which they love, and they recently went to the local soft play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We recognised that the childminder's years of experience helped her when looking after minded children. The childminder networked with other childminder's which supported her to share ideas and new initiatives. The childminder told us that she kept up-to-date by reading the Scottish Childminding Association SCMA newsletter. We discussed other publications to support her, such as 'My Childminding Experience' which

showcases good practice and developments in childminding and 'Your Childminding Journey' which is an online learning and development resource. Information can be found here:

https://www.childminding.org/Media/Docs/Care_Inspectorate/My_childminding_experience.pdf

<http://www.childmindingjourney.scot/>

This was in addition to using the Care Inspectorate HUB to keep abreast of recent childcare developments.

<https://hub.careinspectorate.com>

The childminder told us that children and parents were part of the self-evaluation process, they mainly preferred to share their ideas and views informally through daily chats, private messages and telephone calls, this enabled the childminder to respond naturally to their suggestions. Although, she did not formally evaluate her service, the childminder told us that the parents and carers would tell her if they were happy or not with the childcare provided.

We signposted the childminder to the Health and Social Care Standards www.newcarestandards.scot which will further support her when evaluating what should be expected when delivering and using a quality care service, improving outcomes for children and families that attend.

We made a recommendation about the need to update policies, procedures and record keeping systems at the last inspection, this included completing the annual self-assessment for the Care Inspectorate and implementing suitable risk assessments for indoors and outdoors. We saw no evidence during our visit that this had been done. This recommendation will be repeated at this inspection. See recommendation 1

We found that the childminder had been trained in first aid. However, it had been some time since she had undertaken Practical First Aid training, we spoke about the importance of this being implemented as soon as possible, to equip her with updated knowledge and practice on how to deal with minor and major emergencies. See recommendation 2

We found that the childminder demonstrated an understanding of her responsibilities to keep children safe in relation to safeguarding and child protection concerns. As it had been some time since she had undertaken child protection training, we recommend that this be done promptly to update her knowledge and skills, supporting the health and safety needs of children in her service. See recommendation 3.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should take action to improve the management of her service, taking account of the content and references in this and previous inspection reports. To develop, review and update policies, procedures, record keeping and risk assessments using current good practice guidance where available.

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. The childminder should undertake Practical First Aid training, to equip her with updated knowledge and practice on how to deal with minor and major emergencies.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: "I experience high quality care and support because people have the necessary information and resources". (HSCS 4.27)

3. The childminder should undertake child protection training to update her knowledge and improve her skills, to support the health and safety needs of children using the service.

This is to ensure that the 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, can reflect on their practice and follow their professional and organisational codes". (HSCS 3.14)

and

"I am protected from harm, neglect, abuse, bullying and exploitation by people who a clear understanding of their responsibilities". (HSCS 3.20)

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

To enable her to meet the needs of children effectively, the childminder should further develop children's written personal plans. This should include:

- Reviewing plans at least once every six months with parents/carers.
- Demonstrating how children's progress is being supported.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 3: Health and wellbeing.

This recommendation was made on 30 August 2017.

Action taken on previous recommendation

The childminder had made limited progress with this recommendation.

This will be repeated in this inspection. (please see quality of care and support)

Recommendation 2

The childminder should take action to improve the following aspects of the management of her service, taking account of the content and references in this and previous inspection reports. To develop, review and update policies, procedures and record keeping systems using current good practice guidance where available:

- Management of medication.
- Child protection.
- Management of pets.
- Trampoline safety.
- Risk assessments.
- Attendance registers.

National Care Standards Early Education and Childcare up to the age of 16 years – Standard 14: A Well-managed service.

This recommendation was made on 30 August 2017.

Action taken on previous recommendation

The childminder had made some progress with this recommendation, however, some elements had yet to be addressed.

These areas will be repeated in this inspection. (please see quality of management and leadership)

Recommendation 3

The childminder should keep an accurate and up-to-date record of the medicines children take and ensure that written consent is sought from parents/carers.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 3: Health and wellbeing and Standard 14: A Well-managed service.

This recommendation was made on 30 August 2017.

Action taken on previous recommendation

The childminder had taken positive steps to address this recommendation. Although, no medication had been administered since the last inspection, there was an appropriate system now in place and the childminder was clear about her procedures.

This recommendation is: met.

Recommendation 4

To support children's health and wellbeing, the childminder should ensure each child has a written plan that demonstrates how their needs will be met.

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)

Consideration should be given to:

- Ensuring each child has a personal plan in place within the required timescales.
- Demonstrating how children's health, welfare and safety needs are being met, their progress and achievements.
- Reviewing plans at least once every six months with parents/carers.

This recommendation was made on 13 November 2018.

Action taken on previous recommendation

This recommendation is: not met, therefore, will be repeated in this report.

Recommendation 5

The childminder should take action to improve the following aspects of the management of her service, taking account of the content and references in this and previous inspection reports. She should develop, review and update policies, procedures and record keeping systems using appropriate good practice guidance where available.

Consideration should be given to:

- Completing self-assessment.
- Management of medication.
- Child protection.
- Trampoline safety.
- Risk assessments.

This is to ensure care and support is consistent with the Health and Social Care Standards which state: "I experience high quality care and support based on relevant evidence, guidance and best practice". (HSCS 4.11)

and

"I use a service and organisation that are well led and managed". (HSCS 4.23)

This recommendation was made on 13 November 2018.

Action taken on previous recommendation

This recommendation is: not met, therefore, will be repeated 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
11 Oct 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
12 Jul 2017	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
22 Feb 2017	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 2 - Weak
10 Feb 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 2 - Weak
2 Mar 2016	Re-grade	Care and support Not assessed Environment 3 - Adequate Staffing Not assessed Management and leadership Not assessed

Date	Type	Gradings	
20 Aug 2015	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak Not assessed 2 - Weak
15 Sep 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
26 Feb 2014	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
26 Mar 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
17 Nov 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
21 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed
22 Apr 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 3 - Adequate Not assessed
8 May 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 2 - Weak

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.