

Joiner, Joyce Child Minding

Type of inspection: Unannounced
Inspection completed on: 3 February 2020

Service provided by:
Joyce Joiner

Service provider number:
SP2003901291

Care service number:
CS2003002807

Introduction

Joyce Joiner is registered to care for a maximum of eight children at any one time under the age of 16 years, of whom a maximum of six will be under 12, 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 of the childminder's family.

Other conditions unique to this service:

- Minded children cannot be cared for by persons other than those stated on the registration certificate.
- Overnight care will not be provided.

We found the service was not operating to the conditions of their registration. This has been reflected within the quality of management section of this report.

The childminding service is provided from the family home in a quiet, rural village of Charleston in Angus. This service was in walking distance from the school bus, a preschool playgroup, parent and toddler group, play park and woodlands.

The overarching aims of the childminding service were:

- each child or young person will be welcomed and valued as an individual
- plenty opportunity for children to participate in outdoor play in a safe, enclosed garden and Charleston play park and woodland walk.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by an early learning and childcare inspector on Monday 3 February 2020. 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 reviewed questionnaires returned from parents.

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

For this inspection, two parents or carers returned a completed Care Standards Questionnaire (CSQs). The responses from these showed that they both strongly agreed that they were happy with the quality of the care provided.

Additional comments included:

"My child has achieved so much with the with nurturing encouragement and support of Joyce. My child has experience lots of new things and really enjoys being at Joyce's, particularly being out in the open air and interacting with other children of all ages."

"My husband and I think Joyce provides an excellent service and highly recommend her As a childminder."

On the day of inspection, nine minded children were present. The children were seen to be happy and comfortable with their childminder showing positive relationships. Children's comments on the day included:

"Joyce, I have a beard."

"I don't have a brother, so I can relax."

"I had oranges for my snack at my playgroup."

"I walked 34,000 steps, but my Dad only did 27,000 steps."

Self assessment

Every year all care services complete a self-assessment telling us how their service is performing. We check to make sure this is accurate.

We did not receive a self-assessment from the provider. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered below.

What the service did well

The childminder had created a calm environment where children were free to have fun and explore through play. Children were happy and clearly held a strong bond with each other, and their childminder. We found that the childminder was committed to provided positive outcomes for children. She included parents and carers well, promoting a warm, inviting ethos within her service.

What the service could do better

On the day of the inspection, the childminder was operating over the number of registered children stated in her conditions of registration. The childminder must ensure she operates in line with conditions of her registration to ensure the health, safety and welfare of children in her care.

In order to keep the children safe and healthy, the childminder should attend first aid training as previously recommended in her last reports.

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	2 - Weak

Quality of care and support

Findings from the inspection

The performance in this quality theme was found to be adequate. During the inspection, the childminder was found to be operating over her registered number of children. This resulted in the children's safety and welfare being put at risk. We discussed the importance of adhering to conditions to ensure children are able to be properly supervised and supported at all times.

On the day of inspection, children enjoyed playing with a variety of toys and games together, as well as eating a healthy fruit snack. It was clear that children were happy within the service due to the positive attachments they had made with friends and the childminder. Older children took pride in caring for the younger children, for example putting on their favourite songs and helping them in their play. We found that the childminder supported children when necessary and gave them appropriate responsibility to enable them to develop their skills and abilities.

Children's play and learning experiences were captured throughout the day. The childminder included parents and carers by using multimedia messaging applications on her phone. We found this to be a positive way of including families in their child's care and sharing information effectively.

We discussed child protection as part of the inspection. The childminder was confident in how to best to keep children safe and protected. We reviewed her training and policy, which we found to be up to date and following best practice guidelines.

Children were encouraged to make healthy choices whilst at the childminders. The childminder told us parents provided all food for the children. The children are encouraged to sit at the table and be respectful during meal times. We found the childminder was promoting positive behaviours as detailed within best practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be good. Particular strengths were seen in how the childminder ensured children were included in their local community.

The childminders home was found to be clean, tidy and welcoming for the children using the service. They had open access to the entire lower level of the childminders home, which included living room, kitchen, playroom and a toilet. This enabled a homely environment, allowing the children to feel trusted and safe.

Toys and games made available to the children on the day of inspection were found to engage their curiosities and interests. We found that the older children were able to access resources independently and support the younger children in their choices. The childminder should consider developing further opportunities for open ended, natural materials within her service so that children can develop their imagination further.

Children also had access to a well-kept, spacious back garden. Children were keen to spend their time outside in the garden, including an additional secure space behind the garden. The childminder told they continued to use this space regularly, when the weather permits. We found this to be supportive in allowing children to be healthy and active while they are with their childminder.

The childminder valued inclusion within the community, enabling children to regularly access to local spaces and community events. She told us that by attending a local playgroup, children were able to develop their social emotional skills and build positive relationships with others within their community.

Children were given the responsibility to discuss potential risks that they recognise within their environment. The childminder allowed children to establish their own boundaries through respectful conversations. We found that she continually assessed this and would adjust her approach depending on the children's age and stage. No accidents or incidents had occurred since the last inspection. We asked the childminder to consider a fire guard for children's safety while the fire was in use.

Children were kept safe and healthy within the environment through good infection prevention measures. Children were encouraged to be hygienic, washing hands before eating and after using the toilet. The childminder's policies and procedures were found to be in line with current best practice guidance.

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

The performance in this quality theme was found to be weak.

On the day of the inspection, the childminder was operating over the number of registered children stated in her conditions of registration. The childminder must ensure she operates in line with conditions of her registration to ensure the health, safety and welfare of children in her care. A requirement has been made. We reminded the childminder of the importance of keeping attendance records for children in her service.

The childminder told us she had not taken part in any formal training, however she kept up to date with best practice and legislation through her registration with SCMA. She was able to discuss recent professional development she had undertaken in relation to Science, Technology, Engineering and Mathematics (STEM). She also used her skills and knowledge to promote best practice in her local community, such as playgroups and toddler groups. We would encourage the childminder to consider the needs of children in her care when sourcing future opportunities for professional development.

The childminder has yet to take part in First Aid training as stated in a previous recommendation. We discussed procedures that were in place and methods in which the childminder ensures she had kept up to date with updates to first aid. It remains highly recommended that the childminder take part in formal first aid training to ensure she has the most up to date skills and knowledge on how to keep the children in her care safe and healthy. A further recommendation has been made.

Through discussions, we found that the childminder continued to keep good communications with parents and carers using her service. We saw examples of parent questionnaires, text messages for sharing information and discussion with parents at the end of the day. By creating strong links between home and her service, the childminder was able to provide care that was meaningful to the children. The childminder told us she listens to parents and incorporates their wishes into her care.

Requirements

Number of requirements: 1

1. In order to ensure the safe provision of care, the provider must adhere to the conditions of registration by 28 February 2020.

This is in order 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).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) - Welfare of Users.

Recommendations

Number of recommendations: 1

1. Children should be kept safe. The childminder should have the appropriate knowledge and skills to carry out first aid and provide children the best possible care. It is recommended that the childminder attend relevant First Aid training that is certified for professional use.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that 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 organisation codes (HSCS 3.14)

Grade: 2 - weak

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

Children should be kept safe. In an emergency, the childminder should have the appropriate knowledge and skills to manage the situation and given children the best possible care. It is recommended that the childminder attend relevant First Aid training that is certified for professional use.

National Care Standards - Early Learning and Childcare: 14 Well-Managed Service.

This recommendation was made on 5 April 2018.

Action taken on previous recommendation

The childminder told us that she had yet to carry out first aid training. This recommendation has been continued and this is within the 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
9 Mar 2018	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good Not assessed 4 - Good

Date	Type	Gradings
27 Nov 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good Not assessed 4 - Good
20 Sep 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 5 - Very good 4 - Good Not assessed
18 Jul 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 3 - Adequate Not assessed
18 Jan 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate 2 - Weak 2 - Weak Not assessed
15 Oct 2010	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate 3 - Adequate Not assessed
31 Mar 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good 3 - Adequate Not assessed

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