

# Anderson, Judith

## Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 9 March 2020

**Service provided by:**

**Service provider number:**  
SP2009974677

**Care service number:**  
CS2009229645

## Introduction

Judith Anderson registered with the Care Inspectorate in 2011, 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 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

In addition, the childminder can care for 4 children under school age on a Tuesday, Wednesday and Friday, term time only from January 2017 to July 2018.

The parts of the premises not to be used are the front garden and the main bedroom. Overnight service will not be provided.

Thanks are due to the childminder for her co-operation.

The service is provided from the childminder's detached home in a residential area in the small town of Mintlaw, Aberdeenshire. Children using the service had access to the living/dining room, kitchen, playroom and bathroom. Children had access to various play resources, as well as others being stored. Children had direct access to the rear garden through patio doors.

On the day of the inspection there were three minded children aged 4, 3 and 1 present.

The aims and objectives of the service are "for children in my care to be happy and safe and have a fun and enjoyable experience".

## What we did during our inspection

We compiled this report following a short notice inspection, which took place on 5 March 2020 between 12:15pm and 2:30pm. Feedback was given to the childminder during and after the inspection on 9 March 2020. This inspection was carried out by one inspector.

During this inspection we spoke with the childminder and the minded children present. We observed the care given by the childminder and looked at a number of documents including children's records, health and safety procedures and certificates of training. We also looked at the environment and the quality of the resources available.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## Views of people using the service

The minded children were having a sociable lunch when we arrived to carry out our inspection. The children were happy and confident as they proudly showed off their fancy dress costumes to celebrate World Book Day.

We issued three Care Standards Questionnaires (CSQs) to the childminder to hand out to the parents of the

children who used her service. One completed questionnaire was returned to us. They indicated that they were very happy with the quality of care their children received.

Comments included:

"My child is involved in the daily routine; he drops off other children at school/nursery and is involved in daily tasks, i.e. trips to the shop/post office which helps build life skills"

"Toys are appropriate and safety precautions have been taken".

Types of places visited included, "Aden Park, the fire station, childminding group and soft play".

We were unable to speak to any parents on the day of the inspection.

## Self assessment

The childminder had not submitted a self-assessment document. We discussed the importance of completing the self-assessment to support improvement within her service.

## What the service did well

The children and childminder shared good attachments. Children were active within the community, participating in local groups and visiting places of interest such as parks and the fire station. The childminder shared photographs of the children whilst they spent time at the service. This gave parents/carers a flavour of their daily experiences.

## What the service could do better

The childminder should improve the quality of information gathered to support children's health and wellbeing needs whilst attending the service.

The childminder needs to provide children with more challenging and stimulating activities and experiences to give more depth of learning and ensure they achieve their potential.

The childminder should develop risk assessments to ensure children's safety as they grow and develop.

The childminder needs to update her knowledge by becoming familiar with best practice documents, then implementing her learning into her practice. She should also attend relevant training to support her in her practice and improve outcomes and experiences for children.

## 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 childminder evidently shared good attachments with the children. This ensured they were comfortable and relaxed in her company and home.

The childminder respected children's individuality and planned for their settling in visits accordingly, easing their transition between settings, building confidence and resilience. An 'All About Me' booklet initially provided the childminder with appropriate information to support the child's care. These should however be updated to reflect children's current abilities and preferences so that these can be planned for and supported.

The childminder described the children's abilities, personalities and traits. We found however, there was insufficient challenge within the environment to offer some children more depth of learning. As a result, children were not always supported to achieve their potential.

All children had a personal plan in place. Some of these had not been reviewed six monthly in line with legislation. We also found that these plans did not contain enough information to enable the childminder to effectively support children's health and wellbeing needs. Additional information was needed so that individual care plans could be developed further to help the childminder track children's development and health and wellbeing needs. **(See Recommendation 1)**

At the time of inspection, no child required medication. We found that the administration of medication records needed additional information to ensure children's health and safety. For example, children who may have long term medical conditions or allergic reactions, step-by-step information to support and guide the childminder to take appropriate action when required to do so was needed. All documentation should be signed and dated by parents and the childminder as this triggers review dates. A recommendation was made in relation to this aspect previously and has not been met. **(See Recommendation 1)**

Detailed guidance can be found in: <https://hub.careinspectorate.com/media/1549/management-of-medication-in-daycare-of-children-and-childminding.pdf>

The childminder demonstrated good understanding of how to keep children safe and protected. In discussion, the childminder confirmed that she had heard of Getting It Right For Every Child (GIRFEC) and the eight wellbeing indicators (SHANARRI). She had basic awareness of how the children's wider world could impact on their wellbeing but understood why it was important that she increased her knowledge and understanding in this area. This would help the childminder to assess how she is improving outcomes for the children in her care. (See Recommendation 2 Management and Leadership)

We found that chronologies were not in place. We advised why chronologies should be introduced for each child as these would provide a clear timeline should the child experience any significant event. **(See Recommendation 1)**

The childminder did not provide children with meals. Instead, she encouraged children to take a healthy pack lunch. The childminder recognised she needed to refresh her food hygiene training and was actively looking for one suitable.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. To guarantee that children's health and care needs are met, the childminder must ensure:

- Sufficient information is gathered for each child so that effective care and/or medical care plans are developed to support children whilst attending the service
- All children's personal information is updated six-monthly in line with legislation or before when needed
- All children have a chronology in place.

This ensures that care and support is consistent with the Health and Social Care Standards which state "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) and "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

Children were cared for in a warm, secure, safe and comfortable environment. They were able to move between the living/dining room and playroom which offered them a dedicated play space and housed a range of accessible toys to support their interests. These were clean and well-maintained toys and were rotated regularly to offer variety. We discussed how there needed to be a wider range of resources and experiences to challenge and sustain children's interest and creativity. The childminder would find 'Our Creative Journey' and 'Building the Ambition' very helpful to support her to develop and deliver good quality play.

<https://hub.careinspectorate.com/media/1459/building-the-ambition-national-practice-guidance-on-early.pdf>  
<https://hub.careinspectorate.com/media/1572/our-creative-journey.pdf>

We discussed with the childminder how introducing natural resources would encourage and enhance children's imagination, curiosity and problem-solving skills. Use of 'Loose Parts Play: A toolkit' would support the childminder in developing this aspect of her service.

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>.

Patio doors from the living/dining room provided children direct access to the large and enclosed back garden. The childminder explained however, that children were unable to make use of the garden at present, as it needed to be tidied, with old equipment being removed to make it safe.

The childminder and children were very active in the local community. They attended a variety of groups, for example, toddlers and the local childminding group. This helped children to develop friendships and social skills. Children had daily access to the outdoors where they could enjoy active play in the fresh air. The childminder described how refurbishment at Aden Park had provided additional opportunities for children's physical and

imaginative play experiences. Children enjoyed visiting places of interest as they recalled their visit to the Fire Station, increasing their awareness of safety and people who help us.

The childminder carried out risk assessments informally. However, formal risk assessments should be developed in consultation with children where appropriate. This would help to highlight areas of risk or danger to children as their abilities and mobility developed. These should be reviewed and updated in the event a child experiences an accident or incident, to ensure their continued safety. The childminder should also explore safe sleeping arrangements for those younger children attending the service at: [www.scottishcotdeathtrust.org/](http://www.scottishcotdeathtrust.org/)

Systems were in place to record and share information with parents about any accidents or incidents. None however had occurred. The childminder told us her First Aid certificate had expired and how she needed to book on an appropriate training course. **(See Management and Leadership, Recommendation 1)**

## 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

As a member of the Scottish Childminding Association (SCMA), the childminder accessed their recording formats which she found beneficial. The childminder was unaware of relevant good practice guidance, including 'My World Outdoors' and 'Your Childminding Journey'. We highlighted how she should use this guidance to inform her practice to support and improve outcomes for children.

The childminder met regularly with fellow childminders and found these opportunities useful, sharing practice ideas, their knowledge and experience. She also made use of a social media group as well as the SCMA website for advice and ideas.

The childminder had recently attended 'share the moment' training. She described how this would better support her when caring and communicating with younger children. The childminder told us several of her training certificates had expired. This meant that she did not have up to date knowledge to fully support the children in her care. It was recommended at the previous inspection that the childminder attend relevant training and explore other learning opportunities to support the development of the service and keep up to date with best practice. This recommendation has not been met. **(See Recommendation 1)**

The childminder had produced a variety of policies and procedures which she shared with families using her service. We advised that a few changes could be made to ensure they met best practice guidance, particularly the child protection policy. For example, the child protection policy needs to refer to National Guidance for Child Protection 2014 and include a statement making parents aware they may not be contacted in the first instance should abuse be suspected. Social Work contact details should also be checked for accuracy.

There was no complaints policy in place to guide parents should they wish to raise a concern or complaint with the childminder. We asked the childminder to review the remaining policies and procedures to ensure they contained current and accurate information.

The childminder told us how she communicated with parents daily, sending photos of their child's day. She invited their suggestions for improvement with regards to their children's care and her service overall. She still however, had no formal means of consultation or evaluation in place to further improve and progress her service and outcomes for children. We highlighted to the childminder the benefits of using the self-assessment process as a means of quality assuring her service. This would help her to identify strengths and areas for development. (See Recommendation 2)

The parent who completed the Care Standards Questionnaire 'strongly agreed' with the statement, "Overall I am happy with the quality of care my child receives at this service".  
Current public liability insurance for the childminding service was in place.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To ensure children receive high quality care and support, the childminder should:

- Attend/refresh appropriate training to include: first aid, food hygiene, GIRFEC and child protection

- Become familiar with best practice guidance

<https://hub.careinspectorate.com/resources/children-and-young-people/childminding/>

This ensures that 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)

2. In order to improve and progress her service and secure good outcomes for children, the childminder should:

- further develop methods of consulting with parents and their children to involve them in assessing her service and suggesting any areas for improvement

- undertake a detailed self-evaluation of her service using feedback from parents and children and the wellbeing indicators, in line with the Care Inspectorate's self-assessment format. <https://hub.careinspectorate.com/media/3783/self-evaluation-for-improvement-your-guide.pdf>

This ensures 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:** 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

The childminder should continue to develop ways of gathering information to help meet children's individual needs and ensure personal plans are updated at least once every six months.

#### National Care Standards Early Education & Childcare Up to the Age of 16 years - Standard 3 - Health & Wellbeing

This recommendation was made on 12 April 2019.

#### Action taken on previous recommendation

The childminder gathered children's information when they joined the service. However, there was insufficient information gathered in relation to the youngest children, to effectively support their health and wellbeing needs.

Further information can be read within the body of the report.

This recommendation had not been met and will be restated.

#### Recommendation 2

The childminder should attend relevant training and explore other learning opportunities to support the development of the service and keep up to date with best practice.



## National Care Standards Early Education & Childcare Up to the Age of 16 years - Standard 12: Confidence in Staff

## National Care Standards Early Education & Childcare Up to the Age of 16 years - Standard 13: Well-Managed Service

This recommendation was made on 12 April 2019.

### Action taken on previous recommendation

The childminder had attended one training session since her last inspection in April 2018.

We asked the childminder about the best practice documents she used within her service; however she did not use any which would help to guide and support her to improve experiences and outcomes for the children in her care.

Further information can be read within the body of the report.

This recommendation had not been met and will be restated.

## 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
27 Mar 2018	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
18 Sep 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	4 - Good Not assessed
16 Aug 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
9 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 3 - Adequate Not assessed
9 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory Not assessed
27 Jan 2012	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed

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