

Garside, Susan Child Minding

Type of inspection: Unannounced
Inspection completed on: 12 February 2020

Service provided by:
Susan Garside

Service provider number:
SP2003901264

Care service number:
CS2003002780

Introduction

The childminder provides her childminding service from her semi-detached property in the village of Birkhill, close to Dundee. The minded children use the ground floor of the house. This consists of a living room and a kitchen/dining room. The children have use of the family bathroom on the first floor of the house. Children also have access to the fully enclosed rear garden.

Mrs Garside is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of four 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. On the day of the inspection there was one child being minded.

We found that the childminder adheres to the conditions of her registration. The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

The service has been registered since 1 April 2002.

What we did during our inspection

An inspector from the Care Inspectorate team carried out an unannounced inspection on 5 February 2020. Relevant documents and the premises were inspected where the service operates from.

Inspectors returned on 12 February 2020 to observe the practice of the childminder due to no minded children being present on the first visit. Feedback was given to the childminder at the end of the inspection.

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, included. These are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

The child who was present on the day of the inspection were observed to be settled, engaged and happy in their play. The child was comfortable with the childminder, seeking assurance and attention from her.

Comments from the child included:

"We are building a jigsaw."

"Sometimes we go to the shops to buy toys."

"Oh it's a big blue bit."

"Why can't you pick me up from out of school club?"

"Other toys are here."

There were no parents present at the time of the inspection. We had sent Care Standards Questionnaires (CSQs) to be given to parents and received feedback from one parent about the service. The parent strongly agreed that they were happy with the quality of care their child received in the service.

Parent's comments included:

"If there were issues, I could discuss these with Susan."

"My child is regularly out and about with Susan."

"We communicate regularly."

Self assessment

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 living room, where the childminder offered a service from, was warm, bright and relaxed. It was evident that the childminder had built positive trusting relationships with the child who accessed the service.

The childminder made use of the local amenities by taking the child on trips, walks and play park to support their interests and experience whilst in her care.

What the service could do better

The childminder should expand her awareness and knowledge with regards to childminding legislation and best practice documents. This would support her in the role of a childminder. The childminder needs to implement personal plans for children she provides childcare to. As highlighted with the childminder, there are several areas around her paperwork which she now needs to focus on to improve the development and management of her service.

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

The quality of care and support provided was evaluated to be adequate.

On the day of the inspection there was a calm atmosphere within the childminder's home with one minded child

present. We observed the childminder offering care and support to the minded child in a respectful and thoughtful manner. The childminder was down at the child's level participating in games and jigsaws. The nurture and interactions were positive and supported the child to feel safe and secure.

The childminder had developed positive relationships with the parent of the minded child and shared information at drop off and collection times. We have asked that important information is logged to support the needs, and routines of the minded child. We recognised since the last inspection the childminder had developed her paperwork. We highlighted what sections of this information still requires to be addressed. Addressing the gaps will support appropriate interests, needs and health of minded children in her care. It is a requirement to review such information with parents every six months. This requirement will be continued **(see requirement 1)**.

The childminder had not yet administered any medication, and we discussed the childminder's medication procedure. Since the last inspection the childminder had purchased a Scottish Childminding Association (SCMA) pack to support her with the paperwork in relation to the safe management of administering medication. We advised the childminder to familiarise herself with current best practice guidance in relation to the safe administration of medication which is available on the Care Inspectorate Hub.

Toys were available within the living room, which children could independently access to support their play. The childminder also made use of the local amenities by taking the children on trips, walks and play park to support their interests and experience whilst in her care.

The childminder had basic knowledge about how to keep children safe while in her care. She had not had recent training. Even though she had not attended any recent training she felt confident in dealing with any issues which could arise.

Requirements

Number of requirements: 1

1. In order to ensure children's needs are met, the childminder must implement a tailor-made personal plan for every child attending the service by 1 April 2020.

In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed personal plan, created in partnership with children and parents/ carers, within 28 days of starting in the service.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least once every six months whilst the child is attending the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "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).

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 5 (1) and (2)(a)(b) - Personal Plans.

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

Quality of environment

Findings from the inspection

The quality of environment was evaluated to be adequate.

We found the areas used for childminding to be comfortable and welcoming for the age and number of children for who care is provided to. The living room held most of the toys and resources, had good natural lighting and was a cosy and peaceful space to rest and relax.

The toys and games were suitably stored, and children had direct access to them, which supported choice and independence. The opportunity for active play and fresh air was available to the children by visiting local parks and accessing the childminder's garden.

The garden was safe and fully enclosed, with a range of toys and activities which were appropriate to the age and stage of the children. The childminder told us about her plans to develop the rear garden area. We would encourage her to follow through with this.

Infection control practice was observed, and children were familiar with good hand washing routines. The childminder told us she made daily visual checks of her home and garden before children arrived. Her home was observed to be clean and tidy. Appropriate risk assessments were not in place for regular activities, environments and outings. The childminder had been asked to create risk assessments for her home and for outings that she went on with the children. This recommendation was made at a previous inspection. This recommendation is continued **(see recommendation 1)**.

The childminder provided evidence of her public liability insurance and provided details held for car insurance, incorporating business use of her car. This may provide some protection to the childminder and to families, in the event of any accidents.

The childminder had a system in place to record accidents and incidents. This ensured that parents were informed of any accidents or incidents and children received the appropriate care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children should be in an environment that is safe and secure. The childminder should improve the way she assesses risk so to minimise hazards and reduces risk.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "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 staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The quality of management and leadership was evaluated to be adequate.

During the inspection we discussed with the childminder how she evaluated the service, made improvements and kept up-to-date with current best practice.

The childminder's years of practice had provided her with some knowledge and experience in looking after children. However, we found no evidence that the childminder was continually updating her practice to ensure she was trained and skilled to a high quality. We discussed barriers she faced in accessing training and suggested different ways in which she could improve her professional development.

As recommended at the last inspection, the childminder should look to access training to support her in improving her knowledge and further enhance her service. We also highlighted the need for the childminder to expand her knowledge in current best practice documents and guidance. We suggested how the childminder could use the Health and Social Care Standards (HSCS) to support ongoing professional development. By doing so could enhance the experiences and outcomes for children and families who access her service. The recommendation from previous inspection will be continued **(see recommendation 1)**.

The childminder highlighted how she was a member of the Scottish Childminding Association (SCMA) and how she seeks support from local childminders. We discussed how the paperwork from (SCMA) could support her in the running of her service and the benefits of using such forms and templates.

We considered there were several areas that the childminder needed to work on to allow us to be fully confident she was following the most current legislation and best practice guidance. Basic policies were in place, but we identified gaps and documents which needed amended, dated and reviewed. The recommendation from the previous inspection will be continued **(see recommendation 2)**.

The childminder had not undertaken child protection or first aid training for some time. She understood her role and was able to explain appropriate procedures she would follow to safeguard children. The childminder agreed to explore local first aid and child protection training courses. We will explore the childminder's training and impact at future inspections.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should identify her development and training needs and access training to support her in improving her knowledge and further enhance her service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

National Care Standards Early Education and Childcare up to the Age of 16. Standard 13: Improving the Service.

2. The childminder should review the records, policy and procedures which ensure that children are cared for in a safe and appropriate setting.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are 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

Requirement 1

In order to ensure children's needs are met, the childminder must implement a tailor-made personal plan for every child attending the service by 15 September 2018.

In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed personal plan, created in partnership with children and parents/ carers, within 28 days of starting in the service.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least once every six months whilst the child is attending the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "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).

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 5 (1) and (2)(a)(b) - Personal Plans.

This requirement was made on 5 September 2018.

Action taken on previous requirement

Has purchased Scottish Childminding Association (SCMA) folder and forms and is in the process of using care plan templates. Full information was not available at time of inspection though. This requirement is to be continued.

Not met

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The childminder should ensure that she has written risk assessments for all areas of her service, including her home and garden. The risk assessments should be carried out regularly and recorded on doing so.

National Care Standards for Early Education and Childcare up to the Age of 16. Standard 2: A Safe Environment.

This recommendation was made on 10 September 2014.

Action taken on previous recommendation

The childminder had limited information recorded in risk assessments for her home, garden and outings. To support the health and safety of the minded children we discussed how these could be further developed.

This recommendation is continued.

Recommendation 2

The childminder should identify her development and training needs and access training to support her in improving her knowledge and further enhancing 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 10 September 2014.

Action taken on previous recommendation

The childminder had limited opportunities for training since the last inspection. She had not identified any training which was to be completed in the near future.

Recommendation 3

When a child requires medication, the childminder should administer and record this safely and share all information with parents/carers. The childminder should improve the paperwork she uses in order to reflect best practice and current legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "Any treatment that I experience is safe and effective" (HSCS 1.24).

This recommendation was made on 5 September 2018.

Action taken on previous recommendation

The childminder did not have any children who required medication. However had a policy and forms readily available. Signposted the childminder to safe administration of medication guidance. This recommendation is met.

Recommendation 4

The childminder should improve handwashing measures to ensure children are kept safe.

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

This recommendation was made on 5 September 2018.

Action taken on previous recommendation

The childminder had good handwashing measures. This has now been met.

Recommendation 5

Children should be in an environment that is safe and secure. The childminder should improve the way she assesses risk so to minimise hazards and reduces risk.

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

This recommendation was made on 5 September 2018.

Action taken on previous recommendation

This recommendation is to be continued as the childminder could not show full risk assessments. Childminder is going to use Scottish Childminding Association (SCMA) forms and templates.

Recommendation 6

The childminder should review the records, policy and procedures which ensure that children are cared for in a safe and appropriate setting.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).

This recommendation was made on 5 September 2018.

Action taken on previous recommendation

The childminder has updated some policies, however reviews and amendments are still required. This recommendation is to be continued.

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
13 Aug 2018	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
18 Aug 2014	1	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
8 Sep 2011	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
15 Jun 2010	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
16 Jun 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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