

Marr, Kelly-Ann Child Minding

Type of inspection: Unannounced
Inspection completed on: 17 February 2020

Service provided by:
Marr, Kelly-Ann

Service provider number:
SP2005948797

Care service number:
CS2003037244

Introduction

Kelly-Ann Marr is registered to provide a care service to a maximum of eight children at any one time under the age of 16, 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 the children of the childminder's family. The parts of the premises to be used for childminding shall be the living room, playroom, downstairs bathroom and back garden. The kitchen shall only be used under the childminders supervision. An individual risk assessment shall be undertaken in respect of the use of the computer room by a child.

The childminder lives with her family in an end terrace house in a residential area of Dundee. The children have access to the lower level of the house; open plan lounge and dining area, kitchen, bathroom and play area within the garage. There is direct access to the garden. The childminder works alongside her husband who is registered separately as a childminder.

The statement of aims and objectives about the service include, "to provide a service that is relaxed, safe, playful, creative, healthy, educational and flexible to the individual needs of the children."

We check services are meeting the principles of Getting It Right For Every Child (GIRFEC). This is Scotland's national approach to improving outcomes for children by offering the right help and the right time from the right people. There are eight wellbeing indicators at the heart of GIRFEC. They are safe, healthy, achieving, nurtured, active responsible, respected and included. These are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

An unannounced inspection took place on Tuesday 04 February 2020 between 10:00 and 13:00 and 15:00 and 16:30 and on Monday 17 February 2020 between 09:00 and 10:00 by two Care Inspectorate inspectors. Feedback was provided throughout the inspection and in the afternoon of 17 February 2020.

During the inspection we looked around the areas used by the minded children in the service. We observed the childminder throughout the inspection and her interactions with the children attending. We sampled relevant documentation to support evaluation findings.

Views of people using the service

On the morning of inspection there were two minded children present under the age of three. Upon our return in the afternoon there were four children present, three of which were of school age. We observed the children to be happy and content within the service.

We sent out four care standard questionnaire and received two prior to the inspection. We spoke with one parent during the inspection day.

Parents told us:

'Kelly-Ann has been an excellent carer for us. She communicates clearly with us at every step and has always made sure we felt secure at every step of the way. She works hard to make sure children in her care have fun are safe and all their needs met. We are delighted with the service'

'The childminder takes (child) to the park regularly and is always taking (child) to library and museums.'

Self assessment

The childminder had not submitted her self assessment prior to the inspection. We reviewed the childminders information and discussed how she will make changes to improve her service. The self assessment process would enable the childminder to work in partnership with families while evaluating and monitoring the quality of her service. Evaluation of outcomes for children could then be measured and improved.

What the service did well

The childminder knew children and families well. She offered a flexible service that is valued by families and meets their needs.

Children experience a variety of cultural outings and experiences around the city.

The childminder accessed training to support her knowledge and understanding of current trends in supporting children with their mental health and specific learning needs.

What the service could do better

We agreed that the childminder needed to undertake further training relevant to the needs of children attending the service and use this training to enhance children's experiences.

Handwashing and practice during nappy changing should be reviewed and current guidance followed to support and promote infection control, privacy and dignity.

The childminder should continue to review and reflect on the service provided and make improvements in consultation with parents and children.

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 has been evaluated as adequate.

The childminder knows children well and has extensive knowledge of their needs and how best to support them. This ensured that children were cared for and supported their flexible attendance patterns. We saw the childminder read with a young child and provide some nurture and cuddles as the child settled during the story. The childminder used a variety of ways to communicate with parents including face-to-face chats, text messages, email and telephone calls. This helped to keep parents informed about their child's day, development and build positive relationships between them all.

We observed limited engagement and interaction between the childminder and the minded children throughout the inspection. Children should be supported to be independent, make choices and develop their skills. The childminder's engagement and interactions with the children could be improved so that children receive care which meets their needs and enables them to achieve their potential (see recommendation 1).

Children had personal development plans in place. The childminder created aims or learning targets for each child with details of how these can be met. These were reviewed bimonthly with the childminder updating them weekly. However, we saw little evidence on how this supported children progress and development. We asked the childminder to ensure care plans have appropriate information recorded in chronologies to capture changes in children circumstances, routines and detail their learning and development needs. This will support the continuity of care as children grow and develop at the service and support them as the move on (see recommendation 2).

Children who required to have their nappy changed should experience dignity and respect during this time. Children had their individual nappy mats and changing materials such as nappies and wipes which were stored appropriately. However, we discussed with the childminder improvements that need to be made so that children were treated respectfully and with dignity. We reminded the childminder of best practice guidance regarding infection control during this time, including appropriate handwashing. We discussed the changes needed to the service nappy changing arrangements and agreed this would be developed (see recommendation 3).

We are confident that the childminder was aware of their responsibilities for the safeguarding and protection of children.; This contributes to children being safe and free from harm.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should improve her engagement and interactions with children in her care to ensure they receive care which meets their needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'as a child, I experience warmth, kindness and compassion in how I am supported and cared for, including physical comfort when appropriate for me and the person supporting and caring for me.' (HSCS 3.9)

2. Children should have their needs clearly identified and reviewed regularly as part of their personal plan. The childminder should improve the way she records children's information so to record development needs, significant events in their lives, routines and interests.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'as a child, 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).

3. Children should have their intimate care delivered in a suitable area that allows for privacy. The childminder must consider where is appropriate for children to be changed that ensures they are treated with dignity and respect at all times and potential for cross infection is minimised.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'as a child, if I require intimate, personal care, this is carried out in a dignified way, with my privacy respected' (HSCS 1.4).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The quality of the environment has been evaluated as adequate.

Children experienced a home from home environment. The living room space was cosy and ensured children had opportunity to relax. This allowed children to feel safe and secure whilst attending the service.

The children experienced a number of outings and events in the local area to broaden their cultural experiences. This included the 'Oor Wullie' bucket trail, museums and galleries within the city. This promoted children to feel included and exposed them to a vast array of cultural experiences. We asked the childminder to consider the value of these for the younger children who attend the service.

The childminder used the local community well. Children were taken on regular trips to the library to promote literacy experiences. The use of the local community shops ensured children were involved in buying their own snack. This helped children to be included and respectful of the community where they live.

Children who attended for a full day were offered daily outdoor opportunities. Whether this was a walk or use of the garden area. Daily outdoor experiences promote positive healthy lifestyle choices for the children.

Throughout the inspection we discussed with the childminder the impact of using more loose parts and natural resources to support children to lead their own play experiences. This would provide opportunities for children to have ownership of their play and feel valued and supported. There were missed opportunities for younger children attending to be appropriately supported in their play. We discussed with the childminder ways in which this could be done effectively. Providing experiences that support children's schematic play would allow for the younger children to be appropriately supported during their time at the service (see recommendation 1)

The childminder agreed to ensure infection control procedures were met appropriately. Children's handwashing routines were not fully embedded into every day practice. This should continue to be a priority for the childminder to ensure children are healthy and developing healthy lifestyle choices (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. Children should have a range of exciting and stimulating toys, resources and experiences which meet their needs and stage of development. The childminder should review and extend the variety of toys, resources and experiences.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'as a child, I can direct my own play and activities in the way that I chose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity'.(HSCS 2.27).

2. The childminder should improve infection prevention and control practices, including handwashing and nappy change practice 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).

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 has been evaluated as adequate.

Daily verbal communication with parents provided opportunities for both the childminder and parents to share information, and for parents to make comments about the experiences their child received when attending the service. This ensured parents felt valued and created a partnership working between the childminder and families.

The childminder offers a flexible service for her families. This was very much valued by families to support their requirements for childcare. We could see how the childminder supported these children, however information held within children's personal plans did not reflect their current care needs. (See recommendation 2 within Quality Theme 1 – Care and Support).

The childminder was a member of the SCMA and received regular magazines to support keeping up-to-date with current practice.

At this inspection, we considered how the childminder evaluated her service and ensured her practice was current and up-to-date with practice guidance. The childminder discussed various training courses that she had completed such as child mental health and dyslexia training. Although the childminder had an extensive knowledge within these areas we could not identify how they had positively impacted on children's experiences currently attending her service.

The childminder had not kept up-to-date with current practice guidance such as 'Loose Parts Toolkit', 'My Childminding Experience' and 'My World Outdoors'. This meant they were not continually developing and improving their practice with regards to her childminding service. We discussed the practice guidance for childminders which is available on our website <http://hub.careinspectorate.com/which> would support the development of the service. Further training was identified as a recommendation for the childminder to enhance her knowledge and understanding of her service, and support positive outcomes for children (see recommendation 1).

We discussed the importance of continual reflection and self evaluation to best support improvements within her service. We recognised that the childminder gathered feedback from parents, and we explored how this could be extended to involve children too. We recommended that on going review of the service should be undertaken to identify areas of strength and development and evaluations used to develop the service further. This should include the completion and submission of her online self assessment (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To provide children with experiences which are relevant to their current needs, the childminder should undertake learning opportunities to develop her knowledge of current practice guidance and adapt her service to reflect the learning.

This would contribute to service development and children experiencing high quality care and support based on relevant evidence, guidance and current practice supporting the Health and Social Care Standards which state that; '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 review her processes for self evaluation to identify strengths and development areas to support the continuous improvement of her service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child; 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

Children registered with the childminder should only be cared for by persons named on the certificate of registration. The childminder must ensure this is achieved by 30 October 2018.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that 'I know who provides my care and support on a day-to-day basis and what they are expected to do. If possible, I can have a say on who provides my care and support'. (HSCS 3.11).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011/ 210 Regulation Principles 3.

This requirement was made on 23 October 2018.

Action taken on previous requirement

The childminder had addressed this requirement for her service.

Met - within timescales

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

Previous recommendations

Recommendation 1

To promote the health and wellbeing of children during mealtimes, the childminder should review the organisation of meal and snack times and ensure suitable hand washing routines are carried out.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible'. (HSCS 1.35).

This recommendation was made on 23 October 2018.

Action taken on previous recommendation

Children sat around a small table and enjoyed their lunch and snack in a calm and unhurried fashion. We discussed hand washing routines, this has been carried on in this report as a further recommendation.

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
28 Aug 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
25 Aug 2017	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
25 Aug 2015	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
2 Sep 2013	Unannounced	Care and support 6 - Excellent Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
21 Sep 2011	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed

Date	Type	Gradings	
20 Jan 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed
20 Jan 2010	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
25 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed

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