

Gribben, Kim

Child Minding

Type of inspection: Unannounced
Inspection completed on: 11 February 2020

Service provided by:
Gribben, Kim

Service provider number:
SP2008968828

Care service number:
CS2008170516

Introduction

The childminder provides her service from the family home in the Greenhills area of East Kilbride. The property is well situated to access local schools, nurseries, parks and shops. The accommodation used by minded children is on the ground floor and includes living / dining room, kitchen, toilet and enclosed front garden.

The childminder is registered to provide a care service to a maximum of six children under the age of 16, of whom no more than three are not yet attending primary school and of no more than one is less than 12 months. There is currently one child accessing the service on a part-time basis.

We checked the service was meeting the principles of Getting it Right for Every Child (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 parents to work with the services that help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

We wrote this report following an unannounced inspection which took place on the morning of Tuesday 11 February 2020. We provided the childminder with feedback on the same day.

The inspection was carried out by one inspector from the Care Inspectorate.

During the inspection visit, we spoke to the childminder and the one minded child in her care.

We considered the experiences and activities available to children. We looked at some procedures and records that gave some indication of how the childminder managed her service and planned to meet the individual needs of children in her care. We considered how the childminder promoted positive outcomes for children linked to the GIRFEC wellbeing indicators

Views of people using the service

During the inspection visit there was one child present. The young child was observed to be happy and settled in the childminder's home. She interacted positively with both the childminder and the Inspector.

During the inspection process we seek feedback from parents who use the service via Care Standard Questionnaires. We issued three questionnaires, two of which were returned prior to the inspection. Feedback was very positive and both parents "strongly agreed" that they were happy with the quality of care their child received. Comments included:

"Kim is a caring, kind attentive childminder. She was always prepared to go the extra mile and help out if we needed her. Our children really enjoyed spending time with Kim and we knew they were always safe and well cared for."

"We would thoroughly recommend Kim as a childminder - her whole family are lovely and she is a very professional, personable childminder. Always 100% positive."

"We have never had any complaints but we would have felt comfortable talking directly to her if we had any concerns."

"Kim is an amazing, friendly person who takes great care of my daughter."

Self assessment

We received a fully completed self assessment from the childminder prior to the inspection. This document provided us with information about how the childminder operated her service and worked with parents and children.

What the service did well

The childminder was caring and nurturing towards the child in her care. She knew the minded child well and was responsive to her individual needs. She had developed good communication with the parent and shared information about their child with them.

What the service could do better

The childminder should keep her knowledge and skills updated by accessing a range of training opportunities and best practice documents. She should address the recommendation within the report to further improve her service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
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

The minded child who was present during our visit was observed to be happy and settled in the childminder's care. She had developed a good relationship with the childminder. The child played happily with a wide range of resources which she freely accessed.

The childminder was nurturing and respectful in her approach to the minded child. She was responsive, supportive and interacted positively with the child, participating in her play and reading stories to her.

The childminder told us she had developed a positive relationship with the parent of the child using her service, which supported them to be involved in their child's care. Good communication kept her well informed about the child's ever changing needs. This supported continuity of care between home and the childminding setting and helped the child to feel settled and safe.

The minded child had a personal plan which contained all required information, including any medical or dietary requirements. Her progress and achievements were recorded and shared with her parent.

Although the childminder had a good understanding of her role in safeguarding the children in her care, it had been many years since she had accessed child protection training. We discussed the importance of keeping knowledge up to date. (See recommendation 1)

The childminder should access a copy of the best practice document Management of Medication in Daycare of Children and Childminding Services and use this to update her paperwork in relation to administering and recording medication. (See recommendation 2)

The childminder had clear rules and boundaries which were discussed with the children, and developed into "House Rules". Positive behaviour was encouraged and praised. This approach allowed children to feel safe, included and responsible. The childminder told us she would work in conjunction with parents if dealing with challenging behaviour to ensure a consistent approach was used.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure her knowledge is up to date and she is following the latest local guidelines, the childminder should access child protection training.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities." (HSCS 3,20)

2. The childminder should access the best practice document in relation to administering, recording and storing of medication and use this to update her policy and paperwork.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "If I need help with medication, I am able to have as much control as possible." (HSCS 2.23)

Grade: 4 - good

Quality of environment

Findings from the inspection

The children were cared for in a warm, comfortable and welcoming environment. The childminder had a nurturing and caring approach with the minded children. She had developed positive relationships with parents and valued their opinions.

A record of risk assessments had been maintained for her home, garden and any outings undertaken. These demonstrated the measures that the childminder had taken to keep the children safe. The children learned about how to keep themselves safe by discussing with the childminder road safety and car safety

On the day of the inspection visit we observed a child who was confident, relaxed and comfortable in the childminder's company. There was sufficient space for them to move freely from the living room to the hallway, accessing a wide range of resources and toys to play with.

We noted that resources were age and stage appropriate, clean and well maintained.

The childminder had developed good infection control procedures. She was aware of the importance of good hygiene and would encourage the children to follow good hygiene practices, such as washing hands before eating and after toileting.

To encourage a healthy lifestyle, children had access to an enclosed front garden for active play and fresh air. To further extend children's learning experiences, the childminder utilised her local community where children enjoyed visits to soft play centres, library, parks and cinema.

Participation in these outings meant that children were able to socialise and be part of the local community. This helped promote children's social skills, community and confidence.

We discussed with the childminder, some best practice documents which she might find helpful such as My World Outdoors and Our Creative Journey.

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 childminder provided some opportunities for parents and children to be involved in the development of her service. This was done mostly through daily discussions with parents who were encouraged to share their opinions about the service and any suggestions they had for improvement.

Children had daily conversations with the childminder to discuss what activities they wanted to do or where they wanted to visit. Their ideas were listened to and valued.

Since her last inspection four years ago, the childminder told us she had not accessed any best practice documents or attended any training courses. We discussed the importance of keeping her knowledge and skills updated to ensure positive experiences for the children. We signposted the childminder to the Care Inspectorate website, where she can download all these documents including the new Health and Social Care Standards. (See recommendation 1)

The childminder had a complaints procedure that she shared with parents, informing them of how to raise an issue with her. One parent who responded to our questionnaire told us that if she had a concern she would feel comfortable talking directly to the childminder.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should access best practice documents and relevant training to extend her knowledge and skills.

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 their professional and organisational codes." (HSCS 3.14)

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

There are no outstanding recommendations.

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
8 Jan 2016	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div>
24 Feb 2012	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>Not assessed</div> <div>4 - Good</div> <div>Not assessed</div>
22 Apr 2010	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>4 - Good</div> <div>4 - Good</div> <div>Not assessed</div>

Date	Type	Gradings	
6 May 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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