

Douglas, Angela **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 22 January 2020

Service provided by:
Douglas, Angela

Service provider number:
SP2003907364

Care service number:
CS2003013761

Introduction

The service transferred its registration to the Care Inspectorate on 1 April 2011.

Angela Douglas is registered to provide a care service to a maximum of 4 children under the age of 16, of whom a maximum of 4 are under 12 years, 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.

Any other conditions unique to the service:

2. Janice Johnston, Anne Kerr and Rachel Visca are employed as assistants. When an assistant is working with the childminder, the care service may be provided to a maximum of 8 children at any one time under the age of 16, of whom a maximum of 8 will be under 12 and of whom no more than 2 are under 12 months. Numbers are inclusive of children of the childminder's family.

3. The parts of the premises not to be used are: - The rooms on the 1st and 2nd floors with the exception of the childminder's son's bedroom which will be used as a sleep room. - The basement.

4. There shall be no provision for overnight childminding.

The service is located in a residential area of Dumfries. The childminder provides her service from her home, which has a garden. The childminder's home is within walking distance of schools, shops and parks.

At the time of this inspection, three minded children were present on day one and three minded children on day two.

A full statement of aims is available from the service.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Tuesday 21 January 2020 between the hours of 9.30-12.30 and Wednesday 22 January 2020 between the hours of 10.00-11:45. We provided feedback on 22 January 2020.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting it Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hubcareinspectorate.com.

During this inspection process, we looked around the areas of the childminders' home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- Five children present during inspection
- Two childminding assistants

We looked at:

- Children's information records
- Service policy and procedures
- Risk assessments
- Parental permissions
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Self assessment
- Training records
- Menus
- Attendance register

Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to this inspection three questionnaires were returned.

Self assessment

The childminder did not submit a self assessment when requested. We discussed this with the childminder and have asked her to complete self assessment when requested.

What the service did well

The childminder offered a flexible service for parents. She had developed a good relationship with parents using the service.

What the service could do better

We have made three requirements and three recommendations to the childminder during this inspection and asked her to address these.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder had daily discussion with the minded children's families to ensure that their child's needs were met. This meant that information was considered and care decisions made in partnership with families. The parent who returned our care standards questionnaire told us they agreed that the childminder asked for their view about how they wanted their child to be cared for.

Personal plans were in place for all the children we sampled during this inspection. We made some suggestions on how the plans should be further developed to ensure all children have identified targets relating to their health, welfare and safety needs. The childminder should ensure plans clearly outline how they plan to meet the children's needs. Recommendation 1.

We sampled accident, incident and medication records. Accidents and incidents had been appropriately recorded and shared with parents.

We discussed that children should be able to access fresh drinking water at all times. We directed the childminder to Health and Social Care Standard 1.39 for further information.

Medication records were found to be inconsistent with information missing should a child require medication to be administered. In addition, medication was not always stored in line with the best practice guidance. Requirement 1.

Requirements

Number of requirements: 1

1. By 30 April 2020, the childminder must ensure children's health and safety in relation to medication. In order to achieve this, you must ensure:

(a) that there are safe and effective procedures in place to direct the childminder and members of staff in the provision of care in the care service on the action that must be taken when medication is required to be administered to a child: and

(b) that the childminder and staff are knowledgeable and competent in relation to the storage and administration of medication and the keeping of appropriate records in relation thereto.

(c) that effective quality assurance processes are in place and monitored by the childminder to ensure the safe management of medication.

This in order to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Recommendations

Number of recommendations: 1

1. The childminder should review children's personal plans to ensure they are reflective of children's current health, welfare and safety needs. Personal plans should clearly outline how the service will support these needs and identify children's next steps.

This is to ensure that care and support is consistent with the Health and Social Care standards which states; 'My personal 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).

Grade: 3 – adequate

Quality of environment

Findings from the inspection

The childminders had set up two adjoining rooms in her home as playrooms. We found areas set up for arts and crafts and areas for free play. The childminder had used spaces within the playrooms for storage and we found areas where stacked documents and resources impacted on the quality of the play spaces. Recommendation 1.

We sampled the risk assessments the childminder had completed for her environment. We found these to be mainly appropriate, however we have asked the childminder to undertake a risk assessment for minded children's sleeping arrangements.

Children had access to fresh air and energetic play. We found the back garden of the accommodation offered a range of toys and equipment. The childminder also told us she took the children out within the local community to visit parks and local venues. The childminder used outdoor play to encourage children to be active and to develop their physical co-ordination.

During our inspection visit to the service we found that work had not been finished on parts of the kitchen. We also found that work surfaces were full with limited space available for food preparation. Requirement 1.

During inspection we found that access into the childminders home was not secured. The side door to the property was unlocked and people were able to access the house. We advised the childminder that she must secure access to the accommodation at all times whilst minded children are on the premises. Requirement 2.

Requirements

Number of requirements: 2

1. By 30 April 2020, In order to ensure a safe environment, the provider must ensure that all legal requirements and recommendations as detailed in the Environmental Health report of 20 October 2018 are actioned and met.

This is in order to comply with: Health and Social Care Standard 5.22,; I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

Regulation 10(2) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210 Social Care). Fitness of premises (2) Premises are not fit to be used for the provision of a care service unless they:

(a) are suitable for the purpose of achieving the aims and objectives of the care service as set out in the aims and objectives of the care service;

(b)are of sound construction and kept in a good state of repair externally and internally;

(c)have adequate and suitable ventilation, heating and lighting; and

(d)are decorated and maintained to a standard appropriate for the care service

2. By 30 April 2020, you must provide a safe environment. In order to achieve this, the childminder must:
Secure the premises at all times whilst minded children are present.

This is in order to comply with Regulations 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Welfare of users 4.(1) A provider must:

(a) make proper provision for the health, welfare and safety of service user.;

Recommendations

Number of recommendations: 1

1. The childminder should ensure the childminding environment is inviting and stimulating for the children attending, including tidying away equipment and documentation not currently in use.

This ensures that the environment is consistent with the Health and Social Care Standards, which state that; I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishing and equipment (HSCS 5.22).

Grade: 3 - adequate

Quality of staffing

Findings from the inspection

The childminder employs three assistants who assist her in the care and support of minded children. During our inspection we spoke with two assistants who told us that they assisted with the care of the children, they were involved in setting up of play equipment and generally helping out wherever needed.

The childminder told us that her assistants had undergone the required background checks. The childminder told us that she ensures that her assistants have guidance on their roles within the service. The childminder said that she did this through regular discussion. The childminding assistant told us that they have regularly meet up to discuss their work.

The childminding assistants knew and saw the children and their parents. They regularly met parents when they came to drop off children or collect their children at the end of the day. This gave parents opportunities to get to know the assistants and see how their child interacted with them.

We have asked that the childminding assistants undertake a child protection awareness course at the earliest opportunity.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

Quality of management and leadership

Findings from the inspection

The childminder was a member of the Scottish childminding association and received information from them via internet and magazines.

The childminder told us she consulted with parents and children through regular discussion with them. For example, the childminder told us that she discussed ideas for snacks with the children and their parents seeking their opinions. This ensured that children and parents were involved in the care of their children.

The childminder had limited evidence of how she kept her practice up to date with current best practice guidance. We have asked the childminder to review her service policies and procedures to ensure they reflect the current best practice and to ensure that this information is readily available for parents. This should include checking if she required to register her service with the Information Commissioners Office (ICO).
Recommendation 1.

During our inspection we asked the childminder if she had undertaken any training since her previous inspection. The childminder told us that she found it difficult to access training courses. The childminder told us that she was planning to undertake a First Aid course. To support her knowledge and understanding of current best practice we have asked the childminder to be proactive in accessing training and professional learning. Recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure that children's needs are met, safely and effectively:

- (1) The childminder should ensure that she keeps up to date with current best practice guidance and attends relevant training regularly.
- (2) She should continue to develop an effective system for identifying and monitoring staff development needs, which should include regular opportunities to discuss and attend relevant training.
- (3) She should also develop a systematic and consistent process for evaluating the quality of her service and involve staff, children and parents/carers.

This ensures management and leadership is consistent with the Health and Social Care Standards, which state that; I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11); 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) and; I can be meaningfully involved in how the organisations that support and care for me work and develop (HSCS 4.6).

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 a safe environment, the provider must ensure that all legal requirements and recommendations as detailed in the Environmental Health report of 20 October 2018 are actioned and met.

This is in order to comply with: Health and Social Care Standard 5.22; I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.

Regulation 10(2) (a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210 Social Care).

This requirement was made on 20 October 2019.

Action taken on previous requirement

During our inspection visit to the service on 21 January 2020 we found that work had not been finished on parts of the kitchen. We also found that work surfaces were full with limited space available for food preparation.

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 and her staff should encourage children to have more opportunities to be helpful and included in daily tasks around the home.

They should have more opportunities to learn about healthy eating by being involved in preparation of meals and snacks.

The childminder should ensure that parents have accurate information about what foods are being provided so that children have a balanced diet.

The childminder should contact the food safety officer from the local authority to determine if she is required to register as a food business operator.

This ensures care and support is consistent with the Health and Social Care Standards, which state that; I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning (HSCS 1.33); I can take part in daily routines, such as setting up activities and mealtimes, if this is what I want (HSCS 2.21) and; I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

This recommendation was made on 10 July 2018.

Action taken on previous recommendation

The childminder did not submit an action plan when requested. During our inspection visit on 21 January 2020 we found that the childminder had made some progress on meeting this recommendation. This included registering her service with Food Standard agency.

Recommendation met

Recommendation 2

The childminder should ensure the childminding environment is inviting and stimulating for the children attending, including tidying away equipment and documentation not currently in use.

This ensures that the environment is consistent with the Health and Social Care Standards, which state that; I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishing and equipment (HSCS 5.22).

This recommendation was made on 10 July 2018.

Action taken on previous recommendation

The childminder did not submit an action plan when requested. During our inspection visit on 21 January 2020 we found several areas that should be improved. We have asked the childminder to ensure that storage and stacking of resources does not impact on the quality of space available for the minded children.

Recommendation not met

Recommendation 3

To ensure children's care is provided by people who understand and are sensitive to their needs and interests the childminder should:

(1) Continue to make best use of the skills and experiences of her staff and develop an effective system for identifying and monitoring staff development needs, which should include regular opportunities to discuss and attend relevant training.

(2) She should ensure that they have regular opportunities to meet to share practice and to be involved in the evaluation and improvement of her service.

This ensures staffing is consistent with 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).

This recommendation was made on 10 July 2018.

Action taken on previous recommendation

The childminder did not submit an action plan when requested. During our inspection visit on 21 January 2020 we found that staff had opportunities to meet and discuss their work. Staff had undertaken some recent training including First Aid.

Recommendation met

Recommendation 4

In order to ensure that children's needs are met, safely and effectively:

(1) The childminder should ensure that she keeps up to date with current best practice guidance and attends relevant training regularly.

(2) She should continue to develop an effective system for identifying and monitoring staff development needs, which should include regular opportunities to discuss and attend relevant training.

(3) She should also develop a systematic and consistent process for evaluating the quality of her service and involve staff, children and parents/carers.

This ensures management and leadership is consistent with the Health and Social Care Standards, which state that; I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11); 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) and; I can be meaningfully involved in how the organisations that support and care for me work and develop (HSCS 4.6).

This recommendation was made on 10 July 2018.

Action taken on previous recommendation

The childminder did not submit an action plan when requested. During our inspection visit on 21 January 2020 we found that the childminder had made limited progress on meeting this recommendation. We directed the childminder to Care Inspectorate website and Hub for best practice guidance.

Recommendation not met

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
1 Mar 2019	Unannounced	Care and support	Not assessed
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
17 May 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good
16 Aug 2017	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate
12 Sep 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good

Date	Type	Gradings	
		Management and leadership	2 - Weak
17 Mar 2016	Unannounced	Care and support	2 - Weak
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	2 - Weak
27 Feb 2015	3	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	4 - Good
12 Mar 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
2 Nov 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Dec 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
18 Jun 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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