

Inglis, Amanda Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 4 February 2020

Service provided by:
Inglis. Amanda

Service provider number:
SP2012983577

Care service number:
CS2013320263

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care service is available on our website at www.careinspectorate.com. The service registered with the Care Inspectorate on 27 December 2013.

The childminder is registered to provide a care service to a maximum of five children at any one time under the age of 16, 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. Minded children cannot be cared for by persons other than the childminder and overnight care will not be provided.

The childminder provides her service from her home, a detached bungalow in a residential area of Portlethen on south side of Aberdeen. The childminder's home is situated within walking distance of community resources and schools.

The aims and objectives of the service are identified within the childminder's information leaflet for parents and include:

- To provide a safe and secure environment
- To provide a supportive partnership with parents
- To develop a trusting relationship between each child, their family and myself
- To focus on each child's individuality, praise positive behaviour and provide mixed gender play opportunities
- To respect children and adults as individuals
- To care for children in accordance with their family values and practices
- To promote positive behaviour by treating each child in my care with respect, dignity and fairness
- To promote the safety of each child in my care to ensure that they feel safe, secure and free from abuse and exploitation.

What we did during our inspection

We wrote this report following an unannounced inspection which took place between 9:30 and 13:30 on 04 February 2020. The inspection was carried out by one Care Inspectorate inspector. We provided feedback to the childminder at the end of the inspection.

During this inspection we spoke to the childminder and children present. We observed the care given by the childminder and looked at a number of documents including children's records, policies, risk assessments, communication with parents and training information.

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 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; and included.

Views of people using the service

We communicated with both young children who were using the service at the time of our inspection. They appeared happy and told us they liked being at 'Amanda's house. They were having fun and responded appropriately to us because they felt secure and confident in the service. For example: they showed us their play room, brought toys and a photo album over to us to allow us to interact with them and they smiled and laughed during our interactions.

We issued three Care Standards Questionnaires for the service to distribute. All were returned to us prior to this inspection. All three parents strongly agreed they were happy with the quality of the care their children received at the service.

Comments included:

"There is a continual dialogue between Amanda and myself. She is always ensuring we are catered for and happy. Very happy, like a family home which has made returning to work possible".

"My child and us parents are happy and satisfied with the service provided. There is regular communication day-to-day basis/weekly basis at drop off/pick up times and phone messages. Activities include, painting, drawing, baking cookie decoration, arts and crafts"

"Amanda asked about my children, their likes and dislikes and ensures she provides food my children like to eat. Amanda encourages my child to take part in art, TV, games or if it is nice play outside in the garden. Amanda has given me a copy of a news letter and seeks my opinion on all aspects of my child's care".

Self assessment

The childminder did not submit a self-assessment to us before the inspection took place. There was no written quality assurance documents or improvement plan for us to look at during our visit.

What the service did well

The childminder was responsive and attentive to the needs of the children who were present and provided a warm and nurturing environment. A range of age appropriate play experiences encouraged and supported children to lead their own play.

What the service could do better

The childminder should continue to review her policies and procedures in line with current best practice guidance. She should also further develop children's personal plans to show how she is supporting children to progress in the service.

Continuing to access professional development opportunities will ensure the childminder is kept up to date with early learning and childcare best practice. This in turn will improve outcomes for children and families using the 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 childminder spoke knowledgeably about the children in her care, and we observed that she knew the children present during our inspection very well. She had a very positive and nurturing relationship with them, and children readily approached her for a cuddle and reassurance. This helped the children feel valued and secure in the setting.

The childminder sent updates and photographs electronically to parents. This meant that parents knew about their children's accomplishments and got an insight into their time with the childminder.

Each child had a personal plan which gathered information about them from families to help the childminder meet their individual needs. The childminder shared information with families about their time at the service and gathered information from home to provide consistent care helping the children to feel safe.

The childminder had produced short reports on each child, highlighting achievements and information about what the children enjoyed at her service. The childminder could consider documents like 'Building the Ambition' to support her to record any identified next steps and show how she is supporting children to develop.

We spoke about recording and updating information about different needs and developmental changes discussed with families at children's personal plan reviews. This would demonstrate that parents' views had been taken account of and would ensure the childminder had up to date information about the children.

Children's health and wellbeing was part of the daily routine. The childminder provided both meals and snacks for the children. We saw that food choices for snack and lunch were healthy. The childminder sat with the children making the experience a positive social time. Daily access to fresh air and energetic play promoted the children's emotional and physical health. Walks and open access to the garden areas supported children's needs and interests in active play.

No children were being given medication at the time of the inspection. We noted that the service policy had been updated and additional recording pro-formas were in place. We highlighted the importance of ensuring parents provided written consent and details of medical conditions prior to having medication administered by the childminder.

We asked the childminder to ensure a suitable means of recording this information is in place should she be required to administer medication. We also asked her to make reference to our current guidance 'Management of Medication in Daycare and Childminding Services' and use this to further update the service policy. This will contribute to ensuring children are safe and well. **(See recommendation 1 restated from the previous inspection.)**

<https://hub.careinspectorate.com/media/1549/management-of-medication-in-daycare-of-children-andchildminding.pdf>

The childminder shared how she supported children to manage their behaviour in the service. We saw that she was respectful and kind, using distraction, praise and encouragement to help children feel safe. Her policy supported this positive approach to behaviour management.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure that children's health needs are met and that medication is managed safely, the childminder needs to ensure medication is managed in line with best practice guidance.

This ensures that care and support is consistent with Health and Social Care Standards (HSCS) which state that 'As a child, I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS4.11).

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home was safe, clean and organised to provide care and play opportunities for children. The children spent time in the playroom which had a range of toys and activities for the children. These could be accessed with ease and included a play house, kitchen and small world play and drawing materials. This promoted choice, self-directed play and contributed to a child-led service. We highlighted the benefits of children of all ages having access to more, loose parts, open-ended resources and natural materials. Increasing opportunities to access this type of play, indoors and outside could further promote creativity, exploration and curiosity; supporting learning and emotional wellbeing.

The childminder could consider guidance like 'Building the Ambition', 'Our Creative Journey', 'Loose Parts Play' toolkit and 'My World Outdoors' to support her in developing the play opportunities offered. This would help her to provide experiences which allow children to explore, be creative and problem solve throughout their day. These can be accessed on The Hub section of our website.

Daily routines involved time for free play in the childminding environment as well as outings which helped children learn about the local environment and community. They frequently visited the library, a local café, enjoyed walks to the local parks and trips further afield to places of interest. We saw photographs of children having fun visiting the Maritime Museum, Stonehaven and Duthie Park in Aberdeen. The childminder was committed to the children in her care experiencing the outdoors and enjoying healthy active lifestyles.

The childminder told us she carried out visual checks prior to children arriving and throughout the course of the day, to ensure areas used were safe. This enabled her to respond naturally to any potential hazards within her home and outdoors. We noted that the childminder had produced a new format for written risk assessments. She was about to use them to help to consider the risks more carefully for the childminding environment and activities such as playing outdoors, using the trampoline and taking children on outings..

Children had access to suitable hand washing materials and were encouraged to form good hand hygiene habits. Children had their nappies changed in the playroom on a mat. This meant children's privacy was protected. The childminder wore personal protective equipment to prevent the spread of infection. These measures minimised the risk of the spread of infection and helped keep everyone safe and well.

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 consulted with children and families informally, through discussions at drop off and collection times, and more formally through questionnaires. We looked at some of the most recent feedback that the childminder had received and found that all parents reported positively about the quality of care and experience they received in the service.

The childminder had produced an information booklet and a number of policies and procedures to promote children's wellbeing and to support the effective delivery of the service. These were shared with parents to ensure they had relevant information and knew what to expect of the service.

The childminder was committed to protecting children from harm and abuse. She knew what to do should she have any child protection concerns and who to pass the information on to. She understood the importance of continuing to refresh her knowledge and understanding of child protection procedures.

As a member of the Scottish Child Minding Association, the childminder received information about childminding matters which she felt helped extend her knowledge. During discussions, the childminder told us she had benefited from training and researching online and felt it had helped to improve her practice.

Since her last inspection, she had undertaken a range of relevant training such as child protection, first aid, and GIRFEC. She felt this supported her to ensure positive outcomes for children.

We asked the childminder to continue to access ways to keep her knowledge of childcare issues refreshed and up to date. We highlighted the Health and Social Care Standards and asked that the childminder consider how these might inform her work with children and families. **(See recommendation 1.)**

The childminder told us that she had read over a number of best practice documents since her last inspection including 'Your Childminding Journey'. She was aware that it was something she could use to support her with self-reflection and provide best practice.

This can be accessed electronically:

'Your childminding journey' <http://www.childmindingjourney.scot/>

(See recommendation 1.)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Quality assurance methods should be developed further, this would enable the childminder to evaluate the overall quality of the service she provides, identify areas for development and continue to improve outcomes for children.

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

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

To help keep children healthy by reducing the risk of infections spreading, the childminder should ensure that she follows best practice guidance in relation to hand washing with the children.

This ensures 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). Information to support the childminder in developing her infection control procedures and recording formats can be found at:

'Infection prevention and Control in Childcare Settings (Daycare and Childminding Settings)'

<http://hub.careinspectorate.com/media/726344/infection-prevention-and-control-daycare-and-childmindingsettings-2018.pdf>

This recommendation was made on 3 June 2019.

Action taken on previous recommendation

Children had access to suitable hand washing materials and were encouraged to form good hand hygiene habits. The childminder wore personal protective equipment during nappy changing to prevent the spread of infection. These measures minimised the risk of the spread of infection and helped keep everyone safe and well.

This recommendation has been met.

Recommendation 2

To ensure the health and safety of children in her care the childminder should attend first aid training at the earliest opportunity and ensure that her core training in this and child protection is kept up to date.

This ensure care and support 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).

This recommendation was made on 3 June 2019.

Action taken on previous recommendation

The childminder had attended first aid training and had undertaken child protection training online. She was still sourcing suitable food hygiene and face to face child protection training.

This recommendation has been met.

Recommendation 3

To ensure the childminder can meet individual children's needs, she needs to gather relevant and comprehensive information and update it when changes take place or at least every six months.

This ensures care and support is consistent with Health and Social Care Standards which state that as a child 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).

This recommendation was made on 3 June 2019.

Action taken on previous recommendation

Each child had a personal plan which gathered information about them from families to help the childminder meet their individual needs. The childminder had produced short reports on each child, highlighting achievements and information about what the children enjoyed at her service. This information had been reviewed involving parents in line with legislative timescales.

We have asked the childminder to continue to develop how she records and updates information about different needs and developmental changes discussed with families at children's personal plan reviews.

Recommendation 4

To ensure that children's health needs are met and that medication is managed safely, the childminder needs to ensure medication is managed in line with best practice guidance.

This ensures that care and support is consistent with Health and Social Care Standards, which state that as a child, I experience high quality care and support based on relevant evidence, guidance and best practice (4.11).

This recommendation was made on 3 June 2019.

Action taken on previous recommendation

We noted that the childminder had reviewed the service policy and had purchased documents from SCMA for recording purposes. We highlighted the importance of ensuring parents provided written consent and details of medical conditions prior to having medication administered by the childminder.

We also asked her to make reference to our current guidance: 'Management of Medication in Daycare and Childminding Services' and use this to further update the service policy. This will contribute to ensuring children are safe and well.

This recommendation has not been fully met and has been restated in the Quality of Care section of this report.

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 | |
|-------------|-------------|---------------------------|---------------|
| 26 Feb 2019 | Unannounced | Care and support | 3 - Adequate |
| | | Environment | 3 - Adequate |
| | | Staffing | Not assessed |
| | | Management and leadership | 3 - Adequate |
| 13 Jan 2015 | Unannounced | Care and support | 4 - Good |
| | | Environment | 5 - Very good |
| | | Staffing | Not assessed |
| | | Management and leadership | 4 - Good |

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