

Findlay, Nicola Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 11 March 2020

Service provided by:
Findlay, Nicola

Service provider number:
SP2003907053

Care service number:
CS2006116572

Introduction

Nicola Findlay is registered to care for a maximum of six children up to the age of 16 years, of whom no more than six are under the age of 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under the age of 12 months. No overnight care may be provided.

The service is provided from the childminder's family home, in a residential area of Dundee near to nurseries, schools and parks.

The childminder has not had any minded children for nearly two years and there was no inspection undertaken last year as a result. The childminder told us at this inspection that she is winding down her service.

There was one minded child, aged 12 months, registered and present in the service on the day of inspection. The child had recently started at the service and had only attended on two occasions.

What we did during our inspection

We compiled this report following a short notice announced inspection, which took place between 9.30am and 12.30pm on Wednesday 11 March 2020. A Care Inspectorate Inspector carried out the inspection.

During the inspection, we spoke to the childminder and observed the care given to the minded child, her interactions with the minded child and looked at a number of documents including policies, procedures, children's information and health and safety records.

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 parents 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 and included.

Views of people using the service

The minded child was too young to comment on the service and no care standards questionnaires had been returned before the inspection was carried out.

Self assessment

No self assessment had been submitted by the childminder as requested. We discussed the benefits of assessing the service, identifying areas for improvement and recording this information.

What the service did well

The childminder is warm and nurturing in her care of the minded child. She provides age/stage appropriate activities and experiences to meet the needs and interests of the minded child. The childminder offers a flexible service for the individual needs of families.

What the service could do better

The childminder should continue to evaluate her service, identifying areas for development and improvement. The requirement and recommendations detailed within this report should be addressed to support improvement of the provision.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

The childminder provided a warm, nurturing service for the minded child attending her service. The child had only recently started at the service and attended on an occasional basis. They had a settling in visit which helped them become familiar with the childminding environment. The child was a member of the childminder's extended family, so they knew each other fairly well. The childminder was continuing to get to know the child's interests and preferences. We observed the childminder soothe and comfort the child as she became tired. The childminder followed the child's routine of taking her for a walk to calm and settle her.

Written information had been gathered about the child and we discussed how the child's personal plan could be developed further, through recorded observations and information to support next steps in development and progression. The childminder was aware that personal plans should be reviewed at least every six months.

We heard good interactions from the childminder as she sat on the floor, playing with and cuddling the child. It was evident that strong attachments were forming as the child approached the childminder in a relaxed manner. The childminder discussed the various activities and experiences that the minded child was involved in and the benefits of these.

The childminder was aware of her responsibilities in keeping children safe. Although, she had not undertaken child protection training for some time, the childminder talked confidently of concerns and her procedure of reporting. We advised the childminder to refresh her knowledge when a course could be accessed. Medication was administered within the service with parental consent. An appropriate recording system was in place. The childminder discussed her medication policy, which was not available during the inspection. We advised that a policy be in place, available at all times and shared with parents. The current best practice guidance can be accessed on the Care Inspectorate Hub. (Please see Recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To keep children safe and parents informed, the childminder should have a medication policy in place and readily available.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I am protected from harm because people are alert and respond to signs of significant deterioration in my health and wellbeing, that I may be unhappy or may be at risk of harm.' (HSCS 3.21)

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home was clean, warm and safe. She carried out daily cleaning chores to ensure her home was tidy and clean for the minded child attending. The childminder visually risk assessed the childminding areas daily and supervised the child well throughout the inspection, while still encouraging independence. A risk assessment checklist was in place at the service to support the childminder in managing her service.

There was a range of age/stage appropriate resources available to the child. Most of the care and play took place in the living room but there was a dedicated toy room with easily accessible storage. The childminder made good use of the space available to her in her home. There was room for the child to move around unhindered, crawling and exploring the environment.

The childminder told us she washed the toys at the end of the day, as the child was at the age of putting them in her mouth. Regular handwashing was taking place and a steam mop was used for cleaning the floors. We observed the childminder during nappy changing and she did not use disposable aprons or disposable gloves. We signposted her to the current infection control guidance available on the Care Inspectorate Hub. (Please see Recommendation 1)

There had been no accidents or incidents since the last inspection. There was a recording system in place, which we asked the childminder to update. The time of the accident or incident should be included when recording the details.

The childminder encouraged fresh air and made use of the enclosed back garden and the local environment, for example, walks in the buggy around the local area.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure the health, wellbeing and safety of minded children, the childminder should ensure that current infection control measures are in place and carried out within the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support because people have the necessary information and resources'. (HSCS 4.27)

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder told us she made health and safety a priority in her service. We discussed ways of keeping up to date with best practice and legislation to support the development and improvement of the service. The childminder was aware of the Care Inspectorate Hub and we encouraged her to access this regularly, to keep updated with best practice guidance and changes to legislation. We also advised the childminder register to access the Care News magazine online.

There had been no training carried out for some time. We discussed the benefits of training to enhance knowledge, skills, practice and support positive outcomes for children. We strongly encouraged the childminder to access child protection training and first aid to refresh her knowledge. We have continued the recommendation from the previous inspection. (Please see Recommendation 1)

The childminder told us that she evaluated her service by asking parents and children what they wanted and how they felt about the service. She ensured families felt welcome and was open to their ideas and suggestions. The childminder had used written questionnaires previously and we discussed various methods that may be used to gather feedback. The Care Inspectorate self assessment should also be used to evaluate the service and identify strengths and areas for development and improvement. We have continued this recommendation from the last inspection. (Please see Recommendation 2)

We discussed the importance of submitting requests and information to the Care Inspectorate. There had been minimal submissions of, for example, self assessments and Annual Returns, in the history of the service. (Please see Requirement 1)

Policies and procedures were in place and reviewed regularly, updated as necessary. We asked the childminder to update the contact detail for the Care Inspectorate within the complaints policy. The contact

details for the Contact Centre should be included should parents wish to raise concerns with the organisation.

Requirements

Number of requirements: 1

1. The childminder must submit the annual return by 6 February 2021 and all information, such as self assessments, action plans, notifications when requested and required to do so by the Care Inspectorate.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Section 53(6) of the Public Services reform (Scotland) Act 2010.

Recommendations

Number of recommendations: 2

1. The childminder should ensure she sources and undertakes training relevant to her roles and responsibilities as a childminder. This includes first aid training and child protection training as well as any training specific to children's individual needs.

This is to ensure care and support 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)

2. It is recommended that the childminder has a clear plan for maintaining and improving the service. This should include the systematic evaluation of the service, include feedback from families using the service and take account of relevant national and local advice.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11)

Grade: 2 - weak

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

The childminder should ensure she sources and undertakes training relevant to her roles and responsibilities as a childminder. This includes, first aid training and child protection training as well as any training specific to children's individual needs.

National Care Standards early education and childcare up to the age of 16
Standard 12: Confidence in staff.

This recommendation was made on 4 April 2018.

Action taken on previous recommendation

No training had been undertaken for several years. We advised that first aid and child protection training be accessed as soon as sourced. The childminder should also identify training needs relevant to her and access these. We discussed the various methods of undertaking training opportunities. The recommendation has been continued.

Recommendation 2

It is recommended that the childminder has a clear plan for maintaining and improving the service. This should include the systematic evaluation of the service, include feedback from families using the service and take account of relevant national and local advice.

National Care Standards early education and childcare up to the age of 16
Standard 13: Improving the service

This recommendation was made on 4 April 2018.

Action taken on previous recommendation

As there had been no minded children attending the service, no evaluations or consultations had been undertaken. We have continued the recommendation at this time.

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
6 Feb 2018	Announced (short notice)	<div>Care and support4 - Good</div> <div>Environment4 - Good</div> <div>StaffingNot assessed</div> <div>Management and leadership3 - Adequate</div>
1 Nov 2016	Unannounced	<div>Care and support4 - Good</div> <div>Environment4 - Good</div> <div>StaffingNot assessed</div> <div>Management and leadership3 - Adequate</div>
6 Nov 2015	Announced (short notice)	<div>Care and support4 - Good</div> <div>Environment4 - Good</div> <div>StaffingNot assessed</div> <div>Management and leadership3 - Adequate</div>
5 Nov 2012	Announced (short notice)	<div>Care and support5 - Very good</div> <div>Environment5 - Very good</div> <div>Staffing5 - Very good</div> <div>Management and leadershipNot assessed</div>
8 Mar 2010	Announced (short notice)	<div>Care and support5 - Very good</div> <div>EnvironmentNot assessed</div> <div>Staffing5 - Very good</div> <div>Management and leadershipNot assessed</div>
12 Mar 2009	Announced (short notice)	<div>Care and support5 - Very good</div> <div>Environment4 - Good</div> <div>Staffing5 - Very good</div> <div>Management and leadershipNot assessed</div>

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