

Gordon, Ann Child Minding

Inverkeithing

Type of inspection:
Announced (short notice)

Completed on:
22 October 2020

Service provided by:
Ann Gordon

Service provider number:
SP2003904630

Service no:
CS2003007698

About the service

This service has been registered since 2002.

We carried out a short notice announced inspection of Ann Gordon on 20 October 2020 using Near Me Technology. The inspection was continued on 21 October 2020 and feedback was given on 22 October 2020.

The childminding service is located in North Queensferry, Fife and is situated close to local amenities including parks and the local nursery and primary school. The children have access to the sitting room, kitchen, hall, a bedroom on the ground floor, bathroom on the upper floor and a fully enclosed garden.

The childminding service is registered to provide a care service to a maximum of six children at any one time under the age of 16 years, of whom no more than three are not yet attending primary school and of whom no more than one is less than 12 months. Numbers are inclusive of the children of the childminder's family and household. Overnight service will not be provided. The parts of the premises to be used are the rooms on the ground floor and the bathroom on the upper floor.

The values and aims included: "I will provide a safe, healthy, loving and happy environment for the children in my care."

This was a focused inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic. This inspection was carried out by inspectors from the Care Inspectorate.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What people told us

We spoke with one child using Near Me technology. They told us that they were "painting a pumpkin using green and white paint."

"My favourite colour is yellow."

"I like playing top trumps and have monkey ones and princess ones"

"I like making cakes. I use flour and sugar."

"I sometimes play with the baby dolls and push them in a buggy and sometimes give them a bottle."

"I like school, I am doing phonics. I know a, h, p." (The child showed us the signs to go with the sounds)

"My favourite book at home is 'My Mum and Dad make me laugh'. I like the 'find the dinosaur' book here."

We spoke to one parent via email. The parent told us:

"My child went to the childminder's for a few visits to settle back in when it was safe to do so."

"The childminder would message us during lockdown and phoned a few times to speak to our child."

"The childminder shared her Covid risk assessment and policy with us via email."

"Our child continues to receive a caring and nurturing environment and the same experiences. They are more than happy there."

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	2 - Weak
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Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

2 - Weak

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19:

- Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.
- Effective communication with families enables responsive care to support children through changing circumstances.

A caring and nurturing environment continued to be provided to support children to form positive attachments and to feel safe and secure within the childminder's home. A flexible approach was used to support children who were returning to the service by offering visits prior to returning full time. Discussions had taken place between the childminder and the child who was present to develop their knowledge of COVID-19. This could be further developed by introducing fun activities and experiences to extend their learning and understanding of the virus and support new routines.

The childminder showed an understanding of adverse childhood experiences and discussed how the pandemic had affected and may continue to affect children. The childminder could use a variety of strategies to encourage and support children to express and share their emotions and feelings.

The childminder held very basic information for children which had not been updated or reviewed by parents recently or prior to children returning to the service following lockdown. Personal plans could be reviewed to reflect any specific information relating to how children had coped during lockdown and through the continuing pandemic. This would allow the childminder to provide tailored emotional support to children in her care. Medication permission forms were not in place as required to ensure that children's health and wellbeing needs could be fully met. (see requirement one).

Children continued to make choices from a wide range of resources including construction, small world, books and art and craft experiences. Children made choices from resources in the playroom that had been slightly reduced to make cleaning more manageable during the pandemic. Children could also request specific activities for that week and the childminder would gather any specific resources required. It was discussed that the childminder could re-introduce baking activities in a safe way, to extend on children's interests and support their ongoing development. Baking has now taken place again following on from our inspection. These opportunities supported choice making and developed independence, life skills and literacy and numeracy.

Physical distancing was now being maintained by the childminder through doorstep drop offs and pickups taking place. Information about the child's day was being shared daily with parents through direct communications. Further information was being shared via email to ensure that parents were being kept up to date with new ways of working. This resulted in the children's safety being maintained by limiting adults into the childminder's home. Sharing of information supported the childminder to continue to meet the changing needs of the children.

Quality indicator 5.2:

- Infection prevention and control practices support a safe environment for children and staff.

- Children are protected as staff take all necessary precautions to prevent the spread of infection.

A warm and welcoming environment was provided for the children. An updated cleaning schedule had been put in place to reduce the risk of transmission and ensure a safe environment was provided for the children. The environment and touch points were being cleaned regularly throughout the day. The childminder was reminded to clean all toys and resources that had been used, at the end of each session. Soft furnishings were now being cleaned daily. The cleaning schedule should also include more frequent cleaning of the bathroom to further support infection prevention and control. It would also be beneficial for the childminder to complete COVID-19 infection prevention and control training.

The childminder had very limited knowledge of the 'Coronavirus (COVID-19): childminder services guidance' or public health guidance relating to infection prevention and control to support the safe re-opening of her service. A COVID-19 policy and risk assessment had been put in place following prompting by the Care Inspectorate. These documents were in the process of being reviewed to include more detailed information. The childminder must increase her knowledge of the current guidance relating to COVID-19 to support the regular updating of policies, procedures and risk assessments. This will help to ensure the childminder provides a safe environment for children which maintains their health and wellbeing needs. (see requirement 2).

Regular handwashing was taking place throughout the day and the child who was present understood when they had to wash their hands. Children had their own individual hand towels to dry their hands. The childminder should supervise handwashing taking place and could introduce fun activities to encourage the children to wash their hands for the correct amount of time and at the appropriate times. This would support the children to understand more about the virus and the importance of how to keep themselves safe during the pandemic.

Very limited outdoor play was taking place, so it was discussed that more opportunities for active outdoor experiences should be offered. The childminder was also reminded that windows should be open in her home to increase natural ventilation. Regular outdoor play experiences would provide a safe and healthy environment during the pandemic and would also encourage children to maintain an active lifestyle and explore a variety of natural environments.

Quality indicator 5.3: Staffing arrangements are responsive to the changing needs of children during COVID-19:

- Staffing arrangements meet the needs of children and families.
- Staff are well supported and confident.

Management and Leadership was assessed throughout and has been reviewed within 5.3 due to the childminder not having any assistants.

The childminder had now developed a greater knowledge of the need to physically distance from parents and other adults. There were face masks available at the front door for parents to use if physical distancing could not be maintained. This would ensure that a safer environment was provided for the children and to minimise the risk of transmission during the pandemic.

The childminder had basic knowledge of child protection and safeguarding children but had not undertaken any recent training to update her knowledge and skills to support her to keep children safe. The childminder

was in the process of locating and completing appropriate child protection e-learning. This training would refresh the childminder's knowledge and skills to enable them to be more responsive to children's needs and safeguard the children in her care.

The childminder had a sound understanding of the symptoms relating to COVID-19 and that children should not attend her service when showing signs of these symptoms. However, the childminder had to be reminded that parents should be contacted immediately if a child shows symptoms of COVID-19 while in her care. The childminder was signposted to NHS Inform and Test and Protect websites to further support her knowledge. The childminder should complete COVID-19 infection prevention and control training to ensure the health and welfare of the children in her care. Completion of this training will develop the childminder's infection prevention and control skills to support them to ensure that children's health and wellbeing needs are fully met.

The childminder had now started to read 'Realising the Ambition' but still had very limited knowledge of any other best practice documents which should support her practice, professional development, and ongoing improvements within the service. Using these documents will support a culture of continuous improvement to provide children with high quality learning experiences to support them to reach their potential. (see requirement 3).

Requirements

1. In order to ensure children's health and wellbeing needs are met, the provider must by 10 December 2020, ensure that:

- a) Detailed personal plans are in place for each child which include contact details, GP details, allergies, and medical needs and all about me information. These must be reviewed with parents at least six monthly or more frequently if information changes;
- b) Medication permission forms and asthma plans are in place as required. These must be reviewed with parents at least three monthly or sooner if required. Medication must be stored safely and securely.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

**"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" (HSCS1.15); and
In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users.**

2. In order to ensure children remain safe and healthy, the provider must by 10 December 2020 ensure that all Scottish Government and public health guidance relating to COVID-19 and infection prevention and control is followed. COVID-19 policies and risk assessments must be reviewed regularly to ensure they are in line with current guidance.

This is in order to ensure that 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); and**

In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users.

3. In order to ensure children remain safe and healthy and receive high quality care, the provider must by 31 December 2020 ensure that they complete child protection training, COVID-19 infection prevention and control training and have begun to use relevant best practice documents to assess and improve the service provided to children and families.

This is in order to ensure that 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); and
In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 4 Welfare of Users.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The childminder should develop personal plans for each of the children in consultation with the parents, that include 'All About Me' forms. These should reflect ways in which the service meets individual needs and include details of significant conversations with parents. These plans must be reviewed no less than every six months and updated as required.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that "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)

This area for improvement was made on 13 November 2019.

Action taken since then

Children did not yet have personal plans in place during our COVID-19 inspection. This area for improvement has now been made a requirement within this report.

This area for improvement is not met.

Previous area for improvement 2

The childminder should further develop her knowledge of current best practice guidance through training and reading to inform her work and support service improvement.

This is in order to ensure that 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 area for improvement was made on 13 November 2019.

Action taken since then

The childminder had not yet read any of the best practice documents. This area for improvement has now been made a requirement within this report.

This area for improvement is not met.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	2 - Weak
5.1 Children's health and well being are supported and safeguarded during COVID-19	3 - Adequate
5.2 Infection prevention and control practices support a safe environment for children and staff	2 - Weak
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	2 - Weak

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