

# Anderson Childminding Child Minding

Leven

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
27 November 2020

**Service provided by:**  
Anderson, Norma

**Service provider number:**  
SP2012983415

**Service no:**  
CS2012307528

## About the service

The service registered with the Care Inspectorate on 2 July 2012.

Norma Anderson referred to as 'the childminder' in this report may provide a service (Anderson Childminding) to a maximum of 6 children aged under 16 years of whom no more than 3 are not yet attending primary school, and no more than 1 is under 12 months of age. No overnight care may be provided.

The service is provided from the childminder's home in Methil. The conditions of registration allow all parts of the premises to be used. Children are mainly cared for in the open-plan living/dining-room. Some local facilities can easily be accessed on foot, or by means of a short car journey.

This was a focussed 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 one inspector from the Care Inspectorate.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## What people told us

At the time of inspection, there were eight children registered to use the service. All of these children attended part-time. Two children were present during the part of our inspection visit undertaken in the play park.

We chatted to two children and spoke with three of the four parents we telephoned during our inspection. Overall, parents expressed satisfaction about the level of care and support they and their children received. We shared this feedback with the childminder and have included some comments from the parents.

"Norma is great. I don't know what we'd do without her."

"Generally happy. The service is a godsend."

"Norma understands my children."

**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?	4 - Good
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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?

4 - Good

### 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.

Feedback from parents was good and indicated the childminder was supportive. They gave examples of positive contacts with the childminder which had enabled them to maintain contact during the time the service was closed due to the pandemic. This had helped children to return to the service.

The required information including contact details about children which the childminder might need in her day-to-day care of the children was recorded. The childminder's recently introduced format for personal plans appeared to work well. We advised the new plans (including information gathered at the time of registration) should be reviewed and updated at least once in every six months. Through discussion with parents the childminder kept up to date with relevant developments in the children's lives. Parents described the childminder as someone who knew their children well.

The childminder felt that establishing good relationships with parents was important as this helped her provide consistency of care between her home and theirs. A private Facebook page and text messages informed parents about the activities and care given to their children.

Children had benefitted from being given access to the outdoors, through play in the garden or on outings. We accompanied them on a visit to the park and saw how much they enjoyed the opportunity to be active and play on the fixed apparatus. The childminder supervised the children well and reminded them of ways in which they could keep themselves safe while playing. Children responded well to the childminder and readily approached her for support and to ask questions. These activities helped to develop children's physical skills and provided opportunities for them to relax and have fun.

The childminder was aware of her responsibility to follow up on any concerns about the children's welfare. She knew to contact the social work service or police for further advice. This will help her to keep children safe.

### 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.

Children experienced a home-from-home environment which appeared clean, tidy and smoke-free. The childminder had purchased a COVID-19 risk assessment and other relevant documentation from a national childminding organisation. This had helped her introduce measures to support effective infection and control practices to keep families safe. We saw a good supply of personal protective equipment (PPE) including single use aprons and gloves to help minimise infection. The childminder said she used them during nappy changing.

The childminder was aware of the importance of good hygiene to minimise the risk and spread of infection. She confirmed that she reminded children about hand washing including before meals and after playing outdoors. Parents told us their children were asked to wash their hands on arrival at the service. Likewise, parents said they could use the hand sanitiser made available in the entrance area. Parents also described how physical distancing between adults was being maintained through doorstep drop offs and pickups.

The paved front garden was fully enclosed and enabled children to spend time outside. The childminder said she took the children outdoors as much as possible. Spending time outdoors helped to reduce the risk and spread of COVID-19.

Some children had meals provided by the childminder if their parents wished this. Both of the children present during our visit commented very favourably about the meals and were looking forward to a meal of mince, potatoes and vegetables, and pudding on their return to the childminder's house.

**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.

The childminder operated her service flexibility to accommodate the needs of the families. For example, she facilitated the transportation of children between school and her service. Parents' requests to change the days/hours their children attend were usually accommodated.

Parents told us they were confident their children were well cared for and had formed a positive relationship with the childminder. We saw the childminder interact, support and respond to the children. The children were settled in her care and told us they enjoyed spending time in the service and particularly liked visiting play parks and mealtimes especially the puddings.

The childminder had several years experience as a childminder and a broad understanding of regulatory issues, including her obligation to submit information and make formal notifications to the Care Inspectorate, in certain circumstances.

Overall, the childminder demonstrated an awareness of the symptoms of COVID-19 and said that children would not attend her service when showing these symptoms. She had accessed relevant websites for information about the pandemic and implemented measures to help reduce the risk of transmission.

## What the service has done to meet any requirements we made at or since the last inspection

### Requirements

#### Requirement 1

In order to ensure children are safe, nurtured and protected from harm, the childminder must by 2 December 2019, ensure that:

- a) Children's personal plans contain all the relevant information including how their health, welfare and safety needs will be/are being met.
- b) Plans are reviewed with parents, at least once every six months.

This ensures that care and support is consistent with the Health and Social Care Standard 1.15 which states that, as a child: "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".

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5 Personal Plans.

**This requirement was made on 19 November 2020.**

#### Action taken on previous requirement

The childminder had taken the required action. See section 5.1 of this report.

**Met - within timescales**

#### Requirement 2

In order to ensure children remain safe and healthy, the childminder must by 2 December 2019, ensure that:

- a) Children are supervised effectively when playing outdoors.
- b) They are pro active in identifying and addressing any issues on an ongoing basis.

This ensures that care and support is consistent with the Health and Social Care Standard 3.18 which states that, as a child: "I am supported and cared for sensitively by people who anticipate issues and are aware of and plan for any known vulnerability or frailty".

It is also necessary 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 and Regulation 10 Fitness of Premises.

**This requirement was made on 19 November 2020.**

**Action taken on previous requirement**

The childminder said she now accompanied the children when they played in the garden. However, we did not observe children playing in the garden during our inspection.

**Met - within timescales**

## 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 maintain an accurate record of children's attendance. Arrival and departures must be recorded as these take place.

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

**This area for improvement was made on 19 November 2019.**

**Action taken since then**

A registration sheet was provided for parents to sign their children in and out of the service.

#### Previous area for improvement 2

The childminder should review, update and improve her service's policies and procedures including the complaints procedure.

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

**This area for improvement was made on 19 November 2019.**

**Action taken since then**

The childminder had updated her service's policies and procedures and said these had been shared with parents.

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - Good
5.3 Staffing arrangements are responsive to the changing needs of children during COVID-19	4 - Good



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