

# Peace, Rebecca Child Minding

Orkney

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

**Completed on:**  
5 May 2021

**Service provided by:**

**Service provider number:**  
SP2007965248

**Service no:**  
CS2007152242

## About the service

The childminder is registered to operate from their own home in the rural area of Toab. The house is a detached, single-storey house on a residential development beside St. Andrews Primary School. There is ample parking for parents, a large garage, and a fenced garden for the children to play. The service is registered for up to six children, only three of whom are not yet attending school.

The aims and objectives of the service were to provide a safe, secure, stimulating, happy, and relaxed environment. The childminder planned to meet these objectives by having regular communication with parents, providing activities for the children and ensuring that the children were safe at all times.

This service has been registered since 16 August 2011.

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.

We carried out a virtual inspection of the service on 28 April 2021 and completed the inspection using the submission of documents and feedback received from parents. Feedback was given on 5 May 2021.

This inspection was carried out by inspectors from the Care Inspectorate.

## What people told us

We contacted five parents during the inspection and one parent provided feedback. They spoke very positively about the level of care that their child received and felt that the childminder kept them well informed during the pandemic. They felt the childminder had responded very well to the COVID-19 guidance and that changes to systems and procedures helped keep their child safe and well.

## 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 the COVID-19 pandemic.**

- 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.

Children were supported to return or to start at the service with individualised settling in approaches which met their specific needs. This helped them feel more confident to leave their parents during the pandemic and cope with the change in their routines. Reassuring texts and opportunities to have a physically distanced chat in the well ventilated garage helped ensure continuity of care. This arrangement also supported families to cope with the added anxieties of COVID-19. The childminder worked closely with another childminding service to provide flexible patterns of attendance. This helped children develop positive attachments, feel safe, and grow in confidence with familiar adults.

The childminder knew the children in their care well and was able to discuss their personalities and care needs. Personal plans detailed children's routines, likes, and wishes, as well as information to keep them safe. These had been recently reviewed with parents to ensure the information was current and up to date. There was some evidence of photographs which were used to record children's progress and to share their development with parents. However, there could have been more information on COVID-19 and how best to support the children's anxieties and worries at this time. The childminder should continue to develop the children's personal plans with more detailed observations on their progress and more information on how best to meet their individual needs.

The childminder had made significant progress in their understanding of safeguarding children and their families. They demonstrated a good understanding of the potential risks to children and when to report concerns to the relevant agencies. They had unsuccessfully tried to access local government training in child protection, to further develop their knowledge about national and local child protection procedures and Getting it Right for Every Child (GIRFEC). The local nursery was providing help and support and we signposted the childminder to online resources on the Care Inspectorate Hub and on the Scottish Childminding Association (SCMA) website. Accessing training online will help the childminder become more knowledgeable and competent in their approach to safeguarding children until face-to-face training events become available. We discussed the benefits of using chronologies to record significant events in children's lives to help keep them safe from harm or abuse. The childminder was not familiar with this means of recording and should become familiar with the document 'Practice Guide to Chronologies', which can be found at: [https://www.careinspectorate.com/images/documents/3670/Practice guide to chronologies 2017.pdf](https://www.careinspectorate.com/images/documents/3670/Practice%20guide%20to%20chronologies%202017.pdf) (see area for improvement 1).

**Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.**

The childminder's home looked very pleasant, homely, and clean. The childminder was aware of the Scottish

Government COVID-19 guidance and had introduced enhanced cleaning to keep children and their families safe and well.

The childminder had recently adapted the garage as a play space for the children and as a pick up and drop off area for parents. This meant children could play in a well ventilated area and parents could chat to the childminder in a safe, sheltered environment. This helped reduce the risk of transmission of infection and encouraged parents not to enter the childminder's house. To ensure the temperature remained pleasant and constant in the garage during all weather conditions, we suggested using a thermometer. The childminder agreed to monitor and provide extra heating or cooling, as required.

The playroom looked inviting and well equipped with age-appropriate toys and games for those attending the service. The wide selection of toys and games were chosen because they could be easily cleaned at the end of each day. Children were able to access individual sand and playdough sensory materials, which were kept separate for each child. This helped reduce the risk of transmission of infection.

Individual trays were used by the children to store their personal goods. Shoes were changed when arriving at the childminder's and stored in the garage to help keep the children safe and well. Photographs of the children were displayed to help them feel included, recognise their own personal items, and feel part of the family.

Young children were able to sleep in a very attractive sleep room. The cot rails were cleaned between use and each child had their own bedding. Bed sheets were washed every night after use. This meant children were able to sleep in a warm, comfortable sleep environment and were kept safe from cross contamination.

Most of the children attending the service were young but they were supported to understand the importance of handwashing and keeping things clean. They were encouraged to wash their hands frequently and were provided with individual clean towels.

Access to outdoor play had been increased to offer children improved experiences and opportunities to run around. This contributed to children's mental and physical wellbeing, as well as helping to keep them safe and free from infection during the COVID-19 pandemic.

## Areas for improvement

1. To ensure children are effectively safeguarded, the childminder should continue to seek support and access guidance and training materials to develop their knowledge and competency about national and local child protection procedures and Getting it Right for Every Child (GIRFEC).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

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

### Requirements

#### Requirement 1

By 19 March 2021, to ensure children are effectively safeguarded you must follow child protection procedures, assess the potential risks to children, and report concerns to the relevant agencies.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

It also complies with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) - Welfare of users; Regulation 7(2)(c) - Fitness of managers; and Regulation 9(2)(b) - Fitness of employees.

**This requirement was made on 16 March 2021.**

#### Action taken on previous requirement

Through discussion, we found the childminder very remorseful and upset at the potential risk caused by not reporting a possible child protection concern to the authorities. They are very aware that they should have contacted Social Work earlier and reassured us that would contact them for advice in the future.

We discussed keeping a chronology of events to help assess the possible risks to children.

This requirement has been met.

#### Met - within timescales

#### Requirement 2

By 26 April 2021, to ensure children are effectively safeguarded you must be competent in and knowledgeable about national and local child protection procedures and Getting it Right for Every Child (GIRFEC).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

It also complies with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) - Welfare of users; Regulation 7(2)(c) - Fitness of managers; and Regulation 9(2)(b) - Fitness of employees.

This requirement was made on 16 March 2021.

## Action taken on previous requirement

The childminder had contacted the local authority for support with training but had not received an answer. We discussed accessing the Care Inspectorate Hub for supportive guidance and the Scottish Childminding Association's (SCMA) online training materials.

They had made contact with the local nursery for help and advice and with their support, they are in the process of writing their child protection policy.

Significant progress has been made by the childminder to develop their knowledge and understanding and this requirement has been re-written as an area for improvement in this report.

**Not met**

## Requirement 3

By 19 March 2021, to ensure that there is proper provision for the health, welfare, and safety of children, you must comply with the conditions of registration and do not provide overnight care.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14).

It also complies with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) - Welfare of users.

This requirement was made on 16 March 2021.

## Action taken on previous requirement

The childminder is no longer providing overnight care and is very aware they should not have broken their conditions of registration. This was done with the best interests of the child at the time. However, the childminder now realises the possible implications to their service.

**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

To improve outcomes for children, effective systems to evaluate and develop the service should be implemented.

National Care Standards for Early Education and Childcare Up to the Age of 16 - Standard 13: Improving the Service; and Standard 14: A Well Managed Service.

**This area for improvement was made on 2 March 2018.**

#### **Action taken since then**

This previous recommendation was not assessed during this inspection. To support ongoing improvement and help ensure good outcomes for children, the childminder should access the guidance 'Operating an early learning and childcare setting (including out of school care and childminders) during COVID-19'. This can be found at: [https://www.careinspectorate.com/images/documents/5867/Elc\\_keyq5\\_selfeval\\_\\_july2020\\_final.pdf](https://www.careinspectorate.com/images/documents/5867/Elc_keyq5_selfeval__july2020_final.pdf).

## 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	5 - Very Good



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