

Wilson, Joan Child Minding

Type of inspection: Unannounced
Inspection completed on: 21 April 2021

Service provided by:
Joan Wilson

Service provider number:
SP2006956026

Care service number:
CS2006115030

Introduction

Joan Wilson registered her childminding service with the Care Inspectorate on 01 April 2011.

The service is provided from the childminder's home in Whitehills, East Kilbride. It is situated in a quiet residential area. There are enclosed gardens to the rear of the property and the childminder makes use of local parks and green spaces to maximise the time children spend outdoors.

The service is registered to provide a care service with the following conditions:

Number(s) and Age(s) of person(s) to whom service may be provided:

1. To provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

From 30/10/2020 to 30/08/2022 (or before if a child leaves the service) the childminder may care for a maximum of 6 children up to 16 years of age at any one time as identified in the variation request dated 27/08/2020 between 09:30 until 12:30 Monday to Friday:

- of whom no more than 4 are under 12 years;
- of whom no more than 4 are not yet attending primary school and;
- of whom no more than 1 is under 12 months.

Numbers are inclusive of children of the childminder's family.

Any other conditions unique to the service:

2. When working with Kayleigh Jane Greenshields the service may be provided to a maximum of 8 children at any one time under the age of 16, of whom a maximum of 6 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The service provides funded early learning and childcare places in partnership with South Lanarkshire council.

The aims and objectives of the service states: 'I aim to provide the best service possible to children and parents alike, by being flexible, reliable, caring, nurturing and helpful, by using my knowledge and experience, taking into account current legislation and best practice.'

What we did during our inspection

We carried out an unannounced inspection where we visited the childminder's home on 19 April 2021. We then gathered further evidence remotely on 20 April 2021 and provided feedback to the childminder on 21 April 2021. This inspection was carried out by two inspectors from the Care Inspectorate.

Seven children aged from one to four years were present during the onsite inspection. We noted that this was more than the service was registered to care for and have reported on this under Management and Leadership.

During this inspection we spent time observing the childminder and assistant working with children, reviewed some of the childminder's records and spoke to the childminder and assistant about their roles. As a result of ongoing restrictions relating to COVID-19 we spent a limited amount of time at the childminder's home. During this time, we observed children playing outside in the garden and having lunch as well as getting ready to travel in the childminder's car.

As part of our response to the COVID-19 pandemic, we also considered how the service was performing in relation to our Key Question 5 quality framework: 'How good is our care and support during the COVID-19 pandemic?'. We have commented on this throughout the report.

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 the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, active, nurtured, achieving, respected, responsible, included.

Views of people using the service

We received some email comments from parents during our scrutiny activity and spoke with three parents by telephone during the inspection. Parents commented positively on the care their children received while communication was noted as a key strength with the childminder keeping parents well informed.

Parents spoke very positively of the support they and their child had received during the pandemic, particularly when the service remained opened for key workers. One parent told us that the support her child received while potty training had been 'really great and so helpful at home'.

Other comments from parents included:

'My child loves going to Joan, especially in the summer as they are always out and about'.

'I feel that everything that happens in the service is good. Communication is clear, the care is consistent and this has been good for my children during COVID.'

We spoke briefly to two children during the inspection who told us they liked playing in the mud kitchen and that they knew how to wash their hands with soap.

Self assessment

We did not request a self-assessment in advance of this inspection. We looked at the childminder's COVID-19 recovery plan and other quality assurance documents to evaluate how the quality of the service was being monitored.

The childminder had plans to complete the Key Question 5 self-evaluation document: 'How good is our care and support during the COVID-19 pandemic?'. We discussed this during the inspection and have reported on the care and support provided during the pandemic.

What the service did well

The childminder provided a welcoming, homely service where children had the opportunity to play outside every day. The childminder and assistant worked well together to ensure that supervision of children was appropriate at all times. As the childminder was now delivering funded early learning and childcare, they were working closely with the local authority to support recovery following the COVID-19 pandemic.

What the service could do better

We have recommended that the childminder becomes more familiar with her legal responsibilities in providing a care service including working to her conditions of registration to ensure children's safety. Children's personal plans could be further developed to support children to achieve.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We saw good interactions, which were warm and kind, taking place between the adults working in the service and children. Children felt welcome in the service as the childminder and assistant were warm and kind to them.

Children were comfortable with their routines and interacted with their peers while playing.

Children enjoyed a relaxed, homely experience supported well by the assistant. Independence was promoted while getting out of their outdoor clothes, washing their hands and having lunch.

We observed children's experiences, through late morning and during lunch. The children enjoyed playing outside especially with water and bikes during this time. The childminder could continue to develop these experiences to make them more varied and child-led and reduce the impact of adult-led routines disrupting their play. For example, sitting waiting at the table while everyone is individually supported to get their waterproofs off and hands washed before eating their lunch. Our observations of children's play were more limited due to the short time we spent onsite and this would be a key focus of the next inspection.

Personal care was carried out sensitively in a manner that respected children's rights. We spoke about how this could be done more responsively to meet children's needs more effectively. The childminder and assistant had a good understanding of their role in protecting children.

Personal plans contained information to keep children safe, however they were not always reviewed and updated in line with best practice guidance. Older children's plans could be developed to show how children were being supported to achieve. **See recommendation one.**

The childminder was working in line with the operating guidance for childminding services during the COVID-19 pandemic helping children stay safe and healthy. Our discussions with parents demonstrated that the support provided by the childminder during the pandemic had been important for families.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that all children have a personal plan that supports their individual development and is reviewed with families in line with legislation.

To support with this, we signposted to the GIRFEC National Practice Model: <https://www.gov.scot/publications/girfec-national-practice-model/>

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

1.15: '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.' and 1.23: 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected.'

Grade: 4 - good

Quality of environment

Findings from the inspection

As part of our inspection, we considered the childminder's home environment where the service was provided from. The childminders home was clean tidy and provided a comfortable homely setting.

Children could choose from a range of toys and resources and had free flow access to the back garden where they could access outdoor toys, water play and a mud kitchen. This helped children to lead their own learning. The childminder further extended children's experiences by accessing a number of local parks and outdoor spaces, which ensured children enjoyed the benefits of fresh air and energetic play.

As the childminder had artificial grass in the garden and waterproof suits for children, outdoor play was possible regardless of the weather. Children spent the majority of their time outdoors, which promoted a healthy lifestyle and also reduced the risk of transmission of COVID-19 based on current guidance. We signposted the childminder to further guidance on the use of artificial grass to ensure it remains safe in hot weather.

Good infection prevention and control measures were in place. Resources were available for handwashing at the front and rear entrances and children were supported to do this effectively, reducing the risk of infection. The childminder used PPE in line with best practice guidance when supporting children with personal care, helping to keep them safe.

The childminder had registered with the local authority as a food business, although they had not yet been inspected. While food was not provided, children brought their own lunch and snacks to eat. We advised that the childminder review the storage of perishable items from packed lunch boxes to ensure children's safety. This would prevent food from spoiling and reduce the risk of illness occurring from eating contaminated food.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

The childminder employed one assistant who was working on the day of our visit. The assistant contributed positively to children's experiences and the overall good quality of the service. This was supported by the views of parents who told us that children enjoyed taking part in games and activities with the assistant.

We talked to the assistant about their role in the service and how this impacted on the experiences enjoyed by children. The assistant worked in the service every day and carried out a range of caring responsibilities while also contributing to the planning of activities and monitoring of children's development. This meant that additional support was provided to the childminder to support the supervision and care of children.

The assistant had a national certificate in childcare and was working towards the next level of qualification. The assistant was planning and delivering some themed activities that were focused on a range of play types. This contributed to increasing the range of activities offered to children while attending the service. We discussed with the childminder how the knowledge and skills the assistant gained from their studies could be used to enhance the play and learning opportunities offered to children.

The assistant was confident with their role and responsibilities in relation to safeguarding of children. Although it had been some time since formal training had been undertaken, we noted that the ongoing qualification that the assistant was working towards would incorporate this.

We were confident that the assistant would respond correctly to any concerns about a child.

We also considered the role played by the assistant in relation to the COVID-19 pandemic. We found that they were clear on all aspects of the best practice guidance and regularly discussed this with the childminder. The assistant was also clear on the signs and symptoms of COVID-19 and we were confident that this would contribute to providing a safe operating environment during the pandemic.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We found that the performance of the childminder in this theme was adequate.

The childminder was providing funded early learning and childcare in partnership with South Lanarkshire Council and was taking part in ongoing training and development opportunities with the authority. This included developing a detailed recovery plan that outlined the processes that the childminder would implement to supporting children's health, wellbeing and resilience during the COVID-19 pandemic.

The childminder had recently completed a child protection module and had a good understanding of how to keep children safe. We advised the childminder that their policy should be updated to ensure it reflects current guidance that is relevant to the area where the service is registered. This would help support the childminder's role in protecting children.

Since the last inspection, the childminder had completed a social services qualification. As part of completing the qualification, the childminder was able to access a range of learning opportunities including child development and safeguarding. As a result, we were confident that the childminder was taking steps to develop their own skills and knowledge in order to develop the quality of the service.

We found that the childminder did not fully understand their legal responsibilities as the provider of the service. For example, on arrival at the setting the childminder was reluctant to let the our inspectors into the house where the childminding assistant was working as the childminder was leaving to take another child home. We reminded the childminder of the legal rights afforded to inspectors and the crucial role we play in keeping children safe. We explained that the childminder must ensure anyone working in the service is aware of relevant legislation in order to protect children and carry out their duties in line with the regulations. The childminder agreed to do this.

In addition, on the day of our onsite visit we found that the childminder was caring for seven children under primary school age. This was in excess of the maximum number of six children of this age that the childminder was registered to care for at any one time.

We reminded them of their responsibility to adhere to their conditions of registration at all times to help ensure quality of experience and outcomes and keep children safe. **See recommendation one.**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should become familiar with their legal responsibilities in providing a care service including the role of the Care Inspectorate and working to their conditions of registration to ensure children's safety.

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

3.14: '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.'

Grade: 3 - adequate

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

Previous requirements

Requirement 1

By 10 March 2021, you must effectively supervise children at all times to ensure their safety and well-being.

This is in order to comply with

Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 9 March 2021.

Action taken on previous requirement

We observed the childminder and the assistant supervising children throughout our visit to the service. This included outdoor play in the garden and preparing the children to travel in the car. Updated risk assessments were in place to support this and were being followed.

The childminder and assistant communicated well and carried out all tasks without compromising the supervision of children. As a result, children were safe and protected from harm.

Met - within timescales

Requirement 2

By 10 March 2021, you must effectively supervise children at all times to ensure their safety and well-being.

This is in order to comply with

Health and Social Care Standard 4.14: My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

This requirement was made on 9 March 2021.

Action taken on previous requirement

We sampled risk assessments during this inspection, including those relating to outdoor play, car journeys and outings. The childminder also shared these with us before the date noted on the requirement. We found the risk assessments to be detailed and with clear measures in place that supported the childminder to keep children safe and protect them from harm. We saw that these were being followed during our inspection, helping to keep children safe.

Met - within timescales

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

Previous recommendations

There are no outstanding recommendations.

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	
16 Jan 2020	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
1 Apr 2016	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
24 May 2012	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
26 Jan 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
22 Dec 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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