

Goldie, Heather Child Minding

Type of inspection: Unannounced
Inspection completed on: 1 July 2021

Service provided by:
Heather Goldie

Service provider number:
SP2010977100

Care service number:
CS2009228513

Introduction

Goldie, Heather Childminding Service was registered with the Care Inspectorate on 01 April 2011.

The service is provided by Heather Goldie, who will be referred to as the childminder in this report. The service operates from the childminder's home in Fauldhouse, Bathgate, West Lothian. It is registered to provide a care service to a maximum of 8 children at any one time up to 16 years of age, of whom no more than 3 are not yet of an age to attend primary school, and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's family and minded children cannot be cared for by persons other than those named on the certificate.

The childminder's aim is:

"To work in partnership with parents to provide high quality, friendly, caring and flexible, home-based childcare in a safe family environment. Where parents can feel confident that their child is being well looked after."

What we did during our inspection

An unannounced inspection was carried out by an inspector from the Care Inspectorate on 29 June 2021 between 10:15 and 12:15. Further evidence was reviewed via email and the childminder was given feedback on 1 July 2021 by telephone.

During the inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the children present
- the childminder.

We observed and viewed:

- the environment
- the childminder's practice and interactions with the child
- the children playing.

We looked at the following evidence:

- children's records
- policies and procedures
- administration of medication recording information
- accident and incident recording format
- registration certificate
- public liability insurance certificate.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality of Care and Support.

We took account of all of the above information when we evaluated the service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

Views of people using the service

At the time of the inspection, three children were present. They were not yet at a stage of development to speak to us but were happy to show us toys. They were relaxed and settled in the childminder's home.

Three parents contacted us by telephone, they were all happy with the service provided. they told us:

"The service works fantastically for me and it suits my personal needs as Heather is flexible."

"Heather picks up on what my child likes and dislikes."

"It would be nice to get more formal feedback."

"Heather keeps contact up when my child is off sick. I have a great bond with her."

"My child has come on leaps and bounds."

Self assessment

The childminder submitted a self-assessment which evidenced her practice. Moving forward, we advised her to use the self-assessment to show improvements made to the service and the outcome for children as a result of such improvements.

What the service did well

The childminder offered a flexible service where relationships with children and parents were valued.

What the service could do better

The childminder was advised to demonstrate her commitment to continued professional development. She should access online training opportunities to help stay abreast of current best practice and legislation. This would ensure best outcomes for children in her care.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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

Relationships were at the heart of the childminder's service and as a result children were relaxed and comfortable in her care. During the inspection children were engaged in play with cars and ride on toys. The childminder gathered relevant personal information about children when they started to use her service and consulted with parents about their routines, interests and needs, which provided continuity of care and support.

During previous inspections we recommended that the childminder developed personal plans for children. We advised that this should include information about how she would encourage and support children's individual needs. Plans should be reviewed on a six-monthly basis or sooner with parents. This would ensure that the plan sets out how individual needs and interests will be met at the appropriate time. The childminder had yet to develop personal plans, which are required by law, therefore we have taken this forward as a requirement at this inspection (See requirement one).

Parents provided children's lunch and some snacks. This meant that children received their preferred food. The childminder had fruit available on a daily basis and supported children to try different food. There was scope to develop mealtimes and snack times to provide relaxed, social occasions for children, which would support independence and language skills. Similarly, we reminded the childminder that children should sit down to eat and drink because there was a risk of choking if they slipped or tripped while eating. We signposted the childminder to best practice guidance. (See recommendation one).

We advised the childminder that refresher training in child protection procedures would make sure that she had a clear understanding of her responsibilities about the process she would follow to protect children from harm. We made a requirement about training in the Management and Leadership section of this report.

To further support children to develop confidence, creativity, curiosity and emotional wellbeing, we discussed the benefits of enhancing knowledge of child development, play and the adults' role in play with the childminder. This would help her to see the learning in play and understand how she could extend it further.

Effective handwashing protects children and adults from the risk of spreading infection. We asked the childminder to ensure that handwashing practice was consistent in line with national Covid-19 guidance. Further action was needed to ensure that children were supported to wash hands before and after key activities and routines, such as snack and mealtimes. Children should be supported to understand the need for good hand hygiene. (See area for improvement two).

Requirements

Number of requirements: 1

1. In order to ensure children's needs are met, the childminder must ensure that.

- all children have a personal plan which contains the relevant information including information on their health, welfare and safety needs
- children's personal plans are reviewed with parents, at least once every six months or sooner if there are any changes to a child's care or welfare. This must include a review of children's progress and planned next steps to support their continued development.

Timescale for meeting this requirement: 30 August 2021.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) Regulation 5 Personal Plans. It is also to ensure care and support is consistent with the Health and Social Care Standards 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." (HSCS 1.15).

Recommendations

Number of recommendations: 2

1.
The childminder should develop snack and mealtime experiences for children, to ensure they are:

- relaxed, social occasions for children, which support independence and language skills
- an opportunity for children to sit at a table when eating and drinking, which will minimise the risk of choking.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible." (HSCS 1.35).

We signposted the childminder to best practice documents:
'Food Matters', 'Realising the Ambition', and 'Prevention and Management of Choking Episodes'.

2. The childminder should improve practice to support young children to effectively wash their hands. Children should be supported to wash hands before and after key activities and routines, such as snack and mealtimes. This should be in line with Covid-19 national guidance.

This is to ensure care and support is consistent with the Health and Social Care Standards which state "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

Children were relaxed and comfortable in the childminders home, which was safe, spacious, clean, and tidy. The childminder had recently moved house and children benefitted from a large safe outdoors space as a result of the move. There were plans to develop a growing area in the garden for children. Outdoor play provided greater opportunities for children to improve self-esteem, physical health and language skills.

Children would benefit from a broader range of toys to support developing age appropriate skills. Similarly, the introduction of natural open-ended materials would provide opportunities for children to explore, create, discover, and use with their imaginations. (See recommendation one).

Plans were in place to develop the conservatory to be a space for the children. This would give them their own space where resources could be displayed to enhance children's independence and choice. It would create an opportunity for children's artwork and photographs to be displayed, helping them to feel respected and valued.

The childminder told us that children tend not to sleep when in her care. To keep children safe and support their development, should they require a sleep, we offered suggestions about how she could improve sleeping facilities. In line with best practice guidance, we advised that children should have room to freely move and sleep on a flat, firm, comfortable surface.

Regular community outings to places of interest, such as nearby parks and woodlands supported children to be active and have fun, which contributed to their good health. We suggested that specific risk assessments for areas within the childminders home and places visited in the community would contribute to ensuring children's safety. Similarly, we asked her to develop her Covid-19 risk assessment in line with national guidance and update it appropriately when changes were made to the guidance. We advised that risk assessments should be clear and concise, detailing the potential hazards and the specific measures in place to reduce identified risks. For example, adding more detail about when and how hands should be washed and how this should be supervised. This would result in risk assessments that were effective, working as planned and protecting children from potential harm. (See recommendation two).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should introduce a wider range of toys and equipment to promote children's development and support them to achieve their learning potential. This would include natural materials to enhance open-ended possibilities for children to explore, create, discover, and use with their imagination.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, "As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity." (HSCS 2.27).

2. In order to ensure children are kept safe, the childminder should ensure that risk assessments are effective, working as planned and updated appropriately when changes are made to relevant guidance. These should be clear and concise, detailing the potential hazards and the specific measures in place to reduce identified risks. Close attention should be given to risk assessments and practice in relation to:

- Covid-19, with particular attention made to effective hand hygiene
- Specific assessments for places visited in the community and areas within the home.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, "My environment is secure and safe." (HSCS 5.17).

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Parents told us that the childminder offered a flexible service which supported family circumstances. Daily communication with parents kept the childminder informed about children's care needs, such as, if they had slept well. Similarly, this was an opportunity to the childminder to keep parents informed about how their child had been during the day in the childminders care. As a result, parents felt valued and included. Sharing information with parents was mostly done verbally and the parents we spoke with confirmed this.

The childminder gave new parents an information booklet, which included information about the service, including policies. The childminder should put systems in place to regularly review and update her policies and procedures in line with current best practice. This would ensure that families received up to date information and had a clear picture of what to expect from the service. She planned to introduce twice yearly questionnaires to further promote feedback opportunities for parents. We encouraged her to take this plan forward so that parents could be involved and support improvements.

To support the childminder to comply with her responsibilities as a registered care service, we signposted the childminder to the document 'Records childminding services must keep and guidance on notification reporting'. We reminded her to submit her annual return when requested and advised that information about required Covid-19 notifications can be found on the Care Inspectorate website (see recommendation one).

A recommendation at the previous inspection was for the childminder to demonstrate her commitment to continued professional development. She told us she had not done this; therefore, we have taken this forward as a requirement. We suggested that the childminder access online development opportunities to help stay abreast of current guidance and legislation to ensure best outcomes for children. We advised her to make use of the range of best practice documents available on the Care Inspectorate 'Hub' (See requirement one).

Moving forward, we advised the childminder to address the areas for improvement we identified during this inspection. We asked her to organise systems in order to evaluate and improve her service. This would support her to successfully manage the service to improve outcomes for children and to be ready for inspection. We advised her that the inspection process was an opportunity for her to show children's experiences and outcomes when in her care. We advised that she kept photographs for children to reflect on their play and learning and also to be able to show us examples of the quality of play experiences provided to show at future inspections. (see recommendation two).

Requirements

Number of requirements: 1

1. The childminder must demonstrate a commitment to participate in professional learning opportunities to improve her practice and outcomes for children. This should include familiarising herself with the range of best practice documents. She should record her learning to support her to reflect and plan how she will take forward improvements. The childminder should focus on developing skills in:

- children's personal plans
- Child protection procedures
- Accessing information about the Scottish Government approach 'Getting it Right for Every Child' (GIRFEC)
- first aid procedures
- Child development and learning through play
- Using best practice documents to enhance knowledge such as 'Realising the Ambition', 'My Childminding Journey', 'Our Creative Journey' and the 'Health and Social Care Standards'.

Timescale for meeting this requirement: 30 December 2021.

This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 210 Regulation 7 (c) Fitness of managers. It is also to ensure that care and support is consistent with the Health and Social Care Standards which state "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).

Recommendations

Number of recommendations: 2

1. The childminder should ensure that she submits notifications within appropriate time frames for any notifiable events or changes that occur, this is to support childminder to comply with her responsibilities as a registered care service. This would include:

- Develop awareness of the document 'Records childminding services must keep and guidance on notification reporting'
- Submit her annual return when requested
- Develop awareness of required Covid-19 notification, this guidance can be found on the Care Inspectorate website.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "use a service and organisation that are well led and managed" (HSCS 4.23).

2. The childminder should organise systems to successfully manage the service to improve outcomes for children and be prepared for inspection. Children's records should be accessible and in use to support children's needs. Required documents should be available on request, for inspection purposes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).

Grade: 2 - weak

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

Previous requirements

Requirement 1

The childminder must ensure all members of her household who are aged over 16 years complete a disclosure Scotland for so we can request a criminal record check.

Reference: This is order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011
SSI 2011/210 Regulation 12 (1)

Timescale: Within two weeks of the publication of this report.

This requirement was made on 7 March 2019.

Action taken on previous requirement

All members of the household have undertaken satisfactory disclosure checks.

Met - within timescales

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

Previous recommendations

Recommendation 1

The childminder should develop a personal plan for each child registered with her service to show how she is supporting their individual needs. Each plan should be reviewed at least once every 6 months.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my personal 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) and 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17).

This recommendation was made on 7 March 2019.

Action taken on previous recommendation

This recommendation has not been met and has been taken forward as a requirement.

Recommendation 2

To improve her professional development, the childminder should identify training or research that will help her develop her skills and knowledge to enable the development of her service. This should include children's personal plans, accessing information about the Scottish Government approach 'Getting it Right for Every Child' (GIRFEC) First Aid.

This is to ensure confidence in the people who support and care for me and 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).

This recommendation was made on 7 March 2019.

Action taken on previous recommendation

This recommendation has not been met and has been taken forward as a requirement.

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
31 Jan 2019	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
18 Dec 2017	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
31 Jan 2017	Announced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
6 Jan 2016	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
25 Aug 2014	1	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate

Date	Type	Gradings	
28 Jun 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
11 Sep 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed
18 May 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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