

Dickson, Karen Child Minding

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

Service provided by:

Service provider number:
SP2006961994

Care service number:
CS2006137586

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Karen Dickson has been registered with the Care Inspectorate since April 2011 to provide a childminding service. Care can be provided to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

Minded children cannot be cared for by persons other than those stated on the registration certificate. Overnight care is not provided.

The service is provided from the childminder's family home in Eaglesham. The areas of her home used are the lounge/dining room, upstairs bathroom and enclosed rear garden.

The childminder has a detailed list of aims which includes:

'To provide the children in my care with the knowledge that they will be respected and valued as individuals and given equal opportunities.

'To provide a welcoming environment with a familiar routine.

'To build an open trustworthy relationship with parents.

'To give children in my care a variety of choices to build confidence and to realise their full potential.'

What we did during our inspection

We wrote this report following an unannounced inspection visit to the childminder's home on 7 July 2021 between the times of 14:00 and 15:00. There were no children present during our inspection visit. We therefore also met the childminder and two children in her care at a park on 21 July between the times of 10:15 and 11:15.

During this inspection we spoke with the childminder and four parents. We also looked at some relevant documents, including information recorded about children, risk assessments and we observed the environment in which children were cared for.

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 Care and Support."

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, achieving, nurtured, active, respected, responsible and Included.

Views of people using the service

The two children present during our inspection told us about their favourite things to do with the childminder. These included going to the park and playing with their friends. The older child told us about the arrangements Karen had in place to keep everyone safe from Covid-19 and proudly showed me how he wore his face covering. Both children were clearly very happy and secure in the childminder's care.

We spoke with four parents by telephone during the inspection process. All were very happy with every aspect of the childminder's service. They commented particularly favourably on the relationships that they and their children had with her, and the information sharing about their children's experiences and progress. They said that they felt confident that their children were safe and having fun in the childminder's care.

Self assessment

We did not request a self assessment prior to this inspection.

What the service did well

The childminder was warm, nurturing and responsive to children's needs and interests. She knew children well and worked effectively in partnership with their parents to meet their needs.

The childminder had established very positive relationships with children and their families, and she effectively shared information about their children's daily experiences, and encouraged families to share their ideas and views about the service. Children frequently had lots of fun playing outdoors and taking part in outings and events in the local community.

The childminder's home environment and resources were clean and well maintained.

What the service could do better

We discussed the potential to improve the personal planning processes and have made a recommendation in relation to incident management and making notifications to the Care Inspectorate.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder knew all of the children in her care very well and provided support and experiences to help them achieve their potential. During our inspection we saw that the childminder provided nurturing and enabling care and support. She supported children to challenge themselves in physical play, and used lots of praise and encouragement. As a result, children were happy, confident and having lots of fun.

The childminder maintained personal plans for children. These included information about children's care and support needs and how children were supported to be safe, healthy, achieving, nurtured, respected, responsible and included. We discussed the potential to further develop personal planning records. This will help to more clearly demonstrate children's progress and plans for supporting their next steps.

Children were effectively supported to make healthy choices, develop good lifestyle habits and to learn to be responsible. The childminder was aware of the importance of outdoor play, fresh air and exercise. Children regularly enjoyed a wide range of outdoor play experiences in the childminder's garden, parks, woods and the local community. This supported their emotional well-being and physical health and was effective at reducing the risk of infection during the Covid-19 pandemic. The two children present during our inspection were clearly thriving in the outdoor environment.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and families during the Covid-19 pandemic. For example we observed children being supported to understand the need for good hygiene. Older children told us about the additional measures the childminder had developed to help keep everyone safe.

The childminder was aware of her role and responsibilities in ensuring children were safe and protected from harm and abuse. She had undertaken child protection training and was confident about the action that she should take if she had any concerns. This helped to ensure children's well-being.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder provided a good environment.

Children benefitted from a safe, bright, stimulating and homely environment. They had access to a good range of toys and resources, which enabled them to play imaginatively, explore and be creative. The childminder rotated these to meet children's interests. Children's learning and progress were supported well in the childminder's home environment and through outings to places of interest.

The childminder demonstrated a sound understanding of risk benefit analysis approaches to ensure that children had opportunities to engage in challenging play and to make independent choices about managing risk. These experiences helped children to be healthy, active and responsible.

Children's health and well-being was promoted through effective infection control measures. The childminder's home was clean and well maintained and the childminder followed infection prevention guidance. We discussed the importance of regularly updating risk assessments, particularly where there are any changes to the premises or guidance.

The parents who spoke with us said that their children were always kept busy with a range of experiences and outings. Although they had not been able to access the childminder's home during the pandemic, in line with Scottish Government, they were confident from information and photographs, shared by the childminder and children, that there was a range of suitable toys and resources. During our inspection, which took place on a hot day, the childminder had purchased water toys for the children to play with. This demonstrated the childminder was responsive to children's interests.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The standard of management and leadership was adequate.

The childminder made effective use of the Care Inspectorate's HUB, information from the Scottish Childminding Association, the local authority and various other sources of best practice and training to support the on-going development of her service. In addition the childminder had continued with her professional development by accessing relevant online courses.

Effective consultation arrangements involved parents and children in developing the service and making decisions about individual children's care and experiences. The childminder had effective arrangements for sharing information about children's learning and development with parents.

The childminder demonstrated a sound understanding of Getting It Right for Every Child (GIRFEC), which is Scotland's national approach to improving outcomes and wellbeing for children. She demonstrated how she took account of the eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included (also known as SHANARRI).

The childminder had appropriate registration and insurance certificates and complaints procedure. She was registered with the Information Commissioner's Office (which was required as she stored and shared information about children electronically) and with the local authority as a food business as she provided snacks. These approaches demonstrated that the childminder complied with relevant legislation. The childminder had not however notified the Care Inspectorate of an incident, which she accepted she could have managed differently, or maintained appropriate records regarding this. Please refer to recommendation one.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should improve her practice relating to incident management including recording and reporting.

This is to ensure the quality of management 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: 3 - adequate

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

Previous requirements

There are no outstanding requirements.

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
23 Jun 2017	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div>

Date	Type	Gradings	
29 Jul 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Dec 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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