

Woodcock, Janet Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 9 August 2021

Service provided by:

Service provider number:
SP2003901424

Care service number:
CS2003002978

Introduction

Janet Woodcock is registered to provide a care service to a maximum of eight 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 school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The service registered with the Care Inspectorate in April 2011.

The service is provided from the childminder's home in a quiet residential area of Arbroath, close to schools, nurseries, shops and parks.

The service stated that it aims to provide a secure and safe environment where the development of skills through reading, play and other activities is a priority.

What we did during our inspection

We wrote this report following a short notice announced inspection on Monday 9 August 2021 between 9.30am and 11.30am. Feedback was given to the childminder on the day of the inspection. The inspection was carried out by a Care Inspectorate inspector.

During this inspection, we spoke with the childminder and the minded child who was 9 years old and happy to join in the inspection. We observed the interactions between the childminder and the child, how relaxed and comfortable he was in the childminding environment, and discussed policies, procedures, health and safety and best practice guidance with the childminder.

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 (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time by the right people. It supports them and their parent(s) to work with 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, included.

Views of people using the service

There was one child registered at the service who was 9 years old. He had attended the service since he was a baby and now attended before and after school and during the school holidays. He was very much part of the family and happy to share his experiences of the service during the inspection.

He told us:

"I like Pizza Mondays".

"Janet's service is 10 out of 10".

We spoke with the child's parent following the inspection visit. She spoke very positively about the service and the childminder, telling us that they had developed a very good relationship and the childminder treated the child like extended family.

The parent said " I am absolutely happy with what is provided for (child's name)".

Self assessment

The childminder was not required to submit a self assessment before the inspection.

What the service did well

The childminder had developed a very good relationship with the child and family. She knew the child well and supported his individual needs, wellbeing and interests.

The childminder provided a flexible service which met the needs and wishes of the family who attend.

What the service could do better

The childminder should continue to evaluate her service, gathering the views of the parents and child to support her in continuing to improve the service.

The childminder should continue to record the necessary information required within her service and ensure that all documents, policies, procedures and risk assessments are current and follow best practice guidance.

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 minded child had attended the service since he was a baby and was very relaxed and comfortable in the childminder's home. He happily chatted to the inspector and childminder during the inspection, talking

about the activities he liked to take part in when he was with the childminder and his experience during lockdown when he did not attend the service.

The childminder was warm, kind and nurturing. She had a very good relationship with the child, they laughed and joked with each other throughout the inspection visit. The childminder knew the child well and they discussed his likes/dislikes and interests. The child was relaxing in the chair when we arrived about to watch the film 'ET' but turned it off so that he could chat. He talked about his interest in colouring and acrylic painting and making different creations using Hama Beads. The child told us that he spent most of his time outdoors in the garden and the local community, except when it was heavy rain. He said he enjoyed going for walks and having picnics with the childminder.

Basic information had been gathered for the child to support the childminder in meeting his health and wellbeing needs. This information was updated as needed. We have continued the recommendation from the last inspection. **(See recommendation 1).**

The parents provided snacks for the child when he attended during the holidays and the childminder would provide meals. On school days the child received breakfast, for example, toast and a snack when he returned from school. The child told us he liked Mondays best at the childminder's as he had pizza. The childminder said that she encouraged the child to try new tastes, such as mixed fruit and encouraged outdoor play and fresh air to support a healthy lifestyle.

The childminder was fully aware of her responsibility in keeping children safe and protected. She had undertaken child protection training previously and was aware of what would concern her and the procedure to follow should she have concerns. We suggested the childminder refresh her child protection training to keep her knowledge current as it had been several years since this had last been carried out. The childminder talked about implementing Scottish Government guidance within her home to ensure the child and family, along with herself and husband were kept safe during the pandemic.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for the child, his family and childminder. For example, the child showed us his bottle of sanitiser that was kept in his bag for him to use when he was out in the community. He explained to us when he washed his hands or used sanitiser in the childminder's home and the need for good handwashing and the use of sanitiser.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should continue to develop the child's personal plan, detailing their likes, dislikes and routines. The plan should be reviewed and updated at least every six months or sooner with parents, as required through legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards that state, '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).

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home was clean, tidy and safe. Scottish Government guidance had been implemented into the childminder's home when the service resumed after lockdown. The windows and doors were open to provide good ventilation and air flow through the home. Parents dropped off and collected the child from the doorstep to minimise footfall within the childminder's premises and reducing the risk of infection being brought into the house and transmission spread.

Visual risk assessments of childminding areas were undertaken daily before the child attended the service. Risk was constantly assessed by the childminder and the child when they were out in the wider community. No written risk assessments were in place as recommended at the last inspection. We have continued the recommendation at this inspection.

(See recommendation 1)

Infection control measures were in place at the service. The childminder had a supply of disposable gloves, aprons and masks should they be needed. She discussed the increased cleaning of the service, for example, frequently touched points and the leather sofa and chairs and removal of soft furnishings, such as cushions. The table the child used for some of his activities was wiped down after use.

The child talked to us about enjoying fresh air in the garden and further afield. He helped the childminder with the planting of vegetables, had fun kicking the football about in the enclosed back garden and enjoyed going for walks with the childminder in the local area. During our discussion the child offered to help the childminder navigate around Google to identify some of the plants in the garden that she was unsure of.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should put in place written risk assessments to support her in minimising the risks within the service and therefore keeping children safe. The risk assessments should be recorded when they are carried out.

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

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was winding down her service and now only cared for one registered child before and after school and on an ad hoc basis during the school holidays.

The childminder said she kept updated with best practice and legislation through emails from the Care Inspectorate and Scottish Childminding Association (SCMA). She was aware of the Care inspectorate Hub, where all current guidance and legislation can be accessed.

We discussed accessing training and professional development with the childminder, as there has been little training undertaken in previous years. We encouraged the childminder to access the Care Inspectorate Hub and read some of the documents and best practice, for example, Out to Play. We have continued the recommendation from the last inspection.

(See recommendation 1).

Policies and procedures were in place at the service and updated when needed. We discussed with the childminder, keeping documents and records up to date, reviewing them regularly and updating when necessary. We also discussed ensuring all documents, records, policies and procedures followed current guidance and legislation.

We observed the very good interactions between the childminder and the minded child. He confidently made suggestions about activities he would like to take part in and talked about activities that he had already tried. He said that he was happy to make suggestions or ask to take part in various activities or outings, and if it was possible the childminder would agree and help him set up or organise. The childminder discussed that on occasion, informed choices were given, usually for outings.

The childminder and parents had a very good relationship based on trust and support. The parents were encouraged to share their views on the service verbally at drop off or collection time and through phone calls. The childminder, child and parent discussed with us, the distanced visits made by the child and his parent to the childminder and her husband during lockdown, to keep in contact and make sure they had everything they needed. The child said he had missed the childminder and the service and was glad when he could return.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should identify her development and training needs and access training to support her in improving her knowledge, skills and further enhancing her service.

This is to ensure care and support is consistent with the Health and Social Care Standards that 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).

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

Recommendation 1

The childminder should continue to develop the children's personal plans, detailing their likes, dislikes and routines. The plans should be reviewed and updated at least every six months or sooner with parents, as required through legislation.

This is to ensure care and support is consistent with the Health and Social Care Standards that state, '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).

This recommendation was made on 28 February 2020.

Action taken on previous recommendation

The childminder had recorded basic information for the child. We explained the benefits of recording additional information to support her in meeting the child's individual needs and planning for interests. We have continued the recommendation at this inspection.

Recommendation 2

The childminder should put in place written risk assessments to support her in minimising the risks within the service and therefore keeping children safe. The risk assessments should be recorded when they are carried out.

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

This recommendation was made on 28 February 2020.

Action taken on previous recommendation

The childminder was very vigilant and told us that she was continually assessing for risk, however, no written risk assessments were in place to inform risks identified and minimised. We have continued the recommendation from the previous inspection.

Recommendation 3

The childminder should identify her development and training needs and access training to support her in improving her knowledge, skills and further enhancing her service.

This is to ensure care and support is consistent with the Health and Social Care Standards that 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).

This recommendation was made on 28 February 2020.

Action taken on previous recommendation

The childminder had not undertaken any professional development for some time. We encouraged her to refresh her mandatory training and undertake reading of best practice guidance which could be accessed through the Care Inspectorate Hub. We have continued the recommendation at this inspection.

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 2020	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
1 Nov 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
18 Oct 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
12 Nov 2014	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good

Date	Type	Gradings	
27 Nov 2012	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
1 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory Not assessed
2 Nov 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
10 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
4 Aug 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate Not assessed
22 Jul 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 2 - Weak

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