

Rudolph, Tracey Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 February 2020

Service provided by:
Tracey Rudolph

Service provider number:
SP2017989151

Care service number:
CS2017357854

Introduction

Tracey Rudolph has been registered with the Care Inspectorate since 2018 to provide a care service to a maximum of 6 children under the age of 16 years, of whom no more than 6 are under 12 years, of whom no more than 3 are of an age not yet attending Primary School and of whom no more than 1 is less than 1 year of age.

Numbers are inclusive of the 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 home within a residential area of Clarkston close to the local school, shops, parks and other amenities. The areas used to provide the service were the dedicated playroom, kitchen/diner and downstairs bathroom. Children also had access to the rear garden.

What we did during our inspection

We compiled this report following an announced (short notice) inspection, which took place between 13:15 and 15:00 on 18 February 2020. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke to the childminder and the children present. We observed the care given by the childminder and looked at a number of documents including health and safety records, children's plans and the childminder's policies and procedures.

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,

Views of people using the service

There were three children present during the inspection. They were busy throughout our visit playing imaginative games, listening to stories and having fun.

Two parents returned completed questionnaires to us. Their responses showed that they were happy with the quality of care their child received from the childminder:

"I am really happy with the childminder and the service she provides. My children are very happy with her and like going there. She is caring and genuinely is interested in ensuring that my children are happy with her."

"My child is very happy with Tracey, she feels safe and secure while she is there. My child talks about Tracey and the dogs lots when she is at home."

Self assessment

The childminder did not submit her self assessment. She agreed to begin completing the document as part of her self evaluation.

What the service did well

The childminder provided a welcoming, caring environment for the children. children in her care benefitted from a range of valuable experiences both in her home and in the community.

What the service could do better

The childminder should continue to access training and professional development opportunities to strengthen knowledge of best practice .

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 had developed individual folders for the children which contained their registration form and an all about me leaflet with some valuable information under the heading.

"Here is important information that will support people caring for me to meet my needs. It included What I would like you to know about me, what people like about me, my friends and other important people."

This meant that the childminder had an insight into children's interests, likes and family life. One of the children also attended a neighbouring childminder. The childminders were in contact to share information and offer the child some continuity. The childminder was waiting for information on one of the children from parents. She agreed that having further details of children's personalities and sensitivities would be beneficial.

On the day of our visit the childminder was caring for three children. They enjoyed each other's company, laughing together and engaging in imaginative play. Throughout our visit they enjoyed each other's company, laughing and having fun. The childminder shared in their games and responded to their interests and requests.

The childminder set aside time each afternoon for the children to rest or sleep. Children were obviously very familiar with this routine as they asked for comforters and their favourite book and then enjoyed sitting together on the sofa to listen to stories.

The childminder had a policy managing children's behaviour. It described her positive approach and how she varied her approach depending on children's age and level of understanding. We saw it reflected in engagement with the children during the inspection. She gently reminded the children of any rules, to take turns and consider one another.

We look at the childminder's medication policy and procedures. We saw that she had included how she would respond if a child refused or spat out medicine. We did ask the childminder to receive written confirmation that parents had administered the medicine first and referred her to the guidance document "Management of Medication in daycare of children and childminding services."

The childminder was aware of her responsibility in relation to safeguarding children. She had attended child protection training and had a written policy which she shared with parents and carers.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home offered a clean, safe and welcoming setting for children. She carried out daily cleaning and safety checks to ensure it was always suitable each day. She had made some changes to her childminding accommodation, moving her main play space to the lounge. During our visit we saw that children were very relaxed and comfortable in her home. The childminder had created storage areas for toys and resources which meant they were accessible to the children.

During our visit the childminder had helped them build a den under the dining table and they spent much of our visit playing imaginative games there. Children were busy throughout our visit playing with different toys. Children also had access to a rear sitting room where they could relax and watch television if they wished. This also meant that older children had an area to enjoy different activities from the younger ones. The childminder had bought a "tuff tray" which provided space for children to enjoy messy play and group activities. She had also introduced some loose parts and was keen to extend the range of experiences she offered children.

In addition to play at home, the childminder took children on visits in the community. She was keen that they had regular access to play outdoors and had acquired puddle suits which meant they were not restricted by the weather. They visited local parks and enjoyed the adventure of walking to a nearby river. The childminder spoke to the children about keeping safe when out and about, reminding them to hold hands and showing them how to cross the road safely.

She had suitable paperwork in place where she could record any accidents or incidents involving children, and share these with parents. We asked the childminder to obtain guidance from the local environmental health office regarding the location of a downstairs toilet.

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 childminder accessed a website which was designed to provide her with information and enable her to contact other childminders. She had found it useful when looking for advice and ensured that anything she received reflected best practice guidance. The childminder had booked to attend a paediatric first aid course shortly after the inspection. She was keen to access further training and professional development opportunities. In the meantime she should continue to access best practice guidance documents that are published on the Care Inspectorate HUB.

She had issued questionnaires to families and valued their feedback. The childminder also made time to speak with them during drop offs and pickups. Parents who wrote to us confirmed that there was good communication between them and the childminder and that they would feel able to approach her if they had any concerns.

The childminder had a written complaints policy which contained relevant contact information. We found that there had been a delay in the childminder obtaining some contact and medical information for children. She agreed to ensure that she had a record of these details prior to children starting. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
The service should have a personal plan for each child in their care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months.

This ensures health and social care standards that state;
My personal plan (sometimes referred to as a carer plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices. (1.15)

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 | |
|-------------|-------------|---------------------------|--------------|
| 20 Feb 2019 | Unannounced | Care and support | 3 - Adequate |
| | | Environment | 3 - Adequate |
| | | Staffing | Not assessed |
| | | Management and leadership | 3 - Adequate |

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