

Tewnion, Jillian Child Minding

Type of inspection: Unannounced
Inspection completed on: 6 September 2021

Service provided by:
Jillian Tewnion

Service provider number:
SP2003901142

Care service number:
CS2003002447

Introduction

Jillian Tewnion is registered to provide a care service to a maximum of four children at any one time under the age of 16, of whom a maximum of four 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 the children of the childminder's family.

The parts of the premises not to be used are one bedroom and the front garden. Overnight service will not be provided.

The childminder's home is situated in a residential street in the centre of Huntly, a short distance away from shops and local amenities.

The childminder's aims state how she plans to "care for the children in a homely, friendly, safe environment. I will protect the child(ren) in my care and see that no harm comes to them. I shall not let strangers into my home at any time unless I see their identity card or I shall phone the number to confirm their identity".

This service has been registered since 1 April 2002.

What we did during our inspection

We carried out a site visit of the service on 30 August 2021 and completed the inspection using telephone calls and the submission of documents. Feedback was given on 6 September 2021.

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 under the theme of 'Quality of care and support'.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed, and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy, and legislation that affect children, young people, and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection to assess how services are making a positive difference for children.

Views of people using the service

One parent provided us with feedback. They spoke very positively about the relationship their child had developed with the childminder and they felt very lucky to have a place at the service. Their comments included: "Jillian is absolutely brilliant. She came highly recommended and I cannot think of a better place for my child. They love going and they are very happy."

Self assessment

We did not receive a completed self assessment from the childminder prior to inspection. We discussed the benefits of completing and submitting a self assessment form with the childminder.

What the service did well

The childminder provided a warm and welcoming atmosphere for parents and children. They had built a positive relationship with the minded child, who was confident and relaxed in their care.

What the service could do better

The childminder should develop the children's plans to include more detail about their interests and achievements. Consideration should be given to the snack provided to the children to encourage healthy choices. The childminder should access further training to support their practice. They should review their policies and procedures to help support their practice and inform parents.

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	3 - Adequate

Quality of care and support

Findings from the inspection

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff. For example, enhanced cleaning had been introduced to ensure children experience a clean and safe environment. We observed children handwashing and being supported to understand the need for good hygiene.

Children and their families benefited from settling-in visits which helped establish good relationships. Information to support a continuity of care was shared at drop off and pick up times. We discussed further developing communication systems using emails, What's App technology, and photographs to further

reassure parents their child was safe and having fun. This will also help reduce the risk of transmission of infection when chatting to parents at the beginning and end of the day.

The minded child was happy and comfortable in the childminder's care. We observed lots of cuddles and reassurance until the child became confident in the inspector's presence. The homely and inclusive family environment contributed to the child feeling happy and eager to attend the service. We observed them playing with the childminder's family and having fun.

Children's personal plans included information about children's daily routines, any allergies or medical needs, and their doctor and health visitor contact numbers. However, the information had not been updated within the six-month period as required by legislation. This was actioned and completed during the inspection. Limited information was recorded to show children's progress and help plan activities to support their development. We suggested using photographs and the wellbeing indicators as tools to support this **(see recommendation 1)**.

The childminder told us parents supply healthy choices for lunch and snack. However, we observed that diluting juice and crisps were offered as a snack option. These were not a healthy option to support children's nutritional needs. The childminder should encourage healthy choices for the children using the guidance document 'Setting the Table' **(see recommendation 2)**.

Systems and procedures were not robust to support the safe administration of medication. We provided the childminder with a form to use and the childminder indicated they would be happy to use this. The medication policy was brief and did not contain enough information to account for safe administration of medication and children's overall health and wellbeing (see recommendation 3 under 'Quality of management and leadership').

The childminder demonstrated a basic understanding of safeguarding children and their families. They were aware of the potential risks to children but were not confident in when to report concerns to the relevant agencies. We discussed the benefits of using chronologies to record significant events in children's lives to help keep them safe from harm or abuse (see recommendation 2 under 'Quality of management and leadership'). 'Practice Guide to Chronologies' can be found at: www.careinspectorate.com.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to help children achieve their potential, the childminder should further develop children's personal plans with information to show children's progress and development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "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).

2. In order to support the children's health and wellbeing, the childminder should ensure children are provided with snacks and drinks in line with the nutritional guidance 'Setting the Table'. This can be

accessed at: <https://hub.careinspectorate.com/media/1615/setting-the-table-nutritional-guidance-and-standards-for-childcare.pdf>.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning" (HSCS 1.33).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The environment was clean and welcoming for children and parents. Children had access to a range of age-appropriate resources and were encouraged to be responsible in their care for them. There was space available for children to play and relax in the conservatory and in the playroom.

Children were able to access the garden and play outdoors. This helped keep them fit and healthy and supported their overall wellbeing. However, there were few opportunities, both indoors and outdoors, for children to develop their creative or enquiry skills. We suggested introducing treasure baskets and loose parts to help children learn through imaginative and creative play. 'My World Outdoors', 'Our Creative Journey', and the 'Loose Parts Toolkit' give examples of inexpensive play opportunities to extend these areas. These can be found at:

<https://hub.careinspectorate.com> and <https://www.playscotland.org/loose-parts-play-toolkit>. The use of this guidance will support the childminder to provide more opportunities for the children to explore sensory resources, problem solve, and be creative (**see recommendation 1**).

The childminder described using a pushchair for children's sleep and rest when taking children for a walk. We discussed the benefit of using a travel cot or sleep mat for safe and comfortable rest in the house. Further information to support safe sleeping practices can be found at: <https://safesleepscotland.org>.

Best practice infection control procedures were not followed when completing a nappy change. The childminder did not wear an apron or remove their gloves before redressing the child. This increased the risk of infection through cross contamination (**see recommendation 2**). Best practice guidance can be found at: https://hpspubsrepo.blob.core.windows.net/hps-website/nss/2448/documents/1_infection-prevention-control-childcare-2018-05.pdf.

Handwashing was encouraged at appropriate times during the day to help keep children safe, well, and free from infection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. In order to support children achieve and progress, the childminder should provide opportunities for children to explore, use their imagination, and be creative.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "As a child, I have fun as I develop my skills in understanding, thinking, investigation, and problem solving, including through imaginative play and storytelling" (HSCS 1.30).

2. In order to keep children safe and well, the childminder should ensure they follow best practice infection, prevention, and control procedures when nappy changing.

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

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was familiar with Covid-19 guidance to help keep everyone safe and well and free from infection. They had completed a risk assessment to support them in this. As a result, their home was fresh and clean, toys were regularly washed and disinfected, and changes to drop off and pick up procedures meant parents were not encouraged to enter their home.

As a member of the Scottish Childminding Association (SCMA), the childminder used their publications to keep up to date with research and new ideas. However, in order to become fully up to date, the childminder should extend their reading to include 'Realising the Ambition' and 'Setting the Table'. Other guidance to support children's creativity and extend outdoor play opportunities should also be accessed. This guidance is pitched at all levels of childcare and should prove beneficial to the childminder's practice (**see recommendation 1**).

Due to Covid-19 restrictions, the childminder had not yet managed to attend training in first aid, child protection, or GIRFEC. This meant they were not well informed about how to keep children safe and protected. They did not have a good understanding of the challenges experienced by families and the potential impact on children. We discussed accessing online training in the interim and suggested they contact the SCMA for further information (**see recommendation 2**).

The childminder had added some information to key policies, such as complaints, child protection, and the safe administration of medication. However, they remained very basic and did not contain enough information to support their practice. We provided them with some information to further develop their policies and suggested they contact the SCMA for further advice (**see recommendation 3**).

The childminder had not completed any self evaluation to support or improve their service. The documents 'My Childminding Experience' and 'Your Childminding Journey' should be accessed to support self evaluation and improvement. These can be found at: <https://hub.careinspectorate.com>.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. In order to keep children safe and well and to support their health and well being, the childminder should develop their knowledge and understanding in childcare.

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

2. In order to keep children safe, well, and free from abuse, harm, or neglect, the childminder should develop their knowledge, skills, and understanding in child protection and first aid.

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

3. In order to support their practice, the childminder should develop their policies and procedures with relevant and current information linked to best practice guidance.

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

Recommendation 1

The childminder should ensure that detailed information about each child is kept up to date so that it remains a true reflection of the child's interests and takes account of the child's (where possible) and parents' /carers' views. This should also include:

- a) Health visitor and GP details.
- b) More detailed personal information relevant to each child.
- c) A chronology.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 6: Support and Development; and Standard 7: A Caring Environment.

This recommendation was made on 18 October 2017.

Action taken on previous recommendation

The childminder had included the health visitor and GP details in the children's personal plans and they had included more detailed information relevant to each child. They had not included a chronology.

This recommendation has been rewritten.

Recommendation 2

To ensure children's health, safety, and wellbeing, the childminder should further develop medication administration procedures in line with 'Management of Medication in Daycare of Children and Childminding Services':

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 3: Health and Wellbeing; and Standard 14: A Well Managed Service.

This recommendation was made on 18 October 2017.

Action taken on previous recommendation

Systems and procedures were not robust to support the safe administration of medication. We provided the childminder with a form to use and the childminder indicated they would be happy to use this. The medication policy was brief and did not contain enough information to account for safe administration of medication and children's overall health and wellbeing.

This recommendation has been rewritten.

Recommendation 3

The childminder to access the Hub <http://hub.careinspectorate.com/> and the following good practice documents for her information and to support good outcomes for children:

- My World Outdoors:
http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf.
- Getting Ready to Read:
<http://hub.careinspectorate.com/search/?s=getting+ready+to+read&type=0&view=0&ord=0>.
- Practice Guide to Chronologies:
<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 13: Improving the Service; and Standard 14: A Well Managed Service.

This recommendation was made on 18 October 2017.

Action taken on previous recommendation

We found the childminder had not accessed any best practice guidance or documents to support their practice.

This recommendation has been rewritten.

Recommendation 4

The childminder to access the following training to support her practice and good outcomes for children:

- first aid
- child protection
- GIRFEC.

National Care Standards, Early Education and Childcare up to the Age of 16 - Standard 12: Confidence in Staff; and Standard 14: A Well Managed Service.

This recommendation was made on 18 October 2017.

Action taken on previous recommendation

The childminder had not accessed any training to support their practice or good outcomes for children.

This recommendation has been rewritten.

Recommendation 5

The childminder should develop:

A complaints policy, to:

- include the contact details of the Care Inspectorate
- inform the complainant of the action (if any) that is to be taken within 20 working days.

A parents/carers involvement policy, to:

- promote formal feedback and suggestions from children and parents/carers as a means of evaluating the service and making improvements.

The childminder should further develop the child protection policy to:

- a) review the emergency contact details for the relevant child protection agencies
- b) make parents aware that they may not be consulted prior to referral of any child protection concerns to an external agency
- c) refer to the National Guidance for updated child protection information.

This recommendation was made on 18 October 2017.

Action taken on previous recommendation

The childminder had not reviewed her policies with enough information to support their practice.

This recommendation has been rewritten.

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 Feb 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
10 Mar 2016	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
15 Jan 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
20 Jan 2011	Announced	Care and support 5 - Very good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
26 Jun 2009	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership Not assessed

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