

Baxter, Diann Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 3 November 2021

Service provided by:
Diann Baxter

Service provider number:
SP2003901195

Care service number:
CS2003002704

Introduction

The service registered with the Care Inspectorate on 1 April 2002.

Diann Baxter (who will be referred to as 'the childminder' throughout this report) is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's family. Overnight care will not be provided.

The service is provided from the childminder's home within a residential area of Forfar, close to local amenities including parks, shops and nature walks. The children have access to the living room area, a downstairs bathroom and a fully enclosed garden.

Aims of the service include:

"Within my setting I help with the learning and development of all 'my' children. I encourage children to learn through their play. I make sure that the children are cared for and nurtured in a stimulating environment. I focus on each child's curiosity and build on their learning".

"I aim to develop strong relationships with both children and parents and each child will always be welcomed into my home. I want children to feel nurtured and loved while in my care. I try to stick to a routine as much as possible because I feel that this gives a sense of security".

"I ensure that their time with me is happy and that they feel safe and secure at all times. Each child will be treated fairly and no favouritism will be shown. They all have the same opportunities as each other and their safety and wellbeing will be uppermost in my setting".

What we did during our inspection

We compiled this report following a short-announced inspection on 27 October 2021 between 09:30am and 12:10pm. This was carried out by a Care Inspectorate inspector. Feedback was given to the childminder on 3 November 2021.

During this inspection we gathered evidence from various sources including:

We spoke to:

- the childminder.

We observed:

- the childminder's practice and interactions with the child present
- the child at play.

We looked at:

- a sample of children's personal records
- a sample of other documentation relevant to this inspection such as accident records, medication records and policies

- registration certificate
- general environment.

Views of people using the service

There was one minded child present at the time of inspection. They were unable to share their views with us but appeared to be happy and to have formed a positive attachment with the childminder.

We spoke to three parents by telephone. Their comments included:

'Diann has been great. Really flexible. Supportive of family needs and flexible to support any changes. No problems. Very happy and know my child is well cared for. Works with us to support continuity'.

'Supportive of us a family. Treats my child like her own which is so important to me. I was worried about leaving my child in childcare but not now and I am so happy to have found Diann'.

'No concerns. I am really happy. My child spoke about it being 'the greatest summer ever!' at Diann's. Diann has been amazing and when my child is there I am confident they are cared for. I can relax'.

Self assessment

The childminder had not been asked to submit a self-assessment prior to the inspection taking place. We discussed carrying out regular self-evaluation and formal consultation with parents to support evaluation of the service and inform developments.

What the service did well

The childminder had established strong relationships with families using the service. This allowed her to support continuity of care for children and extend their interests. Children were consulted with and encouraged to share their ideas which enabled the childminder to plan experiences that were meaningful. Children were supported to have regular outdoor learning experiences through the childminder promoting free flow access between the indoor environment and garden. Local trips allowed children to explore the world around them, access fresh air and encouraged children to be active.

What the service could do better

We found that resources for younger minded children were limited. The childminder should provide a variety of resources that support challenge and extends all children's learning. Resources should be stored in a way that allows children to access, and promotes choice.

From this inspection we graded this service as:

Quality of care and support	4 - Good
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. For example, the childminder's home was well ventilated and enhanced cleaning was in place to provide a healthy environment for children.

To support children feel safe and secure, the childminder was gentle in her interactions and offered children closeness through cuddles and by sitting alongside them during play. The childminder knew children well and described how she cared for and supported them as individuals. She was aware of children's likes and interests and used these to support and settle children into the service. For example, a child's favourite song was played during our visit to help them feel secure and provide familiarity.

Personal plans were in place for each child which included their interests and care needs. Some of the older children were encouraged to write their own 'All about me' that formed part of their personal plans. These allowed them to share their views and highlighted their likes and dislikes. We found that plans were not all routinely reviewed and would benefit from more detailed information such as how care needs would be met, and recording of children's learning and development whilst in the setting. This would allow the childminder to reflect upon children's progress during their time in the setting and support home routines. **(See recommendation 1).**

The childminder told us she had formed close relationships with parents and families. A variety of communication methods were used that allowed information sharing which supported a continuity of care for children. Feedback we received from parents highlighted that they valued the service and were confident in the care their child received.

The childminder was confident in her role in safeguarding children and recording and reporting procedures. Child protection training had been completed which supported her knowledge in identifying signs of abuse. We spoke about having chronologies in place to record significant events and conversations.

To support healthy eating, parents provided a packed lunch for their child, and the childminder provided a

range of nutritious snacks. Lunch was a meaningful social experience for children. The childminder sat with children, chatting with them and supporting them to be independent through self help skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. Children's personal care plans need to be further developed to take better account of children's care needs and to reflect their learning and progress. They must be reviewed with parents every six months or sooner if required.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which 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

We found the childminder's home to be safe and clean. Spaces had been created that offered children opportunities to rest and for more focussed learning. Children had daily outdoor play experiences which enabled access to fresh air and physical activities. The childminder supported a free flow approach between indoor and outdoor environments which provided children choice in where they played. The childminder discussed recent changes made to the outdoor area. A mud kitchen and large sit in sand tray supported children to experience creativity and problem-solving activities.

Local trips were carried out regularly which allowed opportunities for children to explore the world around them. A floor book had been created with children following recent trips. This supported children to share their views, reflect on experiences and allowed them to be part of planning future trips.

We found the choice of resources to be limited for younger children. Resources did not support extend learning and offer challenge. To meet the needs of all children the childminder should consider all ages and stages of development. Resources should offer rich, stimulating play experiences. **(See recommendation 1).**

To support children to lead their play and promote choice, resources should be stored in a way that allows all children to access. Loose parts had been introduced since last inspection. These could be further developed to extend children's opportunities to be creative and develop problem-solving and imaginative skills.

To provide a safe environment for children, visual checks of the home were carried out prior to children arriving, and throughout the day. A risk assessment checklist was recorded for indoors and outdoors to support the childminder to identify risks and carry out necessary actions. To develop children's knowledge and understanding of risk they were encouraged to be part of safety discussions prior to outings. We found that written risk assessments for outings had not been carried out. To enable the childminder to assess risk and identify potential hazards we discussed these being undertaken before trips take place (**See recommendation 2**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support choice, play and learning, the childminder should ensure that the appropriate resources are available for the children attending her service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21)

2. Children should be in an environment that is safe and secure. The childminder should improve the way she assesses risk so to minimise risks and hazards.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state 'as a child I am protected from harm by people who have a clear understanding of their responsibilities.' (HSCS 3.20)

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

A range of policies and procedures were in place and shared with parents to ensure the information they had for the service was current and they knew what to expect from provision. We asked that some policies were updated to reflect practice.

To support children to reflect on their experiences and record learning the childminder had introduced floor

books. Children were encouraged to mark make and share their views which allowed them to be part of the learning process. Floor books were not being used regularly. We discussed making these accessible to children and how using these routinely would allow the childminder to capture and evaluate learning.

The childminder shared that she kept up to date with legislation, guidance and best practice documents through provider updates from Care Inspectorate. The childminder was a member of The Scottish Childminding Association (SCMA) and used their website to access information. We discussed using the Care Inspectorate Hub to further support her understanding of most recent guidance and help to inform changes in practice. Information can be found here: <https://hub.careinspectorate.com/>

The childminder had previously completed training to develop knowledge and practice, but no further training had been undertaken since her last inspection. She should continue to identify training needs and further develop knowledge of key childhood frameworks and best practice guidance to support and inform her work.

Since last inspection the childminder had used a questionnaire to gather parents' views on the service. We discussed ways in which other methods could be used to gather views and extend parents' responses. This would support the childminder to evaluate the service and plan improvements.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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 develop medication permission forms to improve how medication is managed within the service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state that 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24).

This recommendation was made on 17 July 2018.

Action taken on previous recommendation

Medication forms had been reviewed and updated to meet best practice guidelines.

This recommendation has been met.

Recommendation 2

Children's personal care plans need to be further developed to take better account of children's care needs and to reflect their learning and progress. They must be reviewed with parents every six months or sooner if required.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which 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 10 March 2020.

Action taken on previous recommendation

The childminder had reviewed some of the personal plans in place and had introduced children's 'All about me' documents to support older children share their views and interests. Not all plans had been consistently reviewed and updated. Key information was still not recorded for some children.

This recommendation was not met.

Recommendation 3

Children should be in an environment that is safe and secure. The childminder should improve the way she assesses risk so to minimise risks and hazards.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state 'as a child I am protected from harm by people who have a clear understanding of their responsibilities.' (HSCS 3.20)

This recommendation was made on 10 March 2020.

Action taken on previous recommendation

The childminder had introduced risk assessments for the indoor and outdoor environments since last inspection. Risk assessments for local outings and trips were not in place.

This recommendation was not met.

Recommendation 4

To support choice, play and learning, the childminder should ensure that the appropriate resources are available for the children attending her service.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (HSCS 5.21)

This recommendation was made on 10 March 2020.

Action taken on previous recommendation

We found that resources for younger children were limited and did not provide variety and offer opportunities to extend learning.

This recommendation was not met.

Recommendation 5

In order to ensure the safe provision of care, the provider must adhere to the conditions of registration. No other person unless named on the certificate as an assistant can pick the children up from school or oversee their care at any time.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that 'my care and support meets my needs and is right for me.' (HSCS 1.19)

This recommendation was made on 10 March 2020.

Action taken on previous recommendation

The childminder is adhering to conditions of registration. Only the named person on the certificate collects children from school and oversees their care.

This recommendation has been met.

Recommendation 6

The childminder should find ways of gathering the views of the children and their families to self-evaluate her service and use this information to inform service improvements.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I am actively encouraged to be involved in improving the service I use, in spirit of genuine partnership.' (HSCS 4.7)

This recommendation was made on 10 March 2020.

Action taken on previous recommendation

Since last inspection the childminder has introduced floor books to support gather children's views and allow them to share their interests. A questionnaire was sent out to parents to support them be part of evaluating the service. We discusses how these could be further extended to continue to evaluate provision and inform change within the service.

This recommendation has been met.

Recommendation 7

For when a child requires medication, we ask that the childminder develop her medication permission forms to improve how medication is managed within the service. This would include the last dose administrated before attending the serviced.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state: 'as a child, any treatment that I experience is safe and effective. (HSCS 1.24)

This recommendation was made on 10 March 2020.

Action taken on previous recommendation

Forms have been reviewed and updated in line with best practice guidance.

This recommendation has been met.

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
25 Feb 2020	Announced (short notice)	Care and support
		Environment
		Staffing
		Management and leadership
		4 - Good
		3 - Adequate
		3 - Adequate
		3 - Adequate

Date	Type	Gradings	
12 Jun 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good
21 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good 4 - Good
14 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 4 - Good Not assessed
11 Jan 2013	Re-grade	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed Not assessed
17 Aug 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
2 Nov 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
11 Aug 2008	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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