

No.24 Childcare Service Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 2 December 2021

Service provided by:

Service provider number:
SP2018990069

Care service number:
CS2018368936

Introduction

Ruth Bruce trading as No.24 Childcare Service has been registered with the Care Inspectorate since January 2019.

The childminder is currently registered to provide a care service to a maximum of six children at any one time under the age of 16 years, of whom no more than three are not yet attending primary school and of whom no more than one is under the age of 12 months. Numbers are inclusive of the childminder's family. Minded children cannot be cared for by persons other than those named on the certificate. Overnight care is not provided.

The service operates from the childminder's home, which is located within a residential area of Auchterarder. The main areas used to provide the service are the large kitchen, living room and downstairs toilet. Children have access to the large garden to the rear of the property.

What we did during our inspection

We compiled this report following a short announced inspection, which took place on 26 November 2021 between 15.45 and 17.00. We gave feedback to the childminder at the end of the inspection on 1 December 2021 over the telephone. The inspection was carried out by an Early Years and Childcare Inspector.

During this inspection we spoke with the childminder and the children. We observed the care given by the childminder and looked at a number of documents including health and safety records, policies and procedures, risk assessments and certificates of training.

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 and are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

The children were happy to engage with us and their comments included:

'We get pancakes, strawberries and melon to eat';
'We get a hot chocolate as a treat, and sometimes a chocolate fountain if it's our birthday';
'I got a sour blueberry, so never wanted to eat one again';
'We're healthy here, we get an ice lolly in the summer';
'We always walk to school unless it's tipping down';
'We know how not to get taken out by a car';
'When we arrive we wash our hands, we do this a lot';
'Millions of stuff to do here, we never get bored';
'There's lot's to do, I like to play games';
'I can now beat Ruth at chess'.

Two parent's returned and completed the questionnaires we sent them during the inspection. The response from this showed that they strongly agreed that they were happy with the quality of the care provided. Additional comments included:

'I am lucky to have found her and be able to use her service for my child';
 'The service provided by Ruth not only fully satisfies my basic requirement of keeping my child safe and happy, but also provides plenty of stimulating activities which my child really enjoys. So a fully satisfied customer with no further needs!';
 'Ruth is the loveliest lady. She is so kind and caring towards the children and treats them like one of her own';
 'My child goes to Ruth both before and after school and absolutely loves it! Ruth provides a kind safe home-from-home with plenty engaging activities. I've never had any concerns whatsoever enabling me to complete my own work commitments without any worry about my child';
 'I am delighted my child has Ruth. They adore her';
 'I'm extremely happy with the outstanding service provided by Ruth'.

Self assessment

The childminder had not submitted her self assessment.

What the service did well

The childminder provided a good standard of care for the children and their families, she had established strong and trusting relationships with them. We observed happy, confident children who were engaged in their play with the interesting resources and activities.

What the service could do better

The childminder should use innovative methods to gather the views of the children and their families. Use the information gathered to improve the service and influence positive change. The childminder should make use of current best practice guidance and professional reading and research to support developments and improvements to the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The performance in this quality theme was found to be good.

The childminder provides a service to children before and after school. The children attending were happy, confident, and engaged in their play and learning.

The childminder had a nurturing approach. Positive behaviour and manners were encouraged and promoted through the childminder effectively supporting the children to be respectful and kind to each other. This contributed to children feeling valued and respected.

Children were able to make choices and took part in a wide range of experiences which captured their interests and supported them to achieve. For example, the childminder had taught a child to play chess and told us, when they play the child will now win. It was clear the childminder knew the children as individuals, and she rotated the resources to their likes and preferences. This contributed to children feeling valued.

The childminder had formed positive and trusting relationships with families. The childminder used daily discussions and WhatsApp to share information. This had ensured good communication systems between them, which resulted in children's individual care and support needs being met and parents feeling included in their child's day.

We sampled individualised folders and found they contained relevant personal information. As the childminder knew the families well, information had not been updated for some time, however, the childminder was reviewing contact details with families during the inspection. We agreed that personal information should be reviewed with parent's every six months to ensure it is up to date.

We found the childminder had a system in place to administer, record and store any medication. We agreed, as discussed at the previous inspection, that it was best practice to record the last dose administered prior to attending the service. This was a recommendation made at the previous inspection and will remain within this report (see recommendation 1).

We were satisfied that the childminder had appropriate infection control procedures in place to support a safe environment for children. For example, the children removed their shoes when entering the service. We found the minded children being supported to understand the need for good hand hygiene.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. When a child requires medication, we ask that the childminder include confirmation that the first dose has been administered by the family before attending the service.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards which state that:

'As a child, any treatment that I experience is safe and effective.' (HSCS, 1.24)

Grade: 4 - good

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be very good.

The childminder provided a very warm, welcoming and comfortable environment for the children using her service. Particular strengths were seen in the homely space the kitchen provided and the interesting activities the children purposefully played with. A large kitchen table was used for the children to play and socialise and have a healthy snack together after school. We saw a wealth of natural and creative resources to inspire their curiosity and creativity. We found children were busy creating and experimenting and were proud to show us their achievements.

If the children needed some quiet time, they moved to the living room which provided them with a comfortable space where they could independently relax and quietly read a book or play. This contributed to children feeling respected.

We found the premises to be safe, well maintained tidy and very clean. The childminder routinely checked the house before the arrival of the children and the appropriate risk assessments were in place to minimise potential hazards and meet children's needs.

An enclosed garden to the rear of the house, accessed from the large kitchen, provided the children with a safe place to play outdoors. In addition to this, the children often played in a local park opposite the house. The children told us they liked to stay on after school in the grounds and play with their friends before walking home to the childminders. This allowed children to socialise and explore their natural environment and wider community.

The childminder managed safety and risk in play very well and she spoke to us about allowing the children to independently explore their environments when out and about in their local community. The children confidently told us of the potential risks to their safety when walking home together. This ensured that children developed their own understanding of how to keep themselves and others safe while experiencing positive risk.

Accident and incident paperwork reflected best practice guidance, these were shared with families. The childminder kept a copy for her own records.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The performance in this quality theme was found to be adequate.

The childminder was part of a social media childminding group and found this informative. In addition to this she accessed The Scottish Childminding Association (SCMA) for information on how to keep her service current and up to date.

We asked the childminder to consider, how she could use the wellbeing indicators to improve monitoring of children's learning and development. We agreed as children were of school age they could identify their own next steps in learning and development. We agreed that sharing this information with parents regularly would continue to build on the positive relationships within the service.

The childminder had not attended any recent training. She was knowledgeable on her responsibility to safeguard children. This was clear in her sensitive approach to supporting children's emotions. An upcoming course had been purchased to update her knowledge in skills. We asked the childminder to continue developing her skills and knowledge in all aspects of child development through further training and self-directed reading (see recommendation 2). Information to support this can be found here: <https://hub.careinspectorate.com>.

We discussed with the childminder the benefits of keeping a learning log. This would identify future training needs and would reflect how training, had impacted positively on the quality of service provided.

The childminder had not captured the views of the children or their families to develop and improve the service. She told us she was confident they would tell her should they have a concern. We discussed various methods that could be used to gather and evaluative information on the service. We suggested that she use this information to ensure children and families are influencing positive change (see recommendation 3).

It was clear from the responses to our questionnaire that the childminder was held in high regard by families, and they valued her support. A parent confirmed this by telling us 'I have never had any concerns what so ever enabling me to complete my own work commitments without any worry about my child'.

The childminder should now continue to monitor and evaluate her service to support improvement and enhance outcomes for children and families using her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should continue to develop her skills and knowledge through further training, self-directed reading and developing an awareness of current good practice guidance.

This is to ensure that quality of management and leadership is consistent with the Health and Social Care Standards which state that:

'I have confidence in people because they are trained, competent and skilled.' (HSCS 3.14)

2. 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 to ensure the quality of management and leadership 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)

Grade: 3 - adequate

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

Previous requirements

Requirement 1

By 31 March 2020, the childminder must comply with the conditions of registration as detailed on her certificate of registration to ensure the safe provision of care.

This is in order to ensure the quality of 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)

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4 (1)(a) - Welfare of users.

This requirement was made on 2 September 2020.

Action taken on previous requirement

Childminder was working within her conditions of registration - attendance records were viewed.

Met - within timescales

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

Previous recommendations

Recommendation 1

Children's personal care plans must be dated and reviewed with parents every six months or sooner if required.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards 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)

This recommendation was made on 2 September 2020.

Action taken on previous recommendation

Information was being updated and personal information reviewed with families on day of inspection.

This recommendation has been met

Recommendation 2

The childminder should continue to develop her skills and knowledge through further training, self-directed reading and developing an awareness of current good practice guidance.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that:

'I have confidence in people because they are trained, competent and skilled.' (HSCS 3.14)

This recommendation was made on 2 September 2020.

Action taken on previous recommendation

First aid and child protection training had both been purchased for December- no other training had taken place since previous inspection. This recommendation will remain within this report - Not met.

Recommendation 3

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 to ensure the quality of management and leadership 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 2 September 2020.

Action taken on previous recommendation

Only verbal consultation - no evidence provided on how people using the service are contributing to positive change. This recommendation will remain within this report - Not met.

Recommendation 4

When a child requires medication, we ask that the childminder develop medication permission forms to improve how medication is managed within the service. This would include confirmation that the first dose has been administered by the family and the last dose administered before attending the service.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that:

As a child, 'any treatment that I experience is safe and effective.' (HSCS, 1.24)

This recommendation was made on 2 September 2020.

Action taken on previous recommendation

This still had to be addressed - will remain a recommendation within this report - not 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	
12 Mar 2020	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.