

Laing, Doreen Child Minding

Type of inspection: Unannounced
Inspection completed on: 7 December 2021

Service provided by:
Doreen Laing

Service provider number:
SP2003904490

Care service number:
CS2003007531

Introduction

Doreen Laing registered with the Care Inspectorate on 1 April 2011 to provide a care service to a maximum of 8 children under 16 years at any one time, of whom no more than 6 are under 12 years, 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 children of the childminder's family.

The childminding service is located within a residential area of Kirkcaldy, Fife and is situated close to local amenities, including a primary school, nursery, parks and public transport. Children have access to the living room, playroom and bathroom. They also have supervised access to the kitchen. An enclosed garden area is available to the rear of the house.

The statement of aims and objectives for the service include:

"Provide a safe and secure environment for your child".

"Provide stimulating activities that are appropriate to the age of your child".

"Encourage creativity, self-expression and imagination through various games and activities".

"Be a positive role model and promote social skills encouraging courteous behaviour and respect for others".

What we did during our inspection

We carried out an unannounced inspection visit on 1 December 2021 and continued the inspection using virtual methodology. We provided feedback to the childminder on 7 December 2021. As part of the inspection process, we undertook the following:

- we spoke with the childminder and children present
- we observed the childminder's practice, children's experiences and looked around the areas of the home used for childminding
- video calls and telephone contact with the childminder
- review of written evidence such as personal plans, policies, procedures and risk assessments
- review of communication between the childminder and families.

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 of 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.

Views of people using the service

We spoke with the children present during the visit and observed them in their play. Throughout the visit the children were happy and relaxed in the childminding setting. As they happily played and chatted with each other we could see positive friendships developing. They spoke to the childminder with ease, demonstrating a positive relationship.

The children confidently introduced themselves to us and chatted about their time spent in the childminder's care. During the visit the children enjoyed role play with monopoly money and creating structures with wooden bricks. This included building the Houses of Parliament whilst telling us the story of Guy Fawkes.

Children's specific comments included:

"We like to chill on the couch"

"Usually at the park everyday, I like the basket swing"

"Sometimes we play football"

"I like watching telly"

"I like playing Jenga with the blocks"

"Play guess who"

We asked the childminder to share an email with parents asking for their views on the service provided. This included gathering their thoughts of the care and support provided and the experiences of their children. We did not receive a response from parents.

Self assessment

A self evaluation was not requested as part of this inspection. We reviewed how the childminder evaluates her service and identifies improvements to be made.

What the service did well

Positive friendships and relationships between children and the childminder promoted the children's feeling of safety, inclusion and being well cared for in the childminding environment.

What the service could do better

To promote and ensure the health and wellbeing of children, the childminder now needs to update her knowledge of current child protection issues and best practice documents.

The management of the service could be enhanced to ensure continued improvements and positive outcomes for the families who use the service.

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

Children experienced a caring environment. Interactions were kind and nurturing, supporting children to feel safe and welcome in the minding environment. Children enjoyed cuddles and comfort. This further encouraged their feeling of belonging and being well cared for.

As children played and chatted together, we could see friendships and positive relationships had developed. Children were learning to care for others through discussions and role modelling, for example encouraging sharing, respect and an understanding of others. Children could be further supported to resolve disputes and problems together to help them to gain important social skills and develop an understanding of democracy.

Children's emotional wellbeing was supported well through gentle chats. A specific book was used to support them through difficult times in their lives. The childminder should now consider other ways to encourage older children to express their feelings. For example, worry dolls, individual personal notebooks and pictorial aids.

When children first started, important information was gathered to promote a smooth transition into the childminder's care. This helped the children to settle with ease. For future families starting during the pandemic the settling process could be enhanced. The childminder could offer additional methods for new children to get to know her and other children, for example video calls.

The childminder knew the children well, she confidently told us about each child's individual personalities, needs and development. This knowledge enabled the childminder to continue planning to meet children's developmental needs and interests. This and maintaining effective information sharing with families meant children experienced a fun and caring learning environment. Care and support plans were used to record children's developmental progress and identified next steps. The childminder should now update and enhance these records to include how she plans to support children to continue achieving.

During our visit the children's individual care and support plans were not available. We advised that personal information and specifically information required in an emergency must be available when children are in the childminder's care. This includes parental contacts, emergency contacts, medical information and the contact details of the children's doctor. We also asked the childminder to ensure all children's start dates are recorded within their individual care plans. Following our visit, the childminder stated this has been addressed and all necessary information is now readily available.

Children could be given more opportunities to become involved in the planning of snacks and meals. This will promote good relationships with food, support children's independence and provide additional opportunities to learn about healthy eating. We advised the childminder to review the professional guidance documents 'Setting the Table' and 'Food Matters'. These documents can be found on the HUB section of our website.

We were mostly satisfied the childminder had appropriate infection control procedures in place to support a safe environment for children during COVID-19. These included supporting children with hand washing, respiratory hygiene and enhanced cleaning. However, during the visit parents came into the house to collect their child, this does not meet current guidance or promote prevention of the spread of infection. Following our visit, the childminder informed all parents had been reminded not to enter the premises unless necessary, for example if their child was upset or in distress.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children experienced care in a homely environment where they could rest and relax. They could move freely around the areas used for childminding. These areas were spacious, warm, clean and bright.

The children were supported to understand the current pandemic and virus through gentle chats and discussions. A musical tool was used to encourage children to wash their hands for an appropriate length of time. The childminder should consider other fun ways to further promote children's understanding of continued infection control as the virus continues to be present.

The children could access a wide variety of games, toys and activities with ease. This promoted choice and leadership of their time spent in the childminder's care. Children could be offered more opportunities to access natural play materials and loose parts play. We guided the childminder to the professional guidance documents 'Out to Play' and 'Loose Parts Play Tool kit'. These documents can be found on the HUB section of our website.

Daily opportunities to enjoy energetic and outside play supported children's physical health and emotional wellbeing. This included open access to the garden area, trips to local parks and frequent use of a nearby football pitch and basketball area. Children were given some opportunities to engage in risky play, promoting curiosity and enabling them to explore and expand their capabilities. Children could be given more access to this type of play to promote their confidence and learning of keeping themselves safe. More information and examples of quality outside and risky play experiences can be found in the professional document 'My World Outdoors'. This can be found on the 'HUB' section of our website.

During our visit we requested the removal of a cleaning agent which was stored in reach of children in the bathroom. This was addressed immediately by the childminder.

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 demonstrated some knowledge of issues to be aware of and action to take in the event of a child protection concern. It had been some time since the childminder had attended child protection training, this does meet the information included in the childminder's written child protection policy. In addition, the child protection policy should be reviewed and updated to include who could be contacted in the event of a concern. The childminder now needs to update her knowledge of possible signs of wider child protection concerns and what action to take. This is to ensure children are protected from harm, neglect, abuse, bullying and exploitation. See requirement 1.

The childminder had developed a range of policies and procedures to support her practice. These were shared with parents to inform them what to expect from the service and know how their children were going to be cared for. Not all requested policies and procedures were available to view during the inspection process. Those viewed were basic and could be enhanced in line with best practice to reflect the actual the service provided and the current pandemic. See recommendation 1.

Through questionnaires and regular chats, parents were encouraged to remain involved in assessing the quality of the care, support and service provided to them and their children. This helped them to express their views and support improvements. However, overall quality assurance is an aspect of the service which could be improved. Children could be given more opportunities to express their views. The current improvement plan could be enhanced to include how the childminder will address identified improvements, timescales and evaluations of action taken.

The childminder had a limited knowledge of best practice documents and current guidance. She should reflect on her practice using national guidance and best practice documents. This should include, 'GIRFEC' (Getting it Right for Every Child), 'Your Childminding Journey' and other guidance documents highlighted throughout this report. The use of best practice documents would support ongoing professional development, self-evaluation, reflection and continual improvement within the service. This issue has been raised at the past four inspections with a recommendation being made. We discussed this with the childminder who recognised the need to upskill her knowledge of current guidance and best practice. The recommendation remains outstanding and has been made again. See recommendation 2.

Requirements

Number of requirements: 1

1.

In order to ensure the continued health and safety of children, the provider must access relevant child protection training or undertake research in regard to child protection by 14 January 2022. This is to ensure she is knowledgeable of current and wider safe guarding issues, including child protection during the pandemic. This will enable quick and appropriate action to be taken.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 3.20 "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities". It is also necessary to comply with Regulation 4(1)(a) (Welfare of users) of the Social Care and Social Work Improvement Scotland Regulations 2011.

Recommendations

Number of recommendations: 2

1.

The childminder should review and update the written policies and procedures to ensure they are current and reflect the service provided. A system should be developed to ensure effective storage and easy access of information relevant to the service and regular reviews and maintenance of written policies and procedures.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 4.23 which states "I use a service and organisation that are well led and managed".

2. The childminder should reflect on her practice using national guidance and best practice documents. This would support her to enhance the improvement plan, make changes to her practice and further improve outcomes for children. Best practice documents and guidance detailed throughout this report should be used to support and improve practice.

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

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 reflect on her practice using national guidance and best practice documents. This would support her to implement an improvement plan, make changes to her practice and further improve outcomes for children. Best practice documents and guidance such as, 'My World Outdoors', 'Your Childminding Journey' and the GIRFEC (Getting it Right for Every Child) wellbeing indicators could be used to support and improve practice.

This is to ensure 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).

This recommendation was made on 18 February 2019.

Action taken on previous recommendation

Limited action had been taken to address this recommendation. This recommendation has not been met and remains outstanding. Further information can be found under quality of management and leadership.

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 |
|-------------|--------------------------|------------------|
| 13 Dec 2019 | Announced (short notice) | Care and support |
| | | Environment |
| | | Staffing |
| | | 4 - Good |
| | | 4 - Good |
| | | Not assessed |

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| | | Management and leadership | 3 - Adequate |
| 9 Jan 2019 | Announced (short notice) | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | Not assessed |
| | | Management and leadership | 3 - Adequate |
| 29 Nov 2017 | Unannounced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | Not assessed |
| | | Management and leadership | 3 - Adequate |
| 22 Mar 2017 | Announced | Care and support | 4 - Good |
| | | Environment | 4 - Good |
| | | Staffing | Not assessed |
| | | Management and leadership | 3 - Adequate |
| 10 Jan 2013 | Announced (short notice) | Care and support | 4 - Good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 26 Mar 2012 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | Not assessed |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 2 Jul 2009 | Announced | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | Not assessed |
| 7 May 2008 | Announced (short notice) | Care and support | 5 - Very good |
| | | Environment | 5 - Very good |
| | | Staffing | 5 - Very good |
| | | Management and leadership | 5 - Very good |

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.