

Ward, Naomi Child Minding

Type of inspection: Unannounced
Inspection completed on: 9 December 2021

Service provided by:

Service provider number:
SP2006961115

Care service number:
CS2006133740

Introduction

Naomi Ward provides a childminding service from her home in a quiet residential area in Bogmoor, Spey Bay, near Fochabers.

Current registration enables the childminder to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six 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 children of the childminder's family.

Children are cared for in the large living/dining room and kitchen. Children can easily access a toilet and wash hand basin on the lower floor. The garden, which surrounds the house, is large and enclosed with a secure gate. The childminder has recently built a summer house at the back of the property with surrounding wooden decking where children can play.

The childminder's aims states how she plans to provide a high quality childminding service within a stable home and family environment. Learning shall be done through play, enjoying both the indoor and outdoor life as much as possible, with activities to suit the age and likes of the individual child.

This service has been registered since 15 January 2007.

What we did during our inspection

This was an unannounced inspection which took place on 6 December 2021 between 12:45 and 16:30. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service, and intelligence gathered throughout the inspection year. To inform our evaluation we:

- observed and spoke with four children using the service
- spoke with one parent
- observed practice
- reviewed documents.

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'.

Views of people using the service

Four children were cared for during the inspection along with the childminder's own child. The children were observed to be relaxed and happy and seemed to enjoy each other's company. One school-aged child told us: "I like being with the older kids but I like the little ones too. They can be funny and cute. There's also a boy who comes here but not our school, so it's nice to see him".

We spoke to one parent who expressed very positive views about the service and felt that the childminder was approachable and friendly. They told us settling in procedures were tailored to meet the children's needs and they were able to attend shorter sessions until they felt happy and secure. They told us they received texts and messages to reassure them that their child was safe and well. They were, however, not clear about their child's daily routine but did feel that they were happy to attend.

Self assessment

The service had not been asked to complete a self assessment in advance of the inspection.

What the service did well

The childminder had a positive, enthusiastic manner and a good relationship with the children in their care. Parents spoke very positively of the childminder, and the care and support they provide for their children.

What the service could do better

The childminder should continue to improve their skills and knowledge of up to date best practice guidance and use this to continue to develop the service. They should actively work towards meeting areas of improvement set by the Care Inspectorate in order to achieve the standard expected.

From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

We made an evaluation of weak for this theme. Whilst we identified some strengths, these were compromised by significant weaknesses.

The children were settled and comfortable in the childminder's care. We observed a positive relationship between the minded children and the childminder's own family and we saw the children having fun. They happily played charades and sang songs together. Children were not supported fully to learn and develop their skills through play interactions. We did not observe the childminder becoming involved in the play, her interactions focussing on meeting children's basic needs. This limited opportunities for the childminder to support the children in their learning and development.

Younger children enjoyed lunch and snacks provided by their parents and older children were provided snacks from the childminder. During snack, not all children were offered a drink. This does not support children in their healthy eating. At snack time, the children ate in two different rooms. This restricted the

opportunities for older children to chat, develop friendships, and model good manners to younger children. Snack time procedures did not give children opportunities to develop independence (**see recommendation 1**).

Children and families were well supported to make the transition into the care of the childminder. Parents told us settling in procedures were tailored to meet the children's needs and they were able to attend shorter sessions until they felt happy and secure. They received texts and messages to reassure them that their child was safe and well. They were not familiar with their child's daily routine but felt they were happy to attend.

The childminder made frequent use of community groups. Whilst this has some benefits to the children's learning and experiences, at times there were some lengthy car journeys away. This meant that younger children, in particular, could spend long periods of time in a car. We asked the childminder to review her routines to make sure that they are responsive to each child's individual needs (**see recommendation 3**).

Sleep patterns from home were not well supported and the children slept during car journeys to activities. There was no suitable area for children to sleep within in the childminder's home. This does not follow guidance and did not provide children with a suitable warm environment for sleep. The childminder advised she would review her daily routines and provide a travel cot (**see recommendation 2**).

Children's personal plans did not hold enough up to date detail to meet the children's needs and did not show children's progress and development. The childminder had begun to introduce new ways of capturing children's likes, dislikes, and preferences. However, this information had not yet been used when planning activities. The childminder should also continue to develop her skills in observation and assessment to ensure children take part in meaningful activities they enjoy (**see requirement 1**).

The toys available to the children were not always age-appropriate to promote challenge and curiosity and did not fully support them to learn and develop their skills and interest through play. The childminder should expand the resources available and ensure they are age-appropriate.

We identified areas for improvement in respect of infection prevention and control procedures in place to support a safe environment for children and staff. This included the general cleanliness of the environment. We have, therefore, reported on these areas within the 'Quality of environment' theme.

Requirements

Number of requirements: 1

1. By 17 January 2022, in order to ensure that all information within the children's personal plans is up to date and current, so that children's health and safety needs can be met, the childminder must, at a minimum, review and update all children's personal plans.

This is to comply with Regulation 5(1) (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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).

Supporting guidance can be found at:

'Guide for Providers on Personal Planning'

(<https://hub.careinspectorate.com/media/4676/personal-plans-guide-elc-final-13102021-revised.pdf>)

'Practice Guide to Chronologies'

([https://www.careinspectorate.com/images/documents/3670/Practice guide to chronologies 2017.pdf](https://www.careinspectorate.com/images/documents/3670/Practice%20guide%20to%20chronologies%202017.pdf))

Recommendations

Number of recommendations: 3

1. To ensure children's individual needs at meal and snack times are met, the childminder must ensure their practice and policy meets best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My meals and snacks meet my cultural and dietary needs, beliefs, and preferences" (HSCS 1.37) and "I can drink fresh water at all times" (HSCS 1.39).

Supporting guidance can be found at:

'Setting the Table'

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

'Food Matters'

(<https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/food-matters/>)

2. To ensure the health, comfort, and safety of children when sleeping, the childminder should review sleeping arrangements and ensure they meet guidance and individual needs.

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

Supporting guidance can be found at:

'Safe Sleep Scotland'

(<https://safesleepscotland.org/>)

3. To ensure that the children's experiences and outcomes are of high quality, the childminder should develop daily routines that focus around children's needs.

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

Grade: 2 - weak

Quality of environment

Findings from the inspection

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The childminder had a Covid-19 policy in place. However, we identified areas for improvement in respect of infection prevention and control procedures in place to support a safe environment for children and staff. This included the general cleanliness of the environment.

The childminder had several pets and although they were not present in the home during inspection, they impacted on the cleanliness of the environment. Some furnishing, windows, and the small floor space available to children did not meet the expected high standards of cleanliness as a result of not being cleaned after the pets. The home did not smell fresh which could impact on the wellbeing of some children **(see recommendation 1)**.

Children were at potential risk as some safety measures were found not to be in place. We asked the childminder to remove liquid air fresheners and cleaning materials, which were easily accessible to children from the bathroom. The childminder removed these immediately. The bathroom bin did not meet guidance and risked cross contamination. We asked the childminder to carry out risk assessments for a number of other areas within the environment which could pose potential harm to children **(see recommendation 2)**.

Children had a large outdoor area to explore which was split into three parts. This provided children with a variety of play opportunities. There was an area set out with small climbing frames and push along cars. A mud kitchen was made to be inviting for children with utensils, fairy lights, bark, and posters encouraging literacy and numeracy play. We did not observe these areas in use, however we could see from photographs that children of all ages enjoyed playing in these area.

Older children told us how they enjoyed using the summer house at the rear of the garden. It was surrounded by wooden decking and created a sheltered area for outdoor play. One child told us: "we go there quite often". This was not in use during our visit, however we raised a concern around an uncovered panel heater that would be needed to be on to provide warmth for children **(see recommendation 2)**.

The nappy changing area was appropriately stocked with gloves and aprons available. We did not observe a nappy change, however the childminder discussed changing nappies away from the older children to support the child's dignity and privacy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder must make sure that the environment is clean and fresh at all times. This is to ensure the health and safety of children attending the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is relaxed, welcoming, and peaceful and free from avoidable and intrusive noise and smells" (HSCS 5.18) and "I experience an environment that is well looked after with clean, tidy, and well maintained premises, furnishings, and equipment" (HSCS 5.18).

2. To ensure children's safety, the childminder should carry out written risk assessments of the environment and action these. Areas should include, but not be restricted to, making safe:

- exposed extension cables within the living room
- an unguarded wood burning stove
- an uncovered panel heater in the outdoor summer house
- cleaning materials being stored within children's reach.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My environment is secure and safe" (HSCS 5.17).

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We made an evaluation of weak for this theme. Whilst we identified some strengths, these were compromised by significant weaknesses.

The childminder was welcoming, enthusiastic, and pleasant. They had built positive relationships with parents who chose to use the service for a number of years. They were passionate about outdoor play and had accessed training to develop their skills. However, this was not evidenced during inspection.

The childminder had basic knowledge in safeguarding children and child protection procedures. They had not accessed recent child protection training and were not confident in who and when to report any concerns. The childminder has since accessed an online course to support them in keeping children safe from harm. The childminder did not use chronologies for children. We discussed the benefit of using these to record significant events in a child's life to help provide an understanding of each child's needs (**see recommendation 1**).

Children were not supported as well as they should be in some areas of practice as some policies were not up to date to reflect best practice. As a result, all policies must be reviewed, as a priority, to ensure current, up to date best practice and a high standard of care for children. These should include the complaints, child protection, positive behaviour, healthy eating, and nappy changing policies. The childminder accepted our advice and started this immediately following the inspection visit (**see requirement 1**).

The childminder held some core training certificates, including recent food hygiene training and first aid training certificates. They would benefit from further basic training, such as infection control training to ensure current skills and knowledge of good practice.

They are a member of the Scottish Childminding Association (SCMA) and were aware of the Care Inspectorate Hub. We advised that they would benefit from accessing training materials and support guidance from these to improve and develop their practice.

We discussed the importance of self evaluation for improvement and the development of the service. We suggested the childminder access 'My Childminding Experience' and 'My Childminding Journey'. The childminder would benefit from training in using the guidance documents 'Realising the Ambition' and the 'Draft Quality Framework for daycare of children, childminding, and school aged children'. We suggested that they seek support with this from the local authority. Parents should be encouraged to provide suggestions for improvement.

The childminder communicated with parents via daily discussions and online communication apps. This encouraged their involvement in their child's day. However, the childminder did not formally gain parents' and children's views to help evaluate and improve the service. Reviewing practice supports progression and positive outcomes for children.

Good practice guidance can be found here:

'Child-Led Participation'

(http://www.careinspectorate.com/images/documents/News/Child_Led_Participation_Guide.pdf)

'Realising the Ambition Learning Resources National Improvement Hub'

(education.gov.scot)

'My Childminding Experience'

(<https://hub.careinspectorate.com/>)

'My Childminding Journey'

(<http://www.childmindingjourney.scot/>)

Requirements

Number of requirements: 1

1. By 17 January 2022, the childminder must ensure policies and procedures are reviewed and updated to reflect best practice. This will ensure children receive high quality care based on relevant guidance.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

Recommendations

Number of recommendations: 1

1. To ensure children are kept safe, well, and free from abuse, harm, or neglect the childminder should ensure they:

- are competent in and knowledgeable about child protection procedures and Getting it Right for Every Child (GIRFEC)
- have a policy based on best practice guidance
- have an understanding of chronologies and use these to ensure appropriate action is taken to support children and their families

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I am protected from harm, neglect, abuse, bullying, and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

The following documents should be used to support them in meeting this recommendation:

'National guidance for child protection in Scotland 2021'
(<https://www.gov.scot/publications/national-guidance-child-protection-scotland-2021/>)

'Practice Guide to Chronologies'
(<https://hub.careinspectorate.com/media/1581/practice-guide-to-chronologies-2017.pdf>)

Grade: 2 - weak

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
8 Sep 2016	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
15 Nov 2012	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership Not assessed
1 Dec 2011	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
26 Mar 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
18 Mar 2009	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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