

Cuddlies Childminding Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 13 December 2021

Service provided by:
Karen Pattinson

Service provider number:
SP2017989484

Care service number:
CS2017361699

Introduction

Cuddlies Childminding has been registered with the Care Inspectorate since February 2018. Current registration is to provide a care service to a maximum of four children at any one time under the age of 16, 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.

The service is provided from the childminder's home within the village of Portlethen, close to local schools, shops, parks and other amenities. Children have access to a large living room, kitchen/diner and downstairs bathroom. The children can also access an enclosed rear garden.

The aims and objectives of the service include:

- To provide every child within my care a safe and secure stimulating environment, which has a friendly and welcoming atmosphere.
- Parents can be confident that their children will be happy, healthy and safe.
- Treat all children as individuals using my knowledge of opportunities which will support children's learning through play in my setting.
- All children will be welcomed in my home and will encourage all children in the setting to do the same.
- I will make sure that parents' views are listened to and communication is vital to the care of their child.

What we did during our inspection

We wrote this report following an announced (short notice) inspection which took place on 08 November 2021 between 09.30 and 11.30 and 22 November between 11.00 and 13.30. The inspection was carried out by one inspector. During the inspection we observed the childminder working with the children present, and evaluated the quality of care, environment and management and leadership. We used virtual technology to conclude the inspection and gave the childminder feedback on 13 December 2021.

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 parents 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

There was one child (the childminder's grandson) present at the time of the inspection on the first day and two children present on the second day, one of whom was the childminder's grandson again. We observed the children and saw that they were relaxed and happy in the childminder's care.

We received feedback from a parent through a telephone conversation. They told us that they were happy with the service that the childminder provided. The parent told us that their family had a settling-in period, which suited their needs and the childminder was very flexible in her approach. They were happy with the communication at pick up and welcomed photos and videos shared on 'WhatsApp'.

Self assessment

None requested.

What the service did well

The childminder provided a warm, nurturing service, she knew the children and was supporting their needs. The childminder had established positive relationships with parents and provided a flexible service for them.

What the service could do better

We suggested that the childminder undertook training to improve her skills and knowledge and keep a record of this to show how it has impacted on outcomes for children. The childminder should explore practice guidance and use this to develop her service.

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	2 - Weak

Quality of care and support

Findings from the inspection

The childminder was kind, nurturing and patient with the children in her care. The children present were both able to select toys, promoting their independence and choice. We saw that positive relationships had been established between the childminder and the children and noted that she joined in their play. This contributed to the children being confident and happy. The childminder knew the children well and talked confidently about their interests, personalities and how she was supporting them.

Personal plans had been developed in partnership with parents for some children. These contained relevant information which enabled the childminder to tailor each child's care to their individual needs. However, we noted that not all children had plans, and some had not been reviewed or updated in accordance with the legislative timescale. The childminder should develop appropriate arrangements to ensure that every child has a plan and these are reviewed at least once in every six months. This is to ensure that they always contain the most up-to-date information about children and their needs (**see Recommendation 1**).

Communication between the childminder and parents was good. Face-to-face chats at the door and the use of technology helped the childminder to share the children's experiences with parents. She had shared photos of the children participating in a range of activities. This enabled parents to get an insight into their children's time with the childminder. The childminder was not making observations of the children showing learning, achievements and development and next steps - doing this would enable her to track individual children's progress.

During the inspection, we saw a minded child being settled to sleep in the childminder's pram. The childminder explained that the child would only sleep in a pram and this complied with the parent's wishes. We signposted the childminder to the most recent good practice guidance, safe sleep guide and recommended that she review her policy for safe sleeping arrangements. She should share the policy with parents and obtain informed written consent for agreed sleeping arrangements. This will ensure a safe environment for children.

The childminder was confident in her ability to keep children safe and explained how she would report any concerns. She was aware of the appropriate action to take to support children's health and wellbeing in the event of any concerns.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and childminder. The childminder used wipes to wash the children's hands before and after lunch which is not in line with best practice. We discussed making reference to best practice guidance, which highlights the use of soap and water.

The childminder was now aware of how to support effective handwashing and planned to build this into her routine with the children. This will support the children's health and wellbeing and prevent the spread of infection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
To ensure each child receives appropriate care and support and their needs are met, the childminder should:
 - a) develop and implement personal plans for all children that reflect their current needs and provide clear guidance on how they will meet each child's needs;
 - b) review the personal plans every six months, or when there are any significant changes to ensure information recorded is still effectively meeting each child's needs.

This is to ensure 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).

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The childminder had created a pleasant and welcoming environment. The areas used for childminding included the living room, toilet, dining/kitchen and outdoor area. We saw a good selection of age-appropriate toys for the younger children present, which were in good condition. These were easily accessed by the children, providing opportunities to make choices. The childminder told us she had been replacing the toys. We suggested adding some natural, open ended resources, which would promote curiosity and imagination. We signposted the childminder to some best practice guidance to support this: 'loose parts play toolkit'.

We saw that the childminder was making best use of the space available. Children were able to rest and relax on the sofa in the living room. A large rug on the wooden floor made it a comfortable space for children to play. The dining area in the kitchen was used for snack, art and craft type activities. Children were able to move around and choose where they wanted to play.

The childminder also made use of the local community, taking the children to the park and on walks to a wooded area to see rabbits. This allowed them to play and relax in the fresh air. The childminder's enclosed back garden was equipped with suitable outdoor resources, including a swing, playhouse and some ride on toys. The outdoor area was not used during our visits. We discussed the benefits of children having access to fresh air and energetic play on a regular basis. The childminder planned to discuss providing appropriate clothing with the parents to enable the children access the garden in all weathers.

The childminder provided lentil soup and fruit for the children's lunch. One child wouldn't eat their lunch and was provided with an appropriate alternative. We noted that children were good at independently eating finger foods. We saw that the childminder fed the children their soup. We discussed the benefits of supporting the children to become more independent in feeding themselves. Following our visit the childminder told us she had purchased new bibs and a mat for the floor. She was now encouraging the children to use a spoon with support. This will contribute to children developing good eating habits.

We signposted the childminder to the best practice guidance: 'Setting the table'. and 'Food Matters'. This will provide the childminder with additional information and ideas for lunches and snacks.

Nappy changing took place on the living floor, using a wipeable mat. The childminder spoke about drawing the blind to respect the children's dignity. The childminder did not use PPE (personal protection equipment) to change nappies, which increased the risk of cross infection. Following our inspection, the childminder had purchased PPE and discussed how she was using it. Hands were wiped using wipes rather than soap and water - best practice was discussed with the childminder (**see Recommendation 1**).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
To protect children from the risk and spread of infection the childminder should ensure they follow the infection control best practice guidance.

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

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder's core training such as child protection, food hygiene and first aid needed to be updated. We asked that the childminder access suitable training as soon as possible. We encouraged the childminder to continue to identify training which would support her professional development and provide positive outcomes for children. This would help improve her knowledge of up-to date best practice. We also discussed the benefits of keeping a log of training undertaken, detailing how her learning had impacted positively on the outcomes for children **(see Recommendation 1)**.

We acknowledged that the childminder listened to children and parents and took account of their wishes and requests. However, there were no formal procedures in place for systematically evaluating the service. Effective evaluation of her service would enable her to identify areas for improvement. We signposted the childminder to resources which will support her in developing her service, such as: 'Realising the Ambition' and 'Your Childminding Journey' are available on the Care Inspectorate hub **(see Recommendation 2)**.

The childminder had policies and risk assessments in place to assist with the smooth running of her service. These had been shared with parents, so they knew what to expect from the setting. However, we found that these needed to be reviewed, taking account of her practice. For example: in the parent/child participation policy it stated that the childminder would observe children's development and record details in individual care plans. We saw no evidence of recording children's development.

The childminder was getting provider updates from the Care Inspectorate and the Scottish Child Minding Association (SCMA) which kept her up-to-date with current matters. We also discussed the system for notifications with the childminder, and she was clear when she needed to use the Care Inspectorate eform system to notify us of incidents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should continue to improve the service by:

- a) developing her knowledge and skills through ongoing training and by reading and implementing relevant best practice guidance;
- b) identify how new learning has been put into practice and review the impact on children's care and experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and: 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

2. The childminder should systematically quality assure her service in consultation with parents/carers and children; using best practice documents including: 'The Health and Social Care Standards' and 'Your Childminding Journey' which are available on our website.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Grade: 2 - weak

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

Previous requirements

Requirement 1

The provider must ensure that written plans, otherwise known as personal plans, are in place within 28 days of the date on which the service user first received the service; detailing how the service user's health, welfare and safety needs are to be met. These plans must be reviewed at least once within every six-monthly period, or more frequently when there are any significant changes to a service user's health, welfare and/or safety needs.

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

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210), Regulation 5 - Personal Plans.

This requirement was made on 19 March 2019.

Action taken on previous requirement

The childminder had created personal plans for individual children. However, these were not being updated regularly, or when there were any significant changes to children's health and wellbeing needs.

This requirement has not been fully met.

A recommendation has been made under the Quality of care and support.

Not met

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

Previous recommendations

Recommendation 1

The childminder should review and improve upon the quality and nutritional value of the meals she provides.

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).

This recommendation was made on 19 March 2019.

Action taken on previous recommendation

The childminder had read good practice guidance and meals and snacks had been improved and were of nutritional value. The children were routinely offered fruit and vegetables at snack time.

This recommendation had been met.

Recommendation 2

The childminder should seek to access training, particularly in relation to best practice frameworks.

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 codes of conduct' (HSCS 3.14).

This recommendation was made on 19 March 2019.

Action taken on previous recommendation

The childminder had booked on a training course to support her with the care of children up to three years old. This was to commence February 2020 but she had yet to attend any additional training or read best practice documents.

This recommendation has not been met and has been reinstated.

Recommendation 3

To ensure each child receives appropriate care and support and their needs are met, the childminder should:

a) develop and implement personal plans for all children that reflect their current needs and provide clear guidance on how they will meet each child's needs.

b) review the personal plans every six months or when there are any significant changes to ensure information recorded is still effectively meeting each child's needs.

This is to ensure 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 27 November 2019.

Action taken on previous recommendation

The childminder had care plans in place for some children but these had not been updated within six months in order to meet the children's needs.

This recommendation has not been met and has been reinstated.

Recommendation 4

To protect children from the risk and spread of infection the childminder should ensure they follow the infection control best practice guidance.

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

The following link may support the childminder with this:

<https://hub.careinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf>

This recommendation was made on 27 November 2019.

Action taken on previous recommendation

The childminder used wipes to wash the children's hands, best practice guidance was discussed.

The childminder did not use PPE to change nappies, this was discussed and the childminder has now purchased PPE.

This recommendation has not been met and has been reinstated.

Recommendation 5

The childminder should continue to improve the service by:

- a) developing her knowledge and skills through ongoing training and by reading and implementing relevant best practice guidance.
- b) Identify how new learning has been put into practice and review the impact on children's care and experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and 'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This recommendation was made on 27 November 2019.

Action taken on previous recommendation

The childminders core training was out of date and she had not undertaken any further training or reading of best practice guidance since the last inspection.

This recommendation has not been met and has been reinstated.

Recommendation 6

The childminder should systematically quality assure her service in consultation with parents/carers and children; using best practice documents including: 'The Health and Social Care Standards' and 'Your Childminding Journey' which are available on our website <https://hub.careinspectorate.com/>

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This recommendation was made on 27 November 2019.

Action taken on previous recommendation

The childminder had neither consulted with parents/children nor used any of the self evaluation tools to improve her service since the last inspection.

This recommendation has not been met and has been reinstated.

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 Oct 2019	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
28 Jan 2019	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	2 - Weak

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