

Black, Anne Child Minding

Type of inspection: Unannounced
Inspection completed on: 22 March 2022

Service provided by:
Anne Black

Service provider number:
SP2007963238

Care service number:
CS2005103644

Introduction

Mrs Black provides a childminding service from her property which is located in the Pather area of Wishaw, North Lanarkshire. The childminder is registered to provide a care service for a maximum of six children up to the age of 16. Numbers are inclusive of children of the childminder's family.

The service is situated nearby local schools, nurseries, parks and other amenities. The areas in her home that Mrs Black uses for childminding include the living room and toilet facilities on the upper floor. There is a rear garden, however, this is not currently being used for childminding purposes.

What we did during our inspection

We compiled this report following an unannounced site visit, which took place between 15:15 and 15:45 on 17 March 2022. Further evidence was reviewed via email and telephone calls. Feedback was shared by telephone on 22 March 2022. Two inspectors from the Care Inspectorate carried out the inspection.

To prepare for this 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 evaluations we:

- we observed the care given by the childminder and the environment
- we spoke with the childminder and one child who was present during the inspection
- we looked at a number of documents including personal plans and policies
- we received feedback from two parents via email.

Views of people using the service

One child was present at the time of the inspection. The child was happy and relaxed in the childminder's home and enjoyed drawing and watching the television and told us "I really like it here, I get time to chill. Anne is really nice and I can tell her anything". Two parents told us they were happy with the service their child received. They told us "I find Anne to be very accommodating and nothing is ever too much trouble for her".

Self assessment

We did not ask the service to complete a self-assessment in advance of this inspection. Quality assurance, acting on feedback, and the quality of the service's improvement priorities are considered.

What the service did well

The childminder was very caring and kind. She knew minded children and their families well. Children were relaxed in her home and enjoyed spending time with her. It was clear the childminder had a good relationship with the children and their families.

What the service could do better

The childminder should improve the environment to ensure that children have access to a relaxing space that supports their interests and promotes their independence and wellbeing.

While the childminder had taken positive action to develop meaningful personal plans for children, there were still areas that needed to be developed further.

Medication records should be updated to include additional information in line with current guidance.

The childminder should continue to access training, reading and research to keep up to date with current best practice in early learning and childcare.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We evaluated this quality theme as adequate. While the strengths had a positive impact, key areas need to improve.

The childminder had warm, caring and nurturing interactions with the children she cared for. One child told us "I get to watch TV, draw pictures and play with loom bands, I really like drawing". Interactions with the child were respectful and kind. This contributed positively to children's wellbeing and helped them feel safe, secure and valued.

The childminder accompanied the children to walk to and from school. This provided opportunities to enjoy the fresh air and have sociable conversations. This helped them build positive respectful relationships, as they chatted about their day contributing to their wellbeing.

The childminder knew the children well and parents were happy with the service and the information they received about their child. One parent told us "The childminder is fantastic and updates me daily on my child's progress".

We reviewed children's personal plans and found that although some key information was recorded effectively to meet children's individual needs, these should be reviewed in line with current guidance to include additional information to help meet children's needs and keep them safe. We signposted the childminder to the Care Inspectorate's personal planning guidance to help develop these. A recommendation was made at the previous inspection which is continued in this report (see recommendation 1).

During the inspection we found that the toys and equipment were not easily accessible to the children. We discussed with the childminder about reviewing the storage of toys and equipment to ensure they meet the needs and interests of the children to support their choices and independence.

The childminder knew what to do if she had any concerns about child protection to keep children safe. A policy was in place which included appropriate telephone numbers for support and advice if required. We discussed that she should update her child protection training to ensure her knowledge on keeping children safe is kept up to date.

Medication policies and paperwork were not in line with current guidance and should now be updated to reflect best practice guidance. We signposted the childminder to the Care Inspectorate management of medication guidance on the Care Inspectorate Hub. A recommendation was made at the previous inspection which is continued in this report (see recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support children's wellbeing and development, the childminder should further develop children's personal plans. This should include, but is not limited to:

- ensuring children and parents/carers are involved in setting and reviewing plans
- ensuring relevant information to support their care is recorded
- ensuring important information is in place for each child, including contacts, emergency contacts, GP and important health details.

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

2. To ensure children's health needs are met, the childminder should improve how medication is managed in the service. This should include, but is not limited to, further developing written procedures for administering medication which reflect best practice guidance and ensuring systems are in place to record the required information about administering medication.

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

Grade: 3 - adequate

Quality of environment

Findings from the inspection

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

Children attending the service were settled and comfortable in the childminder's home. One child told us "After school I get a little snack and a drink of juice. I'm normally tired after school as its quite busy, so I mostly chill and watch the TV".

A recommendation was made at the last inspection for improvements to the childminding environment. We found that although progress had been made to improve at the time, this has not been sustained. We identified further concerns within the environment that had the potential to compromise children's safety and wellbeing. The back garden was not in use, reducing play space further. The childminder should ensure areas are decluttered to provide well maintained premises and enough space to meet children's needs and wishes and should maximise other outdoor opportunities (see requirement 1). This will help to ensure that children have a pleasant environment with adequate space to play and relax to support their wellbeing.

Due to some of our concerns about the environment, we contacted the local fire safety officer and environmental health office to share our findings.

During the inspection visit we found that natural light was reduced due to curtains and blinds being closed. The childminder should ensure natural light is maximised and that windows are opened to provide good ventilation to contribute to positive wellbeing.

The childminder is aware of Covid-19 measures to help reduce the risk of spread of infection such as effective handwashing. However, we saw that effective cleaning couldn't take place due to the storage of items on surfaces. This should be addressed to ensure cleaning can be effectively carried out in all areas to reduce the risk of transmitting Covid-19 and other infections.

The childminder acknowledged she had not sustained the improvements to the environment and agreed to start addressing some of our concerns by removing some toys and equipment which were no longer in use and reorganising storage to allow children independent access.

Requirements

Number of requirements: 1

1. By 6 May 2022, the provider must ensure that children are safe and protected and have access to a relaxing environment that supports their interests and promotes their independence and wellbeing.

To do this, the provider must, at a minimum:

- a) ensure the areas used by children are clean and hygienic in line with current best practice guidance
- b) ensure that children can independently access toys and equipment that meets their needs and interests
- c) ensure household items are stored in a way to allow children to have adequate space to play and relax
- d) ensure children can benefit from natural daylight and ventilation indoors
- e) take account of advice from professional services.

This is to comply with Regulation 10 (2) (a), (b) and (c) (Fitness of premises) of The Social Care and Social Work Improvement Scotland (requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that children's care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have enough physical space to meet my needs and wishes' (HSCS 5.22), 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

Recommendations

Number of recommendations: 0

Grade: 2 - weak

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. A number of recommendations made at previous inspections have not been met and are being continued in this report.

The childminder had a warm and caring nature and she knew the children and families well. The families that use the service commented on how supportive and flexible the childminder was to meet their needs. For example, to accommodate their working hours. In particular they recognised the childminder had a kind and caring manner with the children and their children enjoyed spending time with her.

Inspectors were welcomed during the onsite visit and the childminder engaged well with the inspection process. We found that the childminder had appropriate public liability insurance in place and the registration certificate was available for parents to view. We discussed with the childminder that the conditions of registration should now be updated to reflect the space used by children as the garden area was no longer in use.

We discussed the importance of keeping knowledge up to date and this was highlighted at the last inspection. The childminder told us she was unable to access training due to Covid-19. We signposted the childminder to best practice guidance. A recommendation was made at the previous inspection which is continued in this report (see recommendation 1).

Whilst the childminder acknowledged improvements had not been sustained, she now needed to consider what action is needed to ensure any improvements made are sustained at a good level which does not compromise children's safety, wellbeing or experiences.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support children's wellbeing, learning and development the childminder should consider ways to keep her professional knowledge up to date. This should include, but is not limited to, refreshing her knowledge in child protection, paediatric first aid and food hygiene.

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

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

Recommendation 1

The childminder should further develop children's written plans. This is to ensure care and support is consistent with the Health and Social Care Standards 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).

This should include:

- Ensuring children and parents/carers are involved in setting and reviewing plans.
- Where children have specific needs, ensuring relevant information to support their care is recorded.

- Ensuring important information is in place for each child, including contacts, emergency contacts, GP and important health details.

This recommendation was made on 28 August 2018.

Action taken on previous recommendation

Whilst the childminder had made some progress with this recommendation, there were still areas that required further improvement. Therefore, this recommendation has not been met and is repeated in this inspection, in line with our current report writing guidance, under the theme quality of care and support.

Recommendation 2

The childminder should improve how medication is managed in the service. This is to ensure 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 guidance and best practice' (HSCS 4.11).

This should include:

- Further developing written procedures for administering medication which reflect best practice guidance.
- ensuring systems are in place to record the required information about administering medication.

This recommendation was made on 28 August 2018.

Action taken on previous recommendation

The childminder had taken positive steps to address this recommendation, however, this needs to be developed further to reflect best practice guidance. Therefore, this recommendation has not been met and is repeated in this inspection, in line with our current report writing guidance, under the theme quality of care and support.

Recommendation 3

The childminder should continue to take positive steps to improve the childminding environment. This is to ensure that children's care and support is consistent with the Health and Social Care Standards which state:

'My environment is safe and secure' (HSCS 5.17).

'I have enough physical space to meet my needs and wishes' (HSCS 5.20).

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

This should include:

- Taking account of advice from professional services.
- Ensuring areas used by children are clean, safe, clutter free and tidy.
- Ensuring children have sufficient space to play and enjoy their meals.
- Carrying out meaningful risk assessments of the childminding premises and outings and keeping a record of this.
- Ensuring storage of toys and equipment fully promotes children's independence.

This recommendation was made on 28 August 2018.

Action taken on previous recommendation

Whilst some action was taken at the time to improve these issues previously, we identified further concerns within the environment that had the potential to compromise children's safety and wellbeing. Therefore, this recommendation has not been met and is repeated in this inspection, in line with our current report writing guidance, under the quality theme of environment.

Recommendation 4

The childminder should consider ways to keep her professional knowledge up to date. This should include refreshing her knowledge in child protection, paediatric first aid and food hygiene.

This is to ensure 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, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This recommendation was made on 28 August 2018.

Action taken on previous recommendation

The childminder had made limited progress with this recommendation, therefore, this recommendation has not been met and is repeated in this inspection, in line with our current report writing guidance, under the theme 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	
22 May 2019	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
23 Jul 2018	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
18 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Dec 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 Mar 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
10 Mar 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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