

# Jade's Childminder Service

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 7 June 2022

**Service provided by:**  
Jade Main

**Service provider number:**  
SP2020991172

**Care service number:**  
CS2020379441

## Introduction

Jade's Childminder service is run by Jade Main and provides a childminding service from her property in a quiet residential area of Alford in Aberdeenshire. The childminder may care for a maximum of five children at any one time up to 16 years of age, of whom no more than five are under 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers include the children of the childminder's family/household.

The service is close to a local primary school, shops, parks and other amenities. The children are cared for in the living room, dining kitchen and downstairs toilet of the house. Children also have access to an enclosed rear garden.

## What we did during our inspection

This was an unannounced inspection which took place on 31 May 2022 between 09:45 and 13:00. Feedback was given over the telephone on 07 June 2022. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with children using the service and two parents of children who attend
- spoke with the childminder about the service provided
- observed play and the interactions between the childminder and the minded children
- looked at the resources available and the use of space
- reviewed documents.

## Views of people using the service

We received feedback from two parents through telephone conversations. They told us that they were very happy with the service the childminder provided. Parents felt that the childminder knew the children well and supported their individual needs. They told us that the childminder was well organised and children enjoyed the range of activities on offer.

## Self assessment

No self-evaluation was requested.

## What the service did well

The childminder knew the children in her care and was supporting them well. She had built good relationships with the parents and was good at sharing information with them. The childminder made good use of the community to further develop the children's interests and skills.

## What the service could do better

The childminder should 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.

The childminder should continue to improve the service by developing her knowledge and skills through ongoing training and by reading and implementing relevant best practice guidance.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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

We evaluated care and support as adequate, where strengths only just outweighed weaknesses.

The childminder knew the children's needs, preferences and personalities well. She was able to support these individual needs using a range of nurturing approaches. We saw the two children happily playing together supported by the childminder. They were able to choose resources and activities which promoted their independence. The childminder interacted with the children in a positive and respectful way taking their lead on what they wanted to do. As a result the children were clearly comfortable, happy and relaxed in their surroundings.

Parents told us that the childminder had formed good relationships with their children and felt that she knew them well. This contributed to children feeling safe and secure in the childminding environment.

Communication between the childminder and parents was good. Face-to-face chats and the use of technology helped the childminder to share children's experiences with parents. Parents liked to receive photos of their children, and found it reassured them that their children were happy and safe in the childminding environment. The childminder should now consider making observations of the children showing learning, achievements and development and think about their next steps. This would support tracking of individual children's progress.

The childminder had developed personal plans in partnership with both parents and children. This information had helped her to plan to meet individual needs and preferences. We noted, however, that not all the plans had been reviewed and updated in accordance with the legislative timescale. This meant that the childminder did not have recorded up-to-date information about children's changing needs.

The childminder should now develop appropriate arrangements to ensure that these plans can be reviewed at least once in every six months, to ensure that they always contain the most up-to-date information about children and their needs. This will contribute to ensuring that the children's health and wellbeing needs were being more effectively met.

The childminder was confident in her ability to keep children safe. The childminder had attended training on child protection and first aid. This meant that she was aware of the appropriate action to take to support children's health and wellbeing in the event of any concerns. We discussed how keeping chronologies for the children would be an effective means of recording significant concerns, events or incidents.

At the time of our inspection we saw that children present ate their snack while standing up which did not promote a safe, relaxed, unhurried experience. We brought this to the childminder's attention and she assured us that she had referred to best practice and had implemented the guidance. She also stated that the children usually sat at the table for their meals and snacks. We signposted the childminder back to the best practice guidance: 'Setting the Table'. This would enable her to reflect and update her knowledge in relation to safe practices, such as sitting down appropriately to eat, to reduce the risk of choking (**see Recommendation 1**).

During the inspection, we saw a minded child being settled to sleep on the sofa which was not in accordance with safe sleeping practices. We signposted the childminder to the most recent good practice guidance, safe sleep guide and recommended that she share her policy with parents, and obtain informed written consent for agreed sleeping arrangements. This will ensure children are kept safe and well while sleeping.

We were satisfied that the service had appropriate infection control procedures. These, however, were not always implemented into practice. We saw that the childminder used wipes to wash the children's hands before and after snack which is not in line with best practice. The childminder discussed how she supported effective handwashing with the older children who routinely used the handwashing facilities. She told us that she planned to build handwashing into her routine with the younger children too. We discussed making reference to best practice guidance, which highlights the use of soap and water. 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. Snack and mealtimes could be better managed to ensure children are seated while eating, considering their safety and wellbeing.

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).

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

We evaluated the environment as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

We saw that the childminder made good use of her comfortable, welcoming home to support children's play and learning. Storage systems in the lounge contained a range of play equipment and materials, which were easily accessible and catered for different ages and interests. This meant children were able to make choices which supported their independence. We highlighted the benefit of providing more open-ended, natural resources to further promote children's curiosity, inquiry and creativity.

We saw that the childminder had given consideration to the layout of the available space to cater for children's interests and needs. Children were able to rest and relax on the sofa in the living room. 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. This approach contributed to ensuring the environment was interesting and inviting.

The childminder had a large enclosed garden which provided a safe outdoor area for the children. Although we were not in the garden during the inspection, it was noted from looking at photos that the children had been encouraged to spend time outside; and to enjoy activities such as planting sunflowers. Outdoor and active play was an area that the childminder considered important to children's wellbeing. Parents told us that their children enjoyed spending time outdoors.

The childminder also made good use of the local community visiting local parks and National Trust sites and farms. It was clear from the children's photos that their time exploring such places had provided them with opportunities to be in the fresh air and develop skills like running, football and exploring nature.

We found that nappy changing could be better managed. We saw that the childminder did not always use PPE (personal protective equipment) during nappy changing, however, effective hand washing was practiced. We highlighted the benefits of referring to best practice guidance around nappy changing and discussed the importance of changing children in the bathroom with access to handwashing facilities, the childminder has taken this onboard. Taking account of this would reduce the risk of infection and promote children's privacy and dignity of children.

## 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

We evaluated management and leadership as adequate where strengths only just outweighed weaknesses.

The childminder engaged well with the inspection process. They were welcoming and willing to source the records and answer the questions required to support the evaluation of the service. The childminder was committed to ensuring the children in her service were well cared for. It was evident that the childminder was committed to providing quality care and wanted to ensure the best outcomes for children.

The childminder was up to date with core training such as child protection and first aid. The childminder had identified further training such as, GIRFEC (getting it right for every child). This would support her professional development, and provide positive outcomes for children. This would also help improve her knowledge of up-to date best practice. We discussed the benefits of keeping a log of training undertaken and any reference made to best practice guidance, and think about how this impacted positively on the outcomes for children in her service.

We acknowledged that the childminder listened to children and parents and took account of their wishes and requests. The childminder had recently asked the children for their thoughts on the service using two stars and a wish (identifying two things that are good and one to work on). Older children had asked for jigsaws which had been purchased. She planned to do something similar for the parents. Effective evaluation of her service would enable her to identify areas for improvement.

The childminder was also a member of the Scottish Childminding Association (SCMA) and had access to their publications which would also support her in the formal evaluation of her service. Increasing her knowledge and understanding will support her to identify areas for improvement in the service which in turn would lead to improved outcomes for the children in her care.

The childminder needs to implement the use of recognised audit tools and best practice to help ensure continuous improvement. We discussed how using these audits tools would support her to more effectively audit care plans and review policies to ensure the health and wellbeing of the children (**see recommendation 1**).

The childminder had policies and risk assessments in place to assist with the smooth running of her service. The childminder also kept records of the children's attendance. These demonstrated that they understood and followed the service's conditions of registration.

We discussed 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:** 1

1. To support improvement to the service and ensure good outcomes for children, the childminder should ensure quality assurance systems, including the use of quality audit tools, are fully embedded into practice.

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

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](http://www.careinspectorate.com).

### Enforcement

No enforcement action has been taken against this care service since the last inspection.

### Inspection and grading history

This service does not have any prior inspection history or grades.



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