

Gordon, Jessie Child Minding

Airdrie

Type of inspection:
Unannounced

Completed on:
2 November 2022

Service provided by:
Jessie Gordon

Service provider number:
SP2003909450

Service no:
CS2003034601

About the service

Jessie Gordon provides a service from their property in a quiet residential area of Calderbank, North Lanarkshire. The childminder is registered to care for a maximum of six 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 close to local primary schools, shops, parks and other amenities. Childminding takes place on the upper floor of the premises where children have access to a dedicated playroom, lounge, kitchen and toilet which are on the one level. The garden is situated at the side of the property.

About the inspection

This was an unannounced inspection which took place on 17 October 2022. This was carried out by one inspector from the Care Inspectorate.

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

To inform our evaluations we:

Observed children's play experiences.

Observed interactions between the young child and the childminder.

Spoke with the childminder.

Took around the childminder's home and garden.

Reviewed feedback from two parents/carers.

Reviewed service documents and records.

Key messages

The childminder was kind, caring and nurturing in their approach with children.

The childminder had good knowledge of each child's needs and individual personalities.

Positive relationships and regular communication with parents/carers ensured the childminder was kept informed about children's changing needs.

Parents/carers were very happy with the quality of the service provided. They worked in partnership with the childminder to ensure that children's needs were met.

The childminder provided a cosy, homely environment where children and families were warmly welcomed and valued.

Children benefited from participating in a range of play experiences indoors and out and regularly spent time outdoors for fresh air and exercise.

The childminder should ensure that personal plans are in place for all children and review these regularly with parents/carers and children (if appropriate)

The childminder should ensure the service's records are well maintained and organised.

The childminder should access professional development opportunities relevant to their role.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

1.1: Nurturing Care and Support

During our visit we found that the childminder provided a warm, nurturing experience for the child in their care. A positive relationship had developed between the childminder and the young child who was present. The childminders warm, nurturing interactions supported the child to feel loved, safe and secure. A parent/carer confirmed their child was very happy at the service.

The child was happy and content and the childminder was attuned and responsive to their cues. The child was listened to, respected, and had opportunities to make decisions about how they spent their day. Through praise and acknowledging their achievements, the child was supported to develop positive self esteem and confidence.

The childminder knew each minded child and their families well and described how they supported children's care and development needs. They ensured that children's care routines reflected their needs and parents/carers wishes.

We made a recommendation at the last inspection regarding developing children's personal plans. While we found some important information had been recorded for a small number of children, there had been limited progress made with the recommendation. We provided the childminder with guidance and support and acknowledged the actions they had taken following our visit. The childminder should ensure personal plans are in place for all children which reflect their personal preferences, individual needs and wishes. Parents/carers and children (where appropriate) should be consulted as part of this process (see area for improvement 1)

The child was eating snack when we arrived. This was generally a positive experience. We encouraged the childminder to ensure that snack and mealtime experiences continue to promote children's independence and social skills and asked them to ensure healthy eating is consistently promoted within the service. The childminder ensured children were kept well hydrated throughout the day.

While the childminder had not had to administer medication in some time, we found that some aspects of practice and record keeping needed to be improved. We provided some support and recommended that the childminder revisit medication best practice guidance and use this to update the service's procedures and apply this in practice.

The childminder took account of parents/carers wishes when planning children's sleep routines. We encouraged them to consider safe sleep guidance and develop a safe sleep policy which should be shared with parents/carers. This will help to ensure children are kept safe and secure while sleeping.

1.3 Play and Learning

The young child played happily with their toys and enjoyed their activities. We observed them having fun playing with imaginative toys and creative activities. Their play was supported well through the

childminder's positive interactions. The child could lead their own play which ensured they had opportunities to engage in activities that reflected their interests and supported their development.

Children had access to a good range of toys and resources, including books, electronic toys, role play resources and construction. A parent/carer confirmed they were happy with the variety of toys their child can play with. The childminder was aware of the benefits of children having access to natural and loose parts materials. To ensure play opportunities are stimulating, we recommended the childminder consider introducing more natural and open-ended materials. This will support creativity and curiosity which is important for children's learning and development.

Children had opportunities to socialise with wider groups of children and develop extended friendships when attending local community play groups. This provided the opportunity to watch and listen to other children which supports them to learn from each other.

The childminder understood the importance of children having opportunities to play outdoors and ensured they were able to access this regularly. In addition to playing in the garden, children had opportunities to visit fun places in the local and wider communities. This helped enrich children's learning and enabled them to develop positive links with their community.

Areas for improvement

1. The childminder should ensure each child has a personal plan which demonstrates clearly how their needs will be met.

To achieve this consideration should be given to but not limited to ensuring;

- information is gathered about each child before they start the service
- regularly reviewing information in relation to children's health, welfare and safety with children (if appropriate) and their parents/carers

This is to ensure that children's care and support is consistent with the Health and Social Care Standards which state: "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) and "my needs, as agreed in my personal plan are fully met, and my wishes and choices are respected". (HSCS 1.23)

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

The childminder had created a safe, welcoming environment, where children and their families were valued and respected. Thoughtful touches, such as art work was displayed which supported children to feel included and a sense of belonging. A parent/carer confirmed that their child felt very much at home here.

The playroom had been decorated in bright colours and was equipped with a range of toys and resources which mostly reflected the children's ages and interests. While most toys and equipment were stored appropriately and were accessible, the childminder should continue to consider storage arrangements and accessibility, particularly for younger children. This would create a more calm, organised play space which supports younger children's independence, choices and enables them to develop key skills.

The lounge area provided children with an additional play space and was a comfortable space for them to rest and relax. Children benefited from playing outdoors in the childminder's garden which was an interesting space for children to have fun playing in the fresh air. This was not being used by children at the time of our visit as it was in the process of being tidied and prepared for them to use.

The childminder confirmed they visually checked their home prior to children arriving and throughout the course of the day to ensure all areas were safe. This enabled them to respond naturally to any potential risks. Safety equipment was used to help keep children safe, for example safety gates were being used appropriately. The childminder should continue to ensure their home is well prepared for children arriving and throughout the day and ensure all areas are robustly risk assessed. They should consider developing a more formal approach to risk assessing their home which would help demonstrate how children are kept safe in the service.

Appropriate measures were in place to minimise the spread of infection in the service. The childminder ensured regular cleaning of toys, rooms were well ventilated and appropriate personal protective equipment was used when supporting children's personal care. Children were encouraged and supported to wash their hands and were doing this well. This helped minimise the risk of spread of infection and encourage good handwashing habits.

How good is our leadership?

3 - Adequate

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

The childminder had a friendly, welcoming manner with children and families which supported the development of trusting relationships. Social media apps were used to share photographs and information, which enabled parents/carers to be included in children's experiences. Parents/carers confirmed that they felt fully involved in their child's care.

The childminder used informal ways to evaluate the service. Regular contact with parents/carers and informal communications meant families could influence the care provided. Parents/carers confirmed they were happy with the communication methods used by the childminder. They told us that the childminder was very approachable and welcomed their suggestions. The childminder told us that parents/carers views were important to them. These were mainly shared informally during daily chats. The childminder told us that she valued children's suggestions and responded to their ideas when planning activities and outings.

The childminder should consider developing a more formal way to evaluate the service. We highlighted a range of best practice guidance which could help with this. For example, Realising the Ambition and A Quality Framework for daycare of children, childminding, and school aged childcare. This could support the childminder to reflect on what is working well in their service and what could be improved. This could also support children and families to have meaningful opportunities to contribute to the development of the service.

How good is our staff team?

3 - Adequate

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

The childminder was experienced and told us that they very much enjoyed being a childminder and supporting families. Being a member of the Scottish Childminding Association and meeting regularly with

other childminders helped them to keep up to date with new developments and explore topical issues.

The childminder had a satisfactory understanding of safeguarding children. They understood their responsibilities and knew who to contact for advice and support. As it had been some time since the childminder had refreshed their knowledge on this topic, we recommended it would be beneficial for them to access training and reading relating to safeguarding children. This will help them keep children safe and protected. The childminder advised that they intended to refresh their first aid training to ensure they were able to deal with emergency situations with confidence.

While the childminder had attended a wide variety of training over the years, it had been some time since they accessed any professional learning opportunities. We discussed the importance of ensuring skills and knowledge are refreshed and updated and encouraged the childminder to source training, reading and research relevant to their role. This would help support improvements across all areas of the service. We signposted them to the Care Inspectorate's Hub where they can access a range of resources to support their learning and development.

We still found some aspects of record keeping to be disorganised, with important documents not in place and some inaccessible. As recommended at the last inspection, the childminder should continue to ensure the service records are well maintained and organised. For example, ensuring a record of children's attendance is kept, information about administration of medication records reflects best practice and important information about children is recorded (see area for improvement 1)

Areas for improvement

1. The childminder should ensure the service's records are organised, well maintained and accurate. This would ensure that written information supports children's needs and impacts positively on the quality of their care.

To achieve this consideration should be given to;

- Organising paperwork to ensure it is easy to locate important documents
- Reviewing children's files to ensure all information is correctly entered
- Keeping accurate attendance registers
- Keeping accurate records of medication administered
- Updating policies in line with good practice guidance.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards which state "I use a service and organisation that is well led and well managed" (HSCS 4.23) and "I experience high quality care and support because people have the necessary information and resources". (HSCS 4.27)

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

We recommend that the childminder develops personal plans for each child, which set out clearly how their needs will be met. To achieve this consideration should be given to;

- Information gathered about each child before they start the service
- Regularly reviewing information in relation to children's health, welfare and safety
- Planning to meet children's significant needs.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards which state "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) and "my needs, as agreed in my personal plan are fully met, and my wishes and choices are respected". (HSCS 1.23)

This area for improvement was made on 10 March 2022.

Action taken since then

The childminder had made limited progress with this recommendation therefore this will be repeated in this inspection.

Previous area for improvement 2

The childminder should organise paperwork and keep accurate records in relation to the service. This would ensure that written information identifies children's needs and impacts positively on the quality of their care. To achieve this consideration should be given to;

- Organising paperwork to ensure it is easy to locate important documents
- Reviewing children's files to ensure all information is correctly entered
- Keeping accurate attendance registers
- Keeping records of medication administered
- Updating policies in line with good practice guidance.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards which state "I use a service and organisation that is well led and well managed" (HSCS 4.23) and "I experience high quality care and support because people have the necessary information and resources". (HSCS 4.27)

This area for improvement was made on 10 March 2022.

Action taken since then

The childminder had made very limited progress with this recommendation, therefore this will be repeated in this inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good

How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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