

Jeffries, Jill

Child Minding

Edinburgh

Type of inspection:
Unannounced

Completed on:
16 October 2023

Service provided by:

Service provider number:
SP2018990299

Service no:
CS2018371883

About the service

Jill Jeffries operates a childminding service from their home in the Gyle area of Edinburgh, which is close to local amenities and public transport. The childminder may care for a maximum of six children at any one time up to 16 years of age of whom no more than six 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.

Children have access to the lounge where they can play, rest and relax. The kitchen dining area is used by children and offers them a space where they can eat and access arts and craft resources. The upstairs family bathroom is also used by children. The secure, enclosed garden to the rear of the property offers outdoor play opportunities.

About the inspection

This was an unannounced inspection which took place on Monday 16 September 2023 between 09:30 and 12:30. The inspection was carried out by one inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

Key messages

- Children were cared for in a homely environment.
- The childminder knew children and families well.
- Children had developed positive relationships with the childminder.
- Children were happy and relaxed as they experienced a warm approach to their care.
- The childminder should develop formal way to evaluate the service.
- The childminder should ensure they engage in mandatory and relevant training opportunities to keep their knowledge and understanding current.
- Children's personal plans should be reviewed with families and updated at least every six months.

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 adequate. While the strengths had a positive impact, key areas need to improve.

Quality Indicator 1.1 - Nurturing care and support

Children were happy and relaxed as they experienced a warm approach to their care, which supported their wellbeing. Families told us that they were happy with the care and support their child received. One family said that the childminder was "very accommodating if days or times needed to be changed, or added". This supported families, and ensured children were cared for by someone they had an attachment to and was familiar to them.

Positive relationships with families meant that the childminder knew them, and their children well. The childminder had created individual personal plans for children which contained some important information, such as medical needs and emergency contacts. This helped to ensure children received appropriate care and were kept safe. Additional information to support children's individual care and learning needs were shared informally by the childminder and families. Personal plans should continue to be developed to include the views of children. They should be formally reviewed, updated and signed by parents at least on a six monthly basis. This would ensure children's needs are being fully met, their wishes and choices respected, and ensure consistency and continuity of care. **(See area for improvement 1).**

Meals and snacks were provided by families during holiday periods, when some children attended the service all day. During term time, when children attended before and after school, nutritional snacks were provided by the childminder. The childminder knew children well and offered them foods according to their likes and dislikes. We discussed ways to involve children in the planning and preparation of snacks. This would promote children's choice and support them to develop new life skills.

At the time of inspection no children required medication. We discussed the importance of ensuring the record of administration is signed by parents when required. We were satisfied that appropriate procedures were in place to safely administer, record and share information with families when it was needed.

Quality Indicator 1.3 - Play and learning

The childminder was responsive in their approach to offering play and learning opportunities for children, based on children's interests. One child was present during the inspection. They told us they liked playing with building blocks and said, "I like to draw, I draw love hearts and rainbows and I like doing gymnastics". They also shared how they could independently access toys and resources. We discussed ways that the childminder could introduce more open-ended and loose parts resources. This would encourage children's creativity and support them to develop problem solving skills.

The childminder should adopt a more formal approach to recording planning. Observations of children's learning should be documented and shared with families, along with their proposed next steps in learning. This will ensure children's individual needs are fully met and their progress is identified as they are encouraged to reach their full potential.

(See area for improvement 2).

The childminder explained the challenges they faced accessing the local community during term time. This was mainly due to the short amount of time some children spent in the service before and after school.

During holiday periods children had more opportunities to engage in the local community by visiting parks and exploring outdoor spaces. This gave them a wider range of resources and experiences to enhance their play and learning opportunities.

Areas for improvement

1. To support children's overall wellbeing the service should further develop the use of children's personal plans to include the views of children. Information shared by families should be recorded, and plans should be reviewed and signed by parents at least on a six monthly basis.

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).

2. To ensure children are making good progress the childminder should develop ways to record and share observations of children's learning. These should highlight children's achievements and their proposed next steps.

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

'I am supported to achieve my potential'. (HSCS 1.27)

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.

Quality Indicator 2.2 - Children experience high quality facilities

Children were cared for in a homely environment that was comfortable and offered them space to play, rest and relax. The organised layout of the lounge and kitchen/dining areas supported children to easily and independently access toys and activities. This gave children a message that they mattered and made them feel welcomed.

The childminder understood the positive impact that outdoor play had on children's overall wellbeing. The back garden was fully enclosed, secure and offered children opportunities to enjoy physical play outdoors in all weather. This ensured they had access to fresh air and exercise as they learned the importance and benefits of an active lifestyle. However, at the time of inspection children were unable to access the garden area. The childminder had carried out a risk assessment and had identified a hazard which may have been harmful to children. We were satisfied that they had responded appropriately by restricting access and offering alternative outdoor opportunities during that day.

The property was well maintained indoors and outdoors. Risk assessments helped to ensure children's safety was promoted. We suggested that the childminder might consider adding more detail to their risk assessments. Involving children in creating risk benefit style assessments would promote opportunities for them to develop important life skills.

Infection prevention and control measures were in place. Regular cleaning of toys and effective handwashing at key times meant we were satisfied that the spread of infection was minimised. As a result children were cared for in a safe and secure environment where their wellbeing was prioritised.

How good is our leadership?

3 - Adequate

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

Quality Indicator 3.1 - Quality assurance and improvements are led well

We found that informal ways were used to evaluate the service. Regular contact with families and verbal communications meant they could influence the care provided. Families told us that the childminder was accommodating which supported their changing needs. The views of families and children were important to the childminder. These were gathered and shared informally during daily chats. The childminder told us that they valued children's suggestions and responded to their ideas when planning activities. For example, they made sure children had a range of resources and materials for drawing.

The childminder should develop a formal approach by recording their reflections and evaluation of the service. We highlighted best practice guidance which could help with this, for example, 'A Quality Framework for Daycare of Children, Childminding, and School Aged Childcare' and the Care Inspectorate bitesize resources. This could support the childminder to reflect on what is working well in their service and what could be improved.

The childminder should consider the information gathered from children and families, along with their own reflections, to develop an improvement plan. This would ensure the views of everyone were meaningfully used to inform the development of the service. This would also provide an opportunity for the childminder to share their successes and achievements.

(See area for improvement 1).

Areas for improvement

1. To ensure children and families experience a service that is continuously developing and improving, the childminder should actively seek and record their views. These should be used, alongside the childminder's reflections, to develop an improvement plan for the service.

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

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership'. (HSCS 4.7).

How good is our staff team?

3 - Adequate

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

Quality Indicator 4.1 –Staff skills, knowledge and values

The childminder demonstrated an understanding of how children develop and learn. They were a member of the Scottish Childminding Association and had links with other childminders in the area. We discussed how the childminder could make use of their membership to access further training opportunities to build on their existing knowledge. The self-evaluation process may help to inform this, and ensure that additional training is meaningful and relevant to the service. The childminder should record their learning, and reflect and evaluate the impact it had on their service, and on outcomes for children. This will help them to develop a clear learning action plan. The childminder should ensure mandatory training, such as Child Protection, is kept up to date. **(See area for improvement 1).**

Children had developed positive relationships with the childminder. These were evident in the warm and confident interactions we witnessed. Care Inspectorate questionnaires were sent to families to help us gather their views on the service provided by the childminder. When asked what they liked about the service children told us they liked playing with other children and the dogs. One child said, "I like the toys and the doggies and my Jill". As a result children's emotional wellbeing benefitted from secure attachments.

Areas for improvement

1. To provide the best possible outcomes for children, the childminder should ensure they engage in mandatory and relevant training opportunities to keep their knowledge and understanding current.

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

'I experience high quality care and support that is right for me and is based on relevant evidence, guidance and best practice'. (HSCS 4.11).

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

Children's individual personal plans should be developed to ensure that they clearly outline how children's individual care needs and interests are taken into account and planned for. Children's personal plans also need to demonstrate that the information has been reviewed a minimum of once every six months in consultation with parents.

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).

This area for improvement was made on 29 September 2021.

Action taken since then

Basic personal plans had been developed for each child. They contained some important information. These had not been updated and reviewed with families and children.

This area for improvement has not been fully met and remains in place.

Previous area for improvement 2

To further safeguard children, risk assessment and policy information should be developed to outline the action taken to minimise any potential risks including the home, garden, outings and pet dogs.

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

'My environment is secure and safe'. (HSCS 5.19).

This area for improvement was made on 29 September 2021.

Action taken since then

The childminder had developed basic risk assessments.

This area for improvement has been met.

Previous area for improvement 3

To enhance positive outcomes for children, the childminder should continue to improve upon her knowledge of best practice documents and record keeping required.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

This area for improvement was made on 29 September 2021.

Action taken since then

This area for improvement has not been met and remains in place.

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	3 - Adequate
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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