

# Care service inspection report

## Kathleen's Childminding Service

### Child Minding

Blairgowrie

Inspected by: Audrey Donnan

Donna McDonald

Type of inspection: Unannounced

Inspection completed on: 20 June 2012



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### Service provided by:

#### Service provider number:

SP2011982139

#### Care service number:

CS2011285621

### Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

### We gave the service these grades

Quality of Care and Support	3	Adequate
Quality of Environment	3	Adequate
Quality of Staffing	3	Adequate

### What the service does well

The childminder provided a stimulating environment, which appeared to be warm and caring towards the children attending the service.

The childminder knew the children who were using the service well and had a good relationship with them.

Children were offered a range of activities and opportunities to meet with other children while using the service.

### What the service could do better

The childminder needs to develop participation methods for children and their families for the on-going development of the service. The childminder should collate feedback given and use this to identify and show how improvements will be made.

The childminder needs to review the risk assessments for the service and develop them further.

The childminder should review the infection control policy and procedure for the service to ensure it includes all relevant information and best practice.

The childminder needs to regularly review children's information and their personal plans to ensure she is meeting the individual needs of the children and their families using the service.

The childminder must keep accurate registers of numbers of children attending the service and the arrival and departure times to ensure the safety of the children.

## **What the service has done since the last inspection**

This was the first inspection for the service since registration.

## **Conclusion**

Overall, children received a flexible service in a caring environment.

## **Who did this inspection**

Audrey Donnan

Donna McDonald

**Lay assessor:** Not Applicable.

# 1 About the service we inspected

Kathleen's Childminding Service was registered with the Care Inspectorate on 8 June 2011.

The service is registered to provide care to a maximum of six children at any one time, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

Until 31 August 2013 on Wednesdays and Thursdays when providing care for children named in the variation request dated 9 January 2012 the following will apply:

To provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than four are not yet attending primary school and of no more than one is under 12 months.

Numbers are inclusive of the childminder's family.

The service operates from a detached property in Blairgowrie, Perthshire. Children have access to a living room, playroom, open plan kitchen/ dining room and downstairs toilet. There is access to the fully enclosed garden through a utility room. The aims of the service include to provide a well-run, professional service. To provide good quality reliable trustworthy childcare in a clean safe, smoke free home environment.

Based on the findings of this inspection this service has been awarded the following grades:

**Quality of Care and Support - Grade 3 - Adequate**

**Quality of Environment - Grade 3 - Adequate**

**Quality of Staffing - Grade 3 - Adequate**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

We wrote this report following an unannounced inspection that took place on Wednesday 20 June 2012 by Inspectors, Audrey Donnan and Donna McDonald. As requested by us, the provider sent us an annual return. The provider also sent us a self assessment form.

We issued 4 questionnaires to parents or carers who used the service. 4 completed questionnaires were returned before the inspection.

In this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents:

observing how staff work

evidence from the service's most recent self assessment

children's personal plans

training records

health and safety records

accident and incident records

medication forms

child protection policy and procedure

risk assessments

discussion with the childminder

examining equipment and the environment (for example, is the service clean, is it set out well, and is it easy to access toys and equipment?)

### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### **Inspection Focus Areas (IFAs)**

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## **What the service has done to meet any recommendations we made at our last inspection**

This was the first inspection for this service therefore no recommendations had been given.

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

The Care Inspectorate received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of headings that we grade them under.

The service provider identified what they thought they did well, some areas for development and any changes they had planned.

## **Taking the views of people using the care service into account**

There were 2 children present during the inspection aged 16 months and 7 months old. The children were happy and confident with the childminder and played with a variety of age appropriate toys to stimulate their learning.

## **Taking carers' views into account**

We received four questionnaires from parents who used the service. Two parents strongly agreed and two parents agreed that overall they were happy with the quality of care their children received from the service. Comments included:

'Our son is happy with his childminder and he is cared for in a warm, clean and friendly environment. There is a wide range of toys/ activities and he always comes home with lovely crafts he has made, especially for Mother's day and Easter. He looks forward to going to the childminder and talks about who and what he has played with. Our childminder is very flexible and adaptable to our needs. We are all very happy with the care our son receives'



'The childminder is always friendly and welcoming to me and my son. She provides a range of activities and takes any ideas for activities we may suggest on board. Overall, I am very happy with the childcare my son receives and he is always happy to go'

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 3 - Adequate

#### Statement 1

I ensure that parents and families participate in assessing and improving the quality of care and support provided by the service.

#### Service strengths

The childminder provided limited opportunities for children and their families to participate in the evaluating the level of care and support provided, the environment and of the service as a whole.

The childminder told us that she speaks directly with parents daily when they drop their children off and collect them. This provides parents the opportunity to discuss any concerns or note their ideas for the improvement of the service. The childminder told us that parents are able to contact her by phone and text should they wish.

The childminder showed us that she has given parents a questionnaire for feedback. Some of the feedback from the childminders questionnaires said:

'Are you happy with the communication you receive?'

'Yes, you are very approachable for a chat while (x) is dropped off, picked up, and available on the phone also.'

'Thank you for being so flexible with our childcare needs as we need to change days/ times at short notice, much appreciated'

We saw that the childminder had begun to develop a scrapbook for each child showing their experiences whilst with the childminder, the book contained photographs with comments of their activities. There were pictures of children experiencing outdoor play and arts and crafts.

We found that the childminder had a playroom within the service that provided a wide variety of toys and play items for the children. The childminder told us that she speaks with the children daily about their likes and dislikes and we saw evidence of this during our inspection.

One child had asked the childminder for dressing up clothes and dolls and the childminder informed us that she intended to purchase these items for the child.

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## Areas for improvement

Whilst the childminder had issued a questionnaire to parents to gather feedback about the service, the questionnaire didn't seek parent's feedback about how the childminder could develop the service. We discussed ways in which the childminder could gather information, collate it and develop an action plan for improvements. See recommendation 1.

The childminder should continue to develop ways to involve children in developing the service. The childminder has begun to develop several ways of showing the children's experiences. We discussed various ways that the childminder could build upon these methods to develop and enhance children's experiences. See recommendation 1.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. It is recommended that the service develops a variety of ways to encourage children and their parents/carers to contribute, as appropriate, to the evaluation process. National Care Standards early education and childcare up to the age of 16: Standard 13: Improving the service.

## Statement 3

I gather information about the child and their needs.

## Service strengths

Each child had an information sheet which provided details such as emergency contact details, doctor's numbers, allergy and dietary requirements and medical information.

The childminder recorded relevant information about the children when they were joining her service. We found children's records contained information about their needs routines, likes dislikes, and health needs, allergy information etc. Parents were given a copy of all of the childminders policies and procedures and a copy of the childminders leaflet with her aims of the service. The childminder told us that she had regular conversations with the children's parents about their routines and interests. We saw that the childminder had gathered the required permission slips for children for various situations including trips, application of sun cream and having photographs taken.

## Areas for improvement

The childminder told us that the information she was required to keep about children and the information she held about children for example, their likes and dislikes was reviewed with parents through discussion only. We discussed the importance of having a system in place to review the information of each child with the parent. This should be undertaken a minimum of every six months. This will ensure that the needs of the children and their families is reviewed and updated regularly. See recommendation 1.

The childminder has just started to complete 'all about me' forms for the children. The childminder told us that she intends to spend time with the children individually to complete these.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 1

## Recommendations

1. It is recommended the service develop a system to regularly review the information held about individual children to ensure it is relevant and up to date. National Care Standards early education and childcare up to the age of 16: Standard 14: Well-managed service.

## Quality Theme 2: Quality of Environment

Grade awarded for this theme: 3 - Adequate

### Statement 1

I ensure that parents and families participate in assessing and improving the quality of the environment within the service.

#### Service strengths

Evidence for the grade awarded in this statement has been included in Quality Statement 1.1.

#### Areas for improvement

Please refer to Quality Statement 1.1.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 0

**Number of recommendations:** 0

### Statement 2

My home is safe, hygienic, smoke free, clean and tidy for children using the service.

#### Service strengths

On the day of the inspection the service was safe and hygienic, smoke free and tidy for the children using the service.

The service provided lots of toys for the children's use and the playroom had a large range for the children to choose from including a wooden kitchen set, prams dolls and a garage. We saw that the toys and equipment were in a good state of repair during the inspection.

We found that the accident book had one accident in it and that this had been recorded and processed according to the accident policy. The childminder told us that parents would be asked to sign a copy of the record and given a copy to keep which was consistent with what we evidenced on the day. A similar book was seen for incidents.

The childminder showed us risk assessments for her home and garden. The garden was not in use at present due to the childminder building an extension on the back of her home. The childminder told us that she had informed parents of this change to the service. We saw that the childminder had various risk assessments for walking and outings.

This meant that the childminder had highlighted potential hazards and identified ways to minimise the risks to children to keep them safe.

We observed the childminder changing the children using best infection control practice. The bathroom used by the children was clean and tidy. We saw that the childminder had a supply of nappies, wipes, disposable aprons and gloves. There was disposable soap and two hand towels which the childminder told us she changes twice daily.

### **Areas for improvement**

The childminder should review her infection control policy and bring it in line with best practice. We discussed with the childminder that her policy and procedure for children who have been unwell should reflect a 48 hour exclusion time and not 24 hours. The childminder should also update policies to reflect the new care inspectorate information. See recommendation 1.

We discussed with the childminder the importance of putting children's names on their own items such as Sudocreme and wipes for infection control purposes.

During the inspection we saw that a vacuum had been left out in the playroom. We reminded the childminder about making sure that the environment is safe before the children arrive in the morning. We also observed that an outdoor buggy had been placed on a rug in the play room and we discussed the importance of being vigilant about infection control when children are crawling on the floor. See requirement 1.

We saw that the childminder had risk assessments in place for the rooms used for childminding however, these needed to be reviewed. The risk assessments didn't identify all potential hazards for example, the steps up to the outdoor playhouse, the step out into the back garden and the marble hearth of the fire place and use of the fire. See requirement 1.

The childminder kept the names of the children attending the service in a diary. No arrival and departure times were recorded. This meant that in the event of an emergency there was no accurate numbers of children present at any one time. See requirement 2.

**Grade awarded for this statement:** 3 - Adequate

**Number of requirements:** 2

**Number of recommendations:** 1

### **Requirements**

1. The provider must ensure that the environment indoors and outdoors is safe and clean at all times when used for childminding purposes. This is in order to comply

with regulation 4 (1)(a) & (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Timescale: on receipt of this report

2. The provider must keep an accurate register of the children attending the service and the arrival and departure times of the children.

This is in order to comply with regulation 4 (1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

Timescale: on receipt of this report

### **Recommendations**

1. It is recommended the service review the infection prevention and control policy and procedure to ensure they contain all relevant information and best practice information. National Care Standards early education and childcare up to the age of 16: Standard 2: A safe environment and Standard 14: A well - managed service

## Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 3 - Adequate

### Statement 1

I ensure that parents and families participate in assessing and improving the quality of the service.

#### Service strengths

Evidence for the grade awarded in this statement is included in Quality Statement 1.1.

#### Areas for improvement

Please refer to statement 1.1.

**Grade awarded for this statement:** 3 - Adequate

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 2

I understand my role and responsibilities in relation to child protection and provide a service that promotes the health, nutrition and safety of the children in my care.

#### Service strengths

We found that the childminder had completed her child protection training 1 and 2, baby and child first aid, handling children's behaviour and food hygiene. We saw that the childminder has a child protection policy and knowledge of the local child protection arrangements. This meant that the childminder was clear of her role and responsibilities should a child protection concern arise.

The childminder provided the children with snacks and had registered with environmental health.

We found that the children generally have access to a good sized back garden which had a wooden playhouse and trampoline however, on the day of inspection the garden was not being used due to building work for a conservatory. The childminder informed us that she intended to take some time off to complete the project and that this should be finished in a matter of weeks. The childminder had informed the parents of the situation and told us that she was using the local park daily. We saw that the back garden was a secure area.



The childminder told us that she regularly meets up with other childminders and they spend time with the children doing various activities.

We saw that medication processes were in place and that there was paperwork to support that the childminder recorded this clearly. Parents had given permission and the childminder kept the parents informed of any medication that had been administered.

### **Areas for improvement**

We discussed with the childminder the importance of ensuring the children continued to have opportunities for fresh air and exercise while the garden was out of use.

The childminder had identified keeping all policies up to date and continuing with training as area for improvement in her self assessment.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

### Enforcements

We have taken no enforcement action against this care service since the last inspection.

### Additional Information

None noted.

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 3	3 - Adequate
<b>Quality of Environment - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 2	3 - Adequate
<b>Quality of Staffing - 3 - Adequate</b>	
Statement 1	3 - Adequate
Statement 2	4 - Good

## 6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

This inspection report is available in other languages and formats on request.

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