

Childminder inspection report

Wright, Audrey
Livingston



HAPPY TO TRANSLATE

Service provided by: Wright, Audrey

Service provider number: SP2003909890

Care service number: CS2003019801

Inspection Type: Unannounced

Care services in Scotland, including childminders, cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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1 Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com. The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

This inspection was done in parallel with the investigation of a complaint which was upheld resulting in an emergency condition being imposed by the Care Inspectorate due to our concerns about minded children being left unattended in the childminder's car. There were additional concerns about the childminder's practice during the handover of children to another service. This resulted in an improvement notice being issued (see section 3, quality of care and support, for more information).

Audrey Wright may provide a childminding service from her home to a maximum of 8 children aged under 16 years of whom no more than 6 are under 12 years, of whom no more than 3 are not yet attending primary school, and no more than one is under 12 months of age. These numbers are inclusive of the childminder's family.

Mr Peter Wright may be employed in the service as an assistant. Minded children cannot be cared for by persons other than those named on the certificate.

Five children were registered with the service at the time of inspection, two of whom were in attendance during the final inspection visit.

There is no restriction on the hours of operation; however, the childminder told us she did not provide overnight care.

There is an additional condition to the effect that minded children shall not at any time be left unattended in motor vehicles during the provision of the care service.

Mrs Wright's home is located within a residential area. Some local facilities are within walking distance while others are more readily accessed by car.

What we did during our inspection

We wrote this report after two unannounced inspection visits which took place on 15 June 2015 and on Tuesday 15 September 2015. We completed the inspection and provided feedback to the childminder on the second day of inspection. Two inspectors were present in the service for approximately four hours in total. (We also visited the service on an unannounced basis on Wednesday 29 July and 31 August; however, we were unable to conclude the inspection on either of these dates as the childminder was either not working or on her way out.)

Mrs Wright sent us an annual return, as required. She also submitted a self assessment prior to the inspection visit.

We asked Mrs Wright to issue questionnaires to the parents of her minded children, to allow them to comment on the service, and one was returned to us.

In this inspection we gathered evidence from various sources, including:

- discussion with Mrs Wright
- children's records (sample)
- parent's and children's comments during our visit
- observation of the interaction between Mrs Wright and two minded children
- observation of the childminding environment and toys.

We assessed practice through looking at how the childminder provided positive outcomes for children using the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) wellbeing indicators which were developed by the Scottish Government. Information on SHANARRI can be found at www.scotland.gov.uk/topics/people/young-people/gettingitright.

Views of people using the service

We saw that the children were comfortable in Mrs Wright's care. Comments from the children included the following:

"It's pink playdough. I can get it. I can carry it!"

"I can squish it and now it's flat. I'm going to put holes in it."

"It's gone dark. There is a grey cloud."

Our questionnaires were distributed by the Mrs Wright to the families registered with her service and one was returned to us. In response to the statement: "Overall, I am happy with the quality of care my child receives in this service", the parent strongly agreed. We also spoke to one parent during the inspection visit who confirmed that her children "love to come to the Audrey's" and that "she does loads of learning stuff with them". The parent expressed confidence in the service which she had used for a number of years.

Self assessment

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

We received a self assessment document from Mrs Wright in advance of the date of inspection, as requested. This enabled her to tell us about what she does well and to highlight any improvements planned. Mrs Wright assessed aspects of her service as very good (grade 5). However, we were unable to confirm Mrs Wright's grades and awarded grades of adequate (3) and weak (2) against the statements which were considered during the inspection.

What the service did well

We saw that the children present during the inspection visit were happy and comfortable in Mrs Wright's care. One parent told us that she particularly appreciates Mrs Wright's flexibility in accommodating her changing childcare needs.

What the service could do better

Mrs Wright should more effectively review what she provides to work out what improvements she wants to make to her service. She should act on any requirements or recommendations which follow inspection as this will also help her to improve the quality of her service. In particular, she should ensure the safety and wellbeing of children in her care, at all times.

2 The grades we awarded

We grade the quality of care and support, the quality of the environment and the quality of management and leadership. If the childminder employs an assistant, we also grade the quality of staffing. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	3 - Adequate
Quality of management and leadership	2 - Weak

3 Quality of care and support

Findings from the inspection

Mrs Wright aimed to provide a flexible service which met the needs of children and their parents. For example, a parent told us that she had been very flexible with regard to her children's pattern of attendance and she found this very supportive. Mrs Wright was also willing to collect children and return them to their parents.

Two pre-school aged children were present during our visit. We saw that they were happy and comfortable in the setting and confident in approaching Mrs Wright. After finishing their lunch they enjoyed working with play-dough. Mrs Wright later responded to their suggestion that they go outdoors and she accompanied them to the garden where they had fun in the playhouse before jumping in puddles and making footprints on the paving slabs. These activities enabled the children to be active and contributed to their good health. We saw that Mrs Wright chatted to the children as they played, taking an interest in what they were doing and providing support when it was needed.

A requirement was made following the inspection carried out in January 2015 in relation to personal plans. Mrs Wright had not initially acted on this; however, by the time of our final inspection visit she had made progress in this area. She had introduced individual folders for each of the children and we saw that she held the required information including GP and emergency contact details and had begun to record information about children's individual needs using a range of pre-printed templates. We concluded that this requirement was met. This meant that there was evidence that information was shared between the parents and the childminder which should contribute towards children's needs being met.

A requirement was made following the inspection carried out in January 2015 in relation to medication. We found the childminder had forms available to record details of medication requirements and to obtain written parental permission. A record of medicine administered was also kept. We found that the pre-printed templates which were used did not ask for all of the required information. This meant that Mrs Wright had not recorded specific dosage instructions or the time medication was to be administered and there was no indication of whether or not the medication had been previously administered at home. In addition to the above mentioned forms, Mrs Wright provided written information to parents about her medication policy and asked them to sign to give permission for their child to receive Calpol and Piriton. This suggested that blanket consent was being obtained in advance which was potentially misleading for parents. We asked Mrs Wright to review and improve her medication procedures in line with current guidance, available from our website. We concluded that this requirement was not met.

See requirement 1

Mrs Wright was aware of the need to follow up on any concerns about the children's health and well-being. She was aware of some of the indicators of abuse and neglect and knew who to contact for further advice. She had updated her child protection statement, as previously recommended, to include contact details for the relevant agencies so that these would be easily accessible.

A requirement was made following the inspection carried out in January 2015 in relation to information received from another agency about children being left unattended in the childminder's car. We subsequently received a complaint about the same issue on 10 June 2015.

This was upheld and an additional condition imposed, as follows: "Minded children shall not at any time be left unattended in motor vehicles during the provision of the care service". We again discussed car safety and Mrs Wright provided her assurance that children will not be left unattended in her car. This condition remains in place.

The above mentioned complaint included three further elements which were addressed by an improvement notice which we issued on 10 July 2015. We were initially unable to assess compliance with the improvements as the childminder was on holiday and not providing a service. We therefore reissued the improvement notice with extended timescales, on 3 August 2015. Mrs Wright was required to make the following improvements to her service:

1. By 31 August 2015, extended from 20 July 2015 you must be able to demonstrate that the health and welfare needs of children attending the service are being identified and met in a sensitive and caring manner in particular you must ensure a) children are valued and treated with respect and b) children's emotional welfare is prioritised at all times.
2. By 31 August 2015, extended from 20 July 2015 you must ensure the safety and wellbeing of the children by complying with the conditions of registration. In particular, you must ensure children are nurtured and cared for by the individuals identified on the certificate of registration and who know their personal care and support needs and are not cared for by any individuals not named on the certificate.

We assessed compliance with these improvements during our inspection. We spoke to Mrs Wright, a parent and a member of staff based in another service which is also used by some of the minded children. We observed Mrs Wright's interaction with minded children during our visit. From our observations and all available information including feedback from parents we were satisfied that the improvements had been met.

In assessing the grade for this statement we have taken account of recent failings in the service which led to enforcement action. While there have been recent improvements we expect these improvements to be sustained over time and this will be monitored through the inspection process.

Grade

The quality of care and support is graded 2 - Weak

Requirements

Number of requirements - 1

1. The childminder must review and improve medication procedures to ensure these comply with current guidance (Care Inspectorate guidance note on the management of medication, available from our website).

In particular, the childminder must obtain written consent from parents detailing the name of any medication and the date, time and dose to be administered to children, and details when medication was previously administered.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 2011/210 - Regulation 4 (1)(a) - Welfare of users

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

We saw that the dining kitchen and open plan hallway provided a base for the children's activities. The children did not use the sitting-room during our visit; however, Mrs Wright said this was sometimes used depending on child numbers and activities. The living-room was also used occasionally for sleep purposes and we saw that there was space there for a travel cot.

The children were free to move around and there was sufficient space for them to set out some toys and activities. The children were finishing their lunch on our arrival and chose to remain at the table so that they could play with play-dough.

Mrs Wright stated that she does not generally allow children to go upstairs. The bathroom toilet which was easily accessed from the main hallway on the ground floor which meant that children could be independent. The bathroom was in the process of being redecorated and this work should be completed to make it more inviting for children.

A requirement was made following the inspection carried out in January 2015 in relation to the maintenance/ safety of the premises. We found the childminder had addressed some of the areas of concern which were previously highlighted. We saw that a catch had been fitted to help prevent children getting access to harmful substances; however, this was not fully effective. Mrs Wright agreed to address this. There was a significant quantity of household items stored at floor level particularly within the hallway which encroached on the available play space. While we did not see any obvious hazards we asked Mrs Wright to keep clutter to a minimum as this will make it easier for her to carry out a visual safety check prior to the children's arrival and will reduce the risk of accidents such as trips and falls. We concluded that this requirement was met; however, from discussion, we were not fully confident Mrs Wright's ability to effectively risk assess safety of the premises on an on-going basis and considered that she could be more proactive in keeping children safe.

See recommendation 1

A requirement was made following the inspection carried out in January 2015 in relation to the safety and cleanliness of the garden. We found that the childminder had addressed the areas of concern which were previously highlighted. We concluded that this requirement was met; however, we asked Mrs Wright to risk assess this area on an on-going basis to ensure that it continues to provide a safe environment for the children.

We asked Mrs Wright to describe the safety measures she has in place to minimise the risk of accidents involving a child. Mrs Wright confirmed that children were always accompanied while in the garden. She felt that this safeguarded the children while they played.

Nevertheless we saw that there were some hazards which could have been eliminated including a wooden pallet resting against the children's playhouse and an unsecured store which was used for household equipment/ tools. We discussed the importance of routinely carrying out risk assessments. We highlighted the importance of Mrs Wright being vigilant to any potential hazards so that these can be addressed before accidents occur. This will help her to keep children safe.

See recommendation 1

Mrs Wright was aware of the need to register her service with the local authority environmental health service with regard to the provision of meals. She stated she was awaiting contact from the local authority about how and when she should apply. We would ask her to seek clarification on this from the local authority.

Mrs Wright held a valid first aid certificate and this should help ensure that children are treated effectively should an accident occur. She was aware of the importance of recording any accidents involving children in her care. However, she stated none of her minded children had been involved in an accident since the date of the previous inspection.

Mrs Wright provided evidence of appropriate insurance which may provide protection to people who use the service, in the event of any accidents.

Grade

The quality of environment is graded 3 - Adequate

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The childminder should ensure that her home is maintained satisfactorily and that appropriate arrangements are in place to prevent child access to potential hazards both indoors and in the garden.

Reference: National Care Standards for Early Education and Childcare up to the age of 16: standard 2 - A safe environment

5 Quality of staffing

We only assess this where the childminder employs an assistant.

Findings from the inspection

The conditions of registration permit Mrs Wright's husband to assist with the childminding service. However, she advised us that his involvement as a childminding assistant was minimal. As a result, the parent of a recently placed child had not yet had the opportunity to meet him. We asked Mrs Wright to ensure that parents receive written information about the assistant's role in the service and, where possible, have the opportunity to meet him when they join the service.

While Mrs Wright had updated her policies and procedures since the time of our previous inspection these had not yet been shared with Mr Wright. We asked Mrs Wright to ensure that Mr Wright was familiar with these documents as this will contribute to a shared understanding of his responsibilities.

We could not fully assess the assistant's involvement in the service as he was not present during our visit; however, we have awarded a grade for this statement on the basis of the information received from the childminder.

Grade

The quality of staffing is graded 3 - Adequate

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

Mrs Wright is a member of the Scottish Child Minding Association. This meant she received information and had access to training. For example, the childminder had attended training from time to time including a workshop on recently published national guidance (Building the Ambition) in order to extend her knowledge and understanding of meeting children's needs. She had begun to consider how she may use the guidance within her service to better meet the children's needs. Mrs Wright told us that she regularly met other childminders which gave her the opportunity to discuss childminding issues in general.

Mrs Wright had a broad understanding of regulatory matters. A requirement was made following the inspection carried out in January 2015 in relation to notifications to the Care Inspectorate. The childminder had submitted a notification retrospectively, as required. We concluded that this requirement was met. (We advised her how to access our guidance note on record keeping and notifications so that she will be fully aware of all of the events which she needs to formally notify us about. Information about making notifications to the Care inspectorate is available from our website.)

A requirement was made following the inspection carried out in January 2015 in relation to checks for household members. We found the childminder had ensured that members of her household who are aged over 16 years applied to us for an enhanced Disclosure Scotland check. We concluded that this requirement was met.

Mrs Wright kept a record of children's attendance, as previously recommended, which included arrival and departure times.

We saw that the childminding service's certificate of registration was on display, as previously recommended. This meant that parents could be aware of the conditions of registration.

In assessing the grade for this statement we have taken account of recent failings in the service which led to enforcement action. While there have been recent improvements we expect these improvements to be sustained over time and this will be monitored through the inspection process.

Grade

The quality of management and leadership is graded 2 - Weak

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

7 What the service has done to meet any recommendations or requirements we made at our last inspection

Previous requirements

1. Audrey Wright must develop a system for recording and reviewing the changing needs of the children in her care. This should reflect Scottish Child Minding Association (SCMA) best practice guidance.

This is in order to comply with Scottish Statutory Instruments 2011 No. 210 regulation 5 - all care services must make appropriate provision for personal plans for all those using the care service and with National Care Standards for Early Education and Childcare up to the age of 16: Standard 5 - Quality of Experience.

Timescale; Within 4 weeks of receipt of this report.

This requirement was made on 08 January 2015

We assessed compliance with this requirement under section 3 - quality of care and support of this report.

Met - Outwith Timescales

2. a) The childminder must ensure the required information including children's name, address, date of birth, emergency contact numbers, name and contact details of child's general practitioner and the date the service was first provided to each child is recorded and available within the service.
- b) The childminder must develop a personal plan for each child which shows that the individual needs of the child are being identified and addressed.
- c) Records should also reflect on-going consultation with parents and should be reviewed no less than every 6 months.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210

Regulation 5 - Personal plans

Timescale:

Part 'a' of this requirement must be met within 24 hours of the date of this report being published.

Part 'b' of this requirement must be met within 4 weeks of the date of this report being published.

Part 'c' of this requirement must be met within 8 months of the date of this report being published.

This requirement was made on 08 January 2015

We assessed compliance with this requirement under section 3 - quality of care and support of this report.

Met - Outwith Timescales

3. The childminder must not leave any child unattended in a car, irrespective of any agreement with parents.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210 Regulation 4 - Welfare of users

Timescale: The childminder must do this with immediate effect

This requirement was made on 08 January 2015

We assessed compliance with this requirement under section 3 - quality of care and support of this report.

Not Met

4. The childminder must review and improve medication procedures to ensure these comply with current guidance (Care Inspectorate guidance note on the management of medication, available from our website.) In particular, the childminder must obtain written consent from parents detailing the name of any medication and the date, time and dose to be administered to children.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - SSI 2011/210 - Regulation 4 (1)(a) - Welfare of users

This requirement was made on 08 January 2015

We assessed compliance with this requirement under section 3 - quality of care and support of this report.

Not Met

5. The childminder must ensure that her home is maintained satisfactorily and that appropriate arrangements are in place to prevent child access to potential hazards.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210

Regulation 10(2)(a)(b)(d) Fitness of premises

Regulation 4 (1)(a) - Welfare of users

Timescale: Within 4 weeks of the date this report is published

This requirement was made on 08 January 2015

We assessed compliance with this requirement under section 4 - quality of environment of this report.

Met - Within Timescales

6. The childminder must not give children access to the rear garden until the area is safe and clean.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210

Regulation 10 - Fitness of premises

Timescale: Prior to any minded child being given access the rear garden

This requirement was made on 08 January 2015

Met - Within Timescales

7. The childminder must submit an online notification to inform us retrospectively about the incident which occurred in her service.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210

Regulation 4 - Welfare of users

Timescale: The childminder must do this within 2 weeks of the publication of this report.

This requirement was made on 08 January 2015

We assessed compliance with this requirement under section 6 - quality of management and leadership of this report.

Met - Within Timescales

8. The childminder must ensure that members of her household who are aged over 16 years apply to us for an enhanced Disclosure Scotland check.

Reference: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 - Scottish Statutory Instrument 2011/210

Regulation 12 -Child Minding

Timescale: The childminder must do this within 2 weeks of the publication of this report.

This requirement was made on 08 January 2015

We assessed compliance with this requirement under section 6 - quality of management and leadership of this report.

Met - Within Timescales

Previous recommendations

1. The childminder should further develop her child protection statement to include the name and contact details for the referral agencies she would pass concerns to, if a child was in immediate danger or if she needed to seek advice out with office hours. Information detailing the action she would take if children did not turn up, without explanation should also be included and shared with parents so that they will be aware of what to expect.

This recommendation was made on 08 January 2015

We assessed compliance with this recommendation under section 3 - quality of care and support of this report. We found that the childminder had taken the recommended action.

2. The childminder should ensure that children are marked in and out as arrivals and departures take place so that the register of attendance is accurate at all times.

This recommendation was made on 08 January 2015

We assessed compliance with this recommendation under section 6 - quality of management and leadership support of this report. We found that the childminder had taken the recommended action.

3. The childminder should display her certificate of registration while the service is in operation.

This recommendation was made on 08 January 2015

We assessed compliance with this recommendation under section 6 - quality of management and leadership of this report. We found that the childminder had taken the recommended action.

8 Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints against the service which have been upheld.

9 Enforcements

Please see Care Inspectorate website (www.careinspectorate.com) for details of enforcement action taken against the service.

10 Other issues

Not applicable.

11 Inspection and grading history

Date	Type	Gradings	
8 Jan 2015	Unannounced	Care and support	2 - Weak
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and Leadership	2 - Weak
16 Jul 2013	Announced (Short Notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	Not Assessed
24 Aug 2012	Announced (Short Notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and Leadership	Not Assessed
23 Nov 2010	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
14 May 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	Not Assessed

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