

Claisse, Simone **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 18 April 2017

Service provided by:
Claisse, Simone

Service provider number:
SP2003900420

Care service number:
CS2003001667

The service

Introduction

Simone Claisse has been registered since 2002 to provide a care service to a maximum of 6 children at any one time under the age of 16 of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. One bedroom on the upper floor is not to be used for childminding purposes and overnight service will not be provided.

The childminder operates the service from her home, located in Bucksburn, Aberdeen. The property is well situated to access local schools, parks and amenities. Toys and games are played in the living area and playroom and the kitchen is used for arts and crafts and serving food. An upstairs bedroom is available for sleep and the children mainly use a downstairs cloakroom. There is space at the front of the property for outdoor play.

Aims of the service include being "committed to provide a safe, secure, homely and stimulating environment where children are ensured of a continuity of care".

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on the 18 April 2017 between 12:45pm and 5:15pm. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminder, the four minded children present and two parents. We observed the care given by the childminder and looked at a number of documents including children's records, health and safety procedures and certificates of training.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

Four children aged between 2 and 7 years were present during inspection. The children appeared happy and settled in the childminder's care and enjoyed dressing up and playing with toys. They told us they liked going to the childminders and playing with their friends. Comments included:

- "I like playing with the dollies. Sometimes we go to the park".
- "I like playing with my friend. Sometimes I get to play CBeebies on the I-pad".

For this inspection we received two completed Care Standards Questionnaires (CSQs) and we spoke to two parents. Comments were very positive and parents told us they were happy with the level of care given to their child. Comments included:

- "I am very happy with the service. It's a very clean, tidy and organised environment. I trust the childminder and she tells me lots when I drop my child off".

- "It's a good service and we are really lucky to have found this childminder. My child goes to lots of classes at the church centre and they are progressing well. Food is always home cooked and I get updates regularly".

Self assessment

We did not receive a self-assessment from the childminder. We discussed the importance of this document and advice was given to ensure it is evaluative and meaningful.

What the service did well

The childminder provided a friendly and welcoming environment for children and their families. Children were happy and relaxed and had a very good relationship with the childminder. The childminder's home was maintained to a high standard of cleanliness. Children were provided with activities they enjoy, including outings to the local park.

What the service could do better

The childminder should ensure children's records contain information to ensure a continuity of care are regularly reviewed by parents. The childminder should access training and new guidance to support and improve the service.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found that the childminder had a very good understanding of her role and responsibilities in meeting children's care and support needs.

The childminder had developed friendly and positive relationships with parents and shared information at drop off and pick up times. She used text messages and what's app technology to reassure parents that their children were safe and happy.

We made a previous requirement for children's records to be organised and consistently maintained and reviewed by parents at least once in every six month period. The childminder was using SCMA (Scottish Childminders Association) recording systems and information including the children's contact and doctor's details were easy to find. Changes to parents contact details had been made; however, children's records were not formally reviewed with parents every six months as required by legislation. Information about children's daily routines, likes and dislikes were recorded to support a continuity of care, however these were not updated at

regular intervals to meet the changing needs of young children **(see recommendation 1)**.

In order to safeguard children the childminder had attended recent child protection training and was able to tell us the correct procedures to follow if concerned about the welfare of a child. We asked about children's health needs and we looked at her records for administering medication. Forms were fully completed by parents and a policy to support the safe administration of medication was in place.

Sleep patterns from home were well supported and during inspection a young child slept safely and comfortably in a travel cot upstairs. The childminder routinely checked to ensure the child was safe and well. This was a previous recommendation and has been met.

During inspection we observed a very positive, nurturing relationship between the minded children and the childminder. The childminder reassured a young child after a sleep, making sure they felt safe and happy. The children enjoyed drawing and dressing up activities which supported creativity, independence and self-help skills. Children were encouraged to eat together at the table helping to develop good manners and social skills. The childminder used kind and supportive language to encourage children to eat their lunch independently.

The childminder promoted a healthy lifestyle and provided nutritious fruit snacks and home cooked meals. The children were offered water or milk to drink which supported good dental health and children were encouraged to clean their teeth after lunch. Regular opportunities were available for the children to access fresh air when walking to and from school.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure a continuity of care, help meet children's needs and help keep children safe, the childminder must:
 - (a) Further develop personal plans for the children updating their routines, preferences, likes and dislikes.
 - (b) Ensure children's records are reviewed and updated with parents every six months or earlier if necessary.

National Care Standards Early Education and Childcare up to the age of 16. Standard 13: Improving the Service

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found that the childminder had a very good understanding of practices to maintain a safe environment.

The environment was exceptionally clean, warm and comfortable and supported children's choice with a variety of age appropriate toys. The living room and playroom supported children's interests with plenty of room to play toys and games or to relax and play quietly. Opportunities to draw pictures and take part in messy play were

available in the kitchen. Children were encouraged to be responsible and help tidy up.

The children were able to play at the front of the house and a large gate kept children safe within the boundaries of the property. Outdoor play supported physical development, creativity and an understanding of the world around them. For example, children were able to run around and play games on a spacious paved area or play with toys in a corner of the garden surfaced with Astroturf. The children had been involved in developing a construction play area with toy trucks and stones and enjoyed water play in the summer months.

The childminder made good use of the local environment and walked to school every day, frequently visited local parks and regularly attended local music groups. This ensured the children were getting to know their local environment, helping them grow into responsible, confident individuals.

We previously recommended the childminder develop risk assessments to identify potential hazards and prevent accidents. A basic risk assessment had been completed for both the indoor and outdoor environment and the childminder completed visual checks every day. However, these had not been reviewed recently and there was not a robust risk assessment in place for walking the children to school along a busy road. Therefore, this recommendation has been restated **(see recommendation 1)**.

The children washed their hands before snack and after playing with messy chalk, helping to keep them safe and well. However, to help prevent cross contamination the childminder did not provide individual towels for the children to dry their hands. We discussed providing individual flannels for the children and the childminder was happy to do this. We observed the childminder complete a nappy change and a disposable apron and gloves were worn to prevent cross contamination. However, due to a back injury the childminder did not use a changing mat. This is not best practice to help keep children safe and well. Further information can be found at: <http://www.documents.hps.scot.nhs.uk/hai/infection-control/guidelines/infection-prevention-control-childcare-2015-v2.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To help keep children safe, the childminder should further develop risk assessment approaches to take better account of situations and children's needs at that time and provide solutions to reduce risks.

National Care Standards for Early Education and Childcare. Standard 2: A Safe Environment

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership was good.

The childminder demonstrated a commitment to providing a quality service. Her friendly reassuring manner meant that she provided a good service that was supportive and caring to the families she works with. The importance of working in partnership with the children and their families was valued. This led to positive outcomes for children using the service.

The childminder was a member of the SCMA (Scottish Childminders Association) and had used their site to help develop her children's records, contracts and permissions to help keep children safe. She had accessed their website to inform their knowledge and practice and had recently completed SCMA training on child protection and inspection insights. She had completed training on ADHD and Autism and had used her knowledge and understanding to develop strategies to support children in her care.

The childminder had not completed recent training in first aid, food hygiene or infection control to help keep children safe and well. We discussed training opportunities and recent guidance to support the needs of the children in her care **(see recommendation 1)**.

The childminder had reviewed her policies and procedures to ensure they were current and supported good practice guidelines. However, the child protection policy did not reference the document National Guidance for Child Protection in Scotland 2014. This can be found at: <http://www.gov.scot/Resource/0045/00450733.pdf>. The childminder advised us she would update the document.

The childminder had not completed the Care Inspectorate self-assessment to support improvement to her service. We discussed the importance of completing this document to help identify areas for development and to support improved outcome for children. We advised the childminder to submit a variation to remove old conditions from her certificate and to ensure an up to date certificate was displayed for parents to see.

To support improvement to her service, the childminder spoke to parents on a daily basis and parents were happy with the service she provided. The childminder knew the children in her care well and worked with parents to meet the individual needs of the children in her care. Children were involved in choosing toys and activities and were involved in buying new resources for the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To improve outcomes for children, and help keep them safe, the childminder should:

- (a) complete training in first aid, food hygiene and infection control
- (b) continue to develop her knowledge and skills relevant to the children in her care.

The Care Inspectorate online service The Hub provides information about recent guidance and procedures. This can be found at: <http://hub.careinspectorate.com/>.

National Care Standards Early Education and Childcare up to the age of 16. Standard 13: Improving the Service

Grade: 4 – good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The childminder must ensure that:

- records of children's personal details and care and support are consistently maintained for each child in a well organised manner.
- information on children's care and support needs is reviewed with parents and carers at least once in every six month period.

This in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210): Regulations 3, 4(1)(a) and 5(1) and (2)(b).

Timescale: Within 28 days of receipt of this report.

This requirement was made on 15 April 2013.

Action taken on previous requirement

The childminder was using SCMA (Scottish Childminders Association) recording systems and information including the children's contact and doctor's details were easy to find. Changes to parents contact details had been made.

Met – within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The childminder should further develop risk assessment approaches to take better account of situations and children's needs at that time and provide solutions to reduce risks.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2: A Safe Environment

This recommendation was made on 15 April 2013.

Action taken on previous recommendation

A basic risk assessment had been completed for both the indoor and outdoor environment and the childminder completed visual checks every day. However, these had not been reviewed recently and there was not a robust risk assessment in place for walking the children to school along a busy road. Therefore, this recommendation has been restated.

Recommendation 2

The childminder should provide safe sleep resources appropriate for the children's age and stage.

National Care Standards Early Education and Childcare. Standard 2: A Safe Environment

This recommendation was made on 15 April 2013.

Action taken on previous recommendation

Sleep patterns from home were well supported and during inspection a young child slept safely and comfortably in a travel cot upstairs. The childminder routinely checked to ensure the child was safe and well. Therefore, this recommendation has been met.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
15 Apr 2013	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Apr 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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