

MacKenzie, Kimberley

Child Minding

Type of inspection: Unannounced
Inspection completed on: 10 May 2017

Service provided by:
MacKenzie, Kimberley

Service provider number:
SP2006960838

Care service number:
CS2006132667

The service

Introduction

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

The service is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than two 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 childminder does not provide an overnight service.

The service operates from an end terrace house in a residential area in Scalloway. The ground floor was used for play with sleeping facilities provided upstairs. We saw a fully enclosed garden at the front, side and rear of the house. The local school, various pre-school services and play parks were within walking distance.

Included within the aims of the childminding service was the statement:

"I aim to provide a safe, welcoming environment that recognises the children's recommended daily needs. I recognise different family needs and am willing to work with that. I intend to provide an all day service, and I will provide suitable play equipment for the children's age".

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on the evening of Wednesday 10 May 2017, between 4.45 and 6:30 pm. One Care Inspector carried out the inspection. There was one preschool child present during our inspection. At the end of the inspection we gave feedback to childminder.

We sent Care Standards Questionnaires (CSQs) to the childminder and asked her to give these to the parents using her childminding service. We received one completed questionnaire. We emailed a parent and received one positive reply.

We looked at the:

- annual return
- completed self-assessment
- parents' information folder
- childminding information gathering system
- children's records and care plans -
- communication regime
- risk assessment
- health and safety records
- medication system
- accident and incident recording
- equipment, toys and activities for play
- environment during a tour of the home and garden
- up to date insurance documents (public liability)
- childminder's training records
- childminder's evaluation of her service.

We observed:

- how the childminder worked with the child present
- the child playing with the toys provided.

We talked with the:

- childminder
- the minded child.

We discussed at the care plans, inspection methodology and the importance of keeping up-to-date with best practice and training to support her in her role.

Views of people using the service

During this inspection process we seek feedback from parents who use the service via CSQs. We received one before the inspection, which showed us that the parent was very happy with the care provided. We emailed parents and received one reply.

There were written comments within the questionnaire and email, one of which stated:

"My childminder is very very good. My child is happy and comes home having learnt something new every day".

We observed the child during the inspection. We saw the child was relaxed and happy within the setting. We saw very positive relationships had been established between them and noted that the childminder was warm, gentle and caring and treated the child with respect. When asked if she enjoyed coming to Kimberley's she smiled and told us: "she had a good time here".

Self assessment

This was completed and had a brief description of the service provided. We discussed the need to add more details to this during the inspection. The childminder agreed to look at this when her self-assessment is next due.

What the service did well

We saw children were cared for in a warm and caring environment and could choose from a good range of toys and activities, as well as being able to play outdoors and go for walks in the local area. We saw the child playing happily and noted she was comfortable and relaxed with the childminder and very much 'at home'.

What the service could do better

We noted she had still not attended and training on first aid, child protection awareness or a food hygiene update. We also advised her to attend training on Getting it Right for Every Child (GIRFEC) when this is available. We also reminded her to return all documentation to the Care Inspectorate when required.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

Children were cared for by a calm and caring childminder who enjoyed her role. We saw she valued and respected the child in her care. She listened to her news and took time to reply to her questions. We saw a friendly and positive relationship had been formed between the childminder and the minded child. We noted the child was happy, relaxed and comfortable in her care.

Free play was promoted with the child having access to a selection of toys. We heard the child ask for different toys, which the childminder provided, and this showed us that free play was promoted. The child was supported in a kind and caring way which allowed her to feel valued and safe.

Positive behaviour was promoted within the setting. We heard the childminder remind the child to have good manners when requesting other activities. The childminder was a quiet person who led by example. We looked at communication with parents, and we saw she used various methods mainly text messages, telephone, and daily conversations.

We noted each child had an individual care plan. The system she had developed was working well and she told us was easy to use. The children's records and care plans demonstrated how she met the children's needs. The care plan was due to be reviewed. Plans were regularly reviewed with parents in order to keep up-to-date with the child's care needs.

The childminder had knowledge about child protection and a good understanding of keeping children safe, however, would need to attend a refresher in child protection training - **see quality theme 4: management**. A suitable accident recording system was in place and appropriate procedures were now in place for when medication needed to be given.

When caring for children during the day we noted they would have daily access to fresh air and exercise as well as outings in the Scalloway area. This ensured children could lead healthy lifestyles. The childminder talked about the importance of making sure children were aware of and understood about road safety whilst out walking. We saw younger children were able to rest or have a nap when needed in a cot in one bedroom.

Healthy eating was promoted by the childminder who asked the parents to provide a lunch box with snacks and lunches when coming all day. Allergies were known and catered for with water readily available.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were cared for in a welcoming environment, with a warm and caring atmosphere. At present she was caring for children of an evening. Children could choose from range of toys and activities or play outdoors, or they could relax and watch TV.

Good use was made of the space within the home. Children used the living room for play or could use the kitchen with dining area, and had use of the bathroom. When caring for babies one bedroom was used for sleeping. We saw the minded child was relaxed and 'at home' during the inspection, and enjoying her time with the childminder.

We saw a very high standard of cleanliness which showed us that the childminder was aware of her role in maintaining a safe, suitable environment for the children. She told us she cleaned and checked her home for safety before the children arrived, ensuring all areas were suitable. All equipment was clean and well maintained. We saw children were encouraged to take care of the environment. This included tidying up and sharing toys.

Children could play outdoors daily having a choice of outdoor toys and activities, or enjoy outings and walks in the Scalloway area so their time was varied and interesting. The outdoor area was not used on the day we inspected. The childminder told us she was waiting for a gardener to attend to the outdoor area and then it would be better for the children to play in and enjoy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Children were cared for by a better organised childminder who took her role and responsibilities seriously. She enjoyed providing a childminding service and was finding the business and administration easier to manage. We looked at childminding records which were up-to-date and more organised. However, we reminded her to make sure she completed and returned all documentation to the Care Inspectorate when required as this had been an area she needed to continue to improve.

We looked at how she evaluated her service with the parents. Since the last inspection she had given out a brief questionnaire to gain parents' views. She had given out one questionnaire which showed her parents were happy with her service. We shared some ideas used by other childminding services.

We saw all records were safely stored and we discussed the importance of confidentiality, which was an area the childminder was aware of through living in a small community. We noted the appropriate public liability insurance.

We asked how she involved the children and saw this was done informally in a general way; by allowing free choice and asking where they wanted to play, and where to go for outings and walks. We saw this in practice during our inspection. It was nice to see the child playing happily and asking for other things to play with in a natural way. The childminder said she had always promoted free play and she liked the children to play with the activities they liked best. This assured her they were happy.

We looked at training records and saw she had not attended any training since the previous inspection as we had recommended. We discussed how keeping up-to-date with current child care guidelines would increase her knowledge and allow her to give the best possible support to children. We recommended she attend training which included first aid, food hygiene refresher and child protection awareness - **see recommendation 1..**

We agreed that she should attend training on 'Getting it Right for Every Child' (GIRFEC) when this was available.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the childminder attend refresher training in:

- first aid
- child protection awareness
- food hygiene
- Getting it right for Every Child (GIRFEC)

This will ensure she is aware of current practice and had the skill and knowledge of best practice to support her in her role in caring for the children.

Reference: National care standards early education and childcare up to the age of 16. Standard 12: confidence in staff.

Grade: 3 - adequate

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

The childminder should continue with plans to develop a personal plan for each child. This will involve consulting with parents and carers in order to meet the care needs for each child. These need to be reviewed every six months, or sooner should the child's care needs change.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 3: health and wellbeing.

This recommendation was made on 28 September 2015.

Action taken on previous recommendation

The childminder has asked parents for up to date information about their child's needs and one had written a 'getting to know' which was a very good description of the child's needs, care required and others involved. The childminder had a format which she was currently introducing.

We have made a recommendation that she continues with the development of this and reviews this every six months - see body of report.

Recommendation 2

The childminder should attend refresher training in:

- Child Protection Awareness
- First Aid
- Food Hygiene.

This is in order to keep up to date with best practice and keep young children safe on all levels.

National care standards, early education and childcare up to the age of 16. Standard 3 - health and wellbeing.

This recommendation was made on 28 September 2015.

Action taken on previous recommendation

Not met.

The childminder was aware she needed to do this but courses had not been available and those that were she was working at her other part-time job.

We explained that she must attend training and keep up to date with current best practice - see body of report.

Recommendation 3

The childminder should look at the evaluation of her service. The service should be regularly evaluated and this should include gathering the views of the parents, carers and children.

Reference: National Care Standards early education and childcare up to the age of 16 years. Standard 14: well-managed service.

This recommendation was made on 28 September 2015.

Action taken on previous recommendation

She had given out questionnaires but could not find these during our visit.

We have made a recommendation that she look at this again.

Recommendation 4

The childminder should continue developing a personal plan for each child in her care. These plans must be reviewed every six months, or sooner if necessary or when needs change.

Reference: National care standards early education and childcare up to the age of 16. Standard: health and wellbeing; standard 4: engaging with children; standard 6: support and development.

This recommendation was made on 29 August 2016.

Action taken on previous recommendation

This has been developed but needs to be reviewed.

Recommendation 5

The childminder must return all documentation to the Care Inspectorate when asked. She should also make sure she regularly evaluates her service and involves parents and the children with this.

Reference: National Care Standards early education and childcare up to the age of 16. Standard 13: improving the service; standard 14: well-managed service.

This recommendation was made on 29 August 2016.

Action taken on previous recommendation

This had been completed but only gave a brief description of the service provided. The childminder is to provide more detail in future self assessments.

Recommendation 6

The childminder must attend refresher training in first aid, child protection awareness and food hygiene as soon as possible. She should attend training on 'Getting It Right For Every child' (GIRFEC) when this is available locally.

**Reference: National Care Standards early education and childcare up to the age of 16.
Standard 3: health and wellbeing; standard 14: well-managed service.**

This recommendation was made on 29 August 2016.

Action taken on previous recommendation

To update refresher training as soon as possible.

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	
29 Jul 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
21 Aug 2015	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
14 Jan 2013	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed
3 Aug 2011	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Aug 2010	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
24 Aug 2009	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
30 Oct 2008	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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