

Elizabeth Cairns Childminding Service Child Minding

Type of inspection: Announced
Inspection completed on: 4 August 2017

Service provided by:
Cairns, Elizabeth

Service provider number:
SP2015987000

Care service number:
CS2015337946

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

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.

The childminder registered with the Care Inspectorate on 31 August 2015. She operates her service from her home in the town of Irvine in North Ayrshire. She is registered to care for a maximum of six children under the age of 16, of whom no more than three are not yet attending primary school and no more than one is under twelve months. Numbers are inclusive of the childminder's own family. At the time of this inspection the childminder was providing her service for six minded children at various times.

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight service will not be provided.

The childminder principally aims to:

"Provide a childminding service for working parents/carers or anyone who requires childcare within my community"

"Provide a happy, caring and friendly environment that will enable children to develop, learn and have fun in my care"

What we did during our inspection

We wrote this report following an announced inspection which took place between 11am and 12.30pm on 4 August 2017.

We sent the childminder three questionnaires to give to parents/carers using her service. Two were returned during this inspection.

During the inspection process we gathered evidence from various sources including:

- Communication with children and parents/carers
- Consultation with children and parents/carers
- Weekly activity planner
- Children's information folders
- Medication policy/procedure/permission/recording
- Child protection policy & procedure
- Behaviour management strategies
- Photographs
- Various risk assessments
- Cleaning schedule
- Evacuation procedures
- Parental permissions
- Accident/incident recording facilities
- Infection control procedures
- Policies/procedures
- SCMA membership
- Training certificates
- Registration certificate
- Insurance certificate

We spoke with the childminder and observed interactions with the minded child present.

We also looked at some toys, equipment, activities and the general environment.

Views of people using the service

One minded child and the childminder's own daughter were present during our visit. The girls were friends and enjoyed positive relationships with one another. They had baked cakes prior to our arrival and happily decorated them whilst we were there. The childminder readily provided various ingredients for them to create their own designs.

Two parents/carers completed our Care Standards questionnaires giving us their views of the service provided. Both were happy with the quality of care their children received. One provided additional comments on various aspects of the service, some of which are included within this report.

Self assessment

The Care Inspectorate received a fully completed self assessment from the childminder.

The childminder identified what she thought she did well under the relevant Quality Themes. She told us how she involved parents and children in providing her with feedback which helped inform her daily practice and meet their needs/interests/preferences.

What the service did well

The childminder had taken account of the recommendations made at her previous inspection. She had attended training, developed children's personal plans and had introduced questionnaires to involve parents/carers in providing her with feedback on the service she provides.

She provided a flexible, reliable service and knew the children in her care very well, responding positively to their interests and preferences. Healthy choices were promoted and the children had access to various fun and interesting outdoor activities.

What the service could do better

Areas for improvement include:

- Further development of children's personal plans to include parent input and regular reviews
- On-going access to training and development opportunities relevant to her role
- On-going opportunities for families to provide her with feedback on her service and put forward any areas for improvement

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

The childminder provided opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices and information. She exchanged information about her service at initial visits and consulted with the parents/carers about the care of their children. 'All about me' and additional information forms were used to gather relevant details about the children including their interests, favourite toys, people close to them etc to assist her in getting to know them and meeting their needs. Parents and children were encouraged to play an active role in decision making. Children were provided with choices on a daily basis and their views and suggestions respected. The activity planner showed who had been consulted and what their suggestions were. This told us that families input was respected and included in daily practice.

Throughout our time in the childminder's home we observed the minded child to be familiar and comfortable and to enjoy a positive relationship with her and her own daughter. She knew the children she cared for well and was able to demonstrate how she catered for the children's individual needs and preferences. She gathered a range of relevant information to assist her in meeting their individual needs and interests. A parent told us "Elizabeth will always talk to me about my children and ask if there is anything I want her to do with them. She will follow their usual routines". Personal plans had been developed following a recommendation made at the previous inspection. The childminder now needed to ensure these included input from parents/carers and that reviews were carried out at least six monthly to ensure any changes in the children's care was taken account of.

The childminder provided a nurturing environment and promoted healthy lifestyles. Fruit and vegetables were always available as snack options and use of a 'five a day' chart encouraged the children to make healthy choices. A parent told us that she provided "Healthy snacks that my children enjoy. Always different things".

Regular active play opportunities helped the children to develop their physical skills and enjoy being in the fresh air. The children present enjoyed a game of 'swing ball' in the garden during our visit and photographs showed various outdoor activities on trips/outings.

She gathered information on the children's health needs and ensured permissions and recording facilities were available should the administration of medication be required.

The childminder took steps to ensure the children in her care were kept safe within and outwith her home and was aware of child protection issues and the action to take should concerns arise. She had undertaken child protection training since her last inspection to further raise her awareness and understanding. Strategies were in place promoting positive behaviour including praise and encouragement, sticker charts and rewards which the children responded well to.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder provided the children with a safe, clean and inviting environment. The children had access to the lounge, kitchen/dining area and toilet facilities on the ground floor level. New storage facilities were convenient and gave the children more space to play and to take part in messy activities.

The childminder ensured her home was safe and clean for the children. She showed us the risk assessments she had carried out which took account of the children's environment both indoors and outside. We asked that these be reviewed on a regular basis to reflect any changes. Use of the trampoline and activities/venues in the community had also been assessed to help safeguard the children. Safety precautions were in place indoors and the rear garden used for outdoor play opportunities was fully enclosed and secure. The parents we consulted with indicated they were happy with the safety of the childminder's home, the space provided and that she provided a suitable range of toys, equipment and activities. One told us "Elizabeth has lots of equipment to suit both my children's ages. The home is always a fun and safe environment".

The childminder carried out good practice procedures with regards to infection control. She provided individual hand drying facilities to help reduce cross infection and keep the children safe and healthy. She had achieved a Food Hygiene pass certificate from the local Environmental Health Department, allowing her to safely prepare and cook meals/snacks for the children if required. A cleaning schedule was in operation covering various areas of her home.

Accidents/incidents were recorded and countersigned by parents/carers ensuring they were made fully aware of any events and action the childminder had taken. The childminder had attended training and achieved a certificate in Paediatric First Aid following a recommendation made at her previous inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had developed her service and updated her knowledge and understanding since her previous inspection. Recorded information on the children had been further developed to include individual personal plans as required. She was a member of the Scottish Childminding Association and advised that newsletters she received and relevant websites helped keep her updated on best practice and any changes to legislation. We shared the contact details for the Information Commissioners Office (ICO) and advised her to contact them with regards to data protection registration.

The childminder had attended child protection and first aid training that benefitted her own professional development and assisted her in providing positive outcomes for families using her service. She should continue to access training relevant to her role as a childminder when possible.

The childminder's complaints policy informed parents of her procedure should any concerns/issues arise along with our contact details should issues not be fully resolved. The parents we consulted with indicated that they were aware they could raise any concerns/complaints with the Care Inspectorate.

Exchanges of information with parents assisted her in making any changes to benefit the families using her service. She advised that she had developed questionnaires to involve parents in evaluating the service she provides and putting forward suggestions for improvement, however none had been returned to her and we are unable to comment on these at this time. The childminder should continue to involve parents and children in providing her with useful feedback on the service she provides to help inform any improvements.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

In order to meet SSI 210/2011 Regulation 5 personal plans should be developed for each child using the childminder's service. These should set out how each child's health, welfare and safety needs are to be met by the childminder whilst in her care in consultation with the parent/carer and child themselves if able. Plans should be reviewed at least once in every six month period or sooner if required.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6 - Support and development.

This recommendation was made on 16 September 2016.

Action taken on previous recommendation

The childminder had developed individual personal plans for the children in her care. This recommendation was met. We suggested including parent's input and ensuring plans were reviewed at least six monthly as an area for improvement.

Recommendation 2

The childminder should access child protection training to help further raise her awareness and understanding of keeping children safe.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 3 - Health and well-being.

This recommendation was made on 16 September 2016.

Action taken on previous recommendation

The childminder had achieved a Child Protection in Scotland certificate through the NSPCC. This recommendation was met.

Recommendation 3

The childminder should attend First Aid training to help raise her awareness and confidence in dealing with any medical events.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 3 - Health and well-being.

This recommendation was made on 16 September 2016.

Action taken on previous recommendation

The childminder had achieved a certificate in Paediatric First Aid. This recommendation was met.

Recommendation 4

The childminder should access training recommended in Quality of Care and Support and Quality of Environment along with any other courses relevant to the service she provides.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 12 - Confidence in staff.

This recommendation was made on 16 September 2016.

Action taken on previous recommendation

The childminder now held certificates in First Aid and Child Protection. She is keen to undertake further training where possible and is aware she could achieve this via the internet when attending external courses proves difficult. This recommendation is met. Progress on training will be assessed at the next inspection.

Recommendation 5

The childminder should further develop ways in which she gains feedback from parents and children to help evaluate the service she provides. This should include encouraging them to provide her with any suggestions/ ideas for improvement.

National Care Standards 'Early Education and Childcare up to the age of 16', Standard 13 - Improving the service.

This recommendation was made on 16 September 2016.

Action taken on previous recommendation

The childminder advised that she had developed and issued her own evaluation questionnaires to parents however none had been returned at the time of this inspection. We have made it an area for improvement that she continue to involve parents/children in providing her with feedback to help inform future improvements.

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	
16 Aug 2016	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate

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