

Gracie, Kathryn Child Minding

Type of inspection: Unannounced
Inspection completed on: 6 June 2018

Service provided by:

Service provider number:

SP2005945554

Care service number:

CS2005089545

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

Ms Gracie has been registered with the Care Inspectorate since 2011 to provide a childminding service.

At the time of this inspection, the service complied with the following conditions:

1. 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 three 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.
2. Minded children cannot be cared for by persons other than those named on the certificate.
3. Overnight service will not be provided.
4. Strict supervision should be provided at all times when children are accessing the garden and when they are playing in the garden.

The childminder provided her service from her home a first floor flat, which is situated in a residential area of Maybole in South Ayrshire. The home is close to schools, nursery, shops and other local amenities. Minded children mainly have access to the sitting room. They also have limited supervised access to the kitchen.

At the time of this inspection, the childminder was providing a service for four children within the conditions of her registration.

It is the childminder's aim to 'provide a childcare service within a safe and fun environment for children aged 0-16 years of age'.

What we did during our inspection

We compiled this report after an unannounced inspection that took place on Thursday 31 May 2018 between 10:30am and 11:00am and on Wednesday 6 June between 10:45am and 12:00pm. A Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection, we spoke with the childminder and two young children who were present. We observed the care given by the childminder and looked at a number of documents including records for the children and health and safety records. We also inspected those areas of the property used for childminding.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), 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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

Views of people using the service

We spoke with the two young children who were present during the inspection. The children were happy, relaxed and chatted with ease to each other and the childminder. The children were able to play with a selection of age appropriate toys and could watch children's television. It was evident that the children liked their childminder.

We issued three questionnaires for parents to complete and one parent returned a completed questionnaire. This indicated satisfaction with the service. Comments included:

'My child absolutely loves every minute spent with her childminder. She is always doing something and I receive pictures, homemade cards and gifts all the time. I am extremely happy with the daily routine.'

Self assessment

The childminder identified what they thought the service did well but did not provide evidence of how they plan to develop the service in a systematic way. There was limited evidence of the childminder involving the parents or children in the self-assessment of her service.

What the service did well

We found that the childminder had established good relationships with the children and their families.

We found that the childminder had made progress in meeting one requirement and two recommendations made at the previous inspection:

- She had registered with the Information Commissioners Office (ICO)
- She had compiled care plans for each of the children in her care
- She had updated her first aid training since the previous inspection.

What the service could do better

We found that the childminder had not met one requirement and one recommendation made at the previous inspection. These were in relation to the environment and in addition, we identified other issues during this inspection in the relation to the Quality of the Environment and the Quality of Management and Leadership. As a result, we have graded the Quality of the Environment as 2: Weak and the Quality of Management and Leadership 3: adequate.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	2 - Weak
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We found that the quality of care was good in those areas we sampled under this quality theme.

The childminder understood and met the needs of the children in keeping with parental wishes and the children's care routines. The parent who completed our questionnaire wrote:

'Everything is kept up to date between my childminder and myself. All necessary forms about my child's development, likes and dislikes are done regularly.'

The childminder had recorded mandatory information and additional information specific to individual children and this formed the basis of personal plans, a requirement made at the previous inspection. However, in the interim period the childminder should also have compiled written reviews for children who were in the care of the childminder at the time of the previous inspection. (See requirement 1 for this quality theme).

We found good evidence that the childminder promoted healthy lifestyles. Generally, this was with walks and outings within the local community and through use of local amenities such as the Carrick Centre and Culzean Country Park where children had space for boisterous play. The children brought their own packed lunches and snacks and the childminder provided a basic breakfast of cereal. It was apparent that the childminder was happy to work with families and professionals to support children's health and wellbeing. She used a sticker reward system to good effect and this was helping children to develop healthy eating and drinking habits.

The childminder was aware of her responsibilities in relation to the protection of children. She had also put in place precautions to protect children in day-to-day situations such as, establishing the good practice of following simple instructions in relation to road and car safety. She was also aware that not all children have the same understanding of safety and she was conscious that she had to be particularly vigilant during outings in public places.

The childminder advised that she had not been requested to administer medication since the previous inspection but had available paperwork to record this if needed.

We suggested that the document 'Management of medication in daycare of children and childminding services' (Care Inspectorate 2014) available on the Care Inspectorate website www.careinspectorate.com will provide useful guidance in relation to this matter.

We saw that the childminder was calm and attentive towards the children in her care and the children enjoyed being in her company. We saw that she encouraged the children to share and be respectful towards each other. The children had access to a supply of age appropriate materials in keeping with their interests.

Requirements

Number of requirements: 1

1. In order to ensure that children's care is well planned and in keeping with their needs, each child must have their personal plan reviewed by 4 July 2018 and the childminder must:

- agree and discuss the content of these with parents
- review all plans as required at least once in any six month period in consultation with parents and if

appropriate the children

- ensure that any child new to the service has a written personal plan within 28 days of first using the service.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.' (HSCS 1.15), and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 210:5(1): Personal plans.

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We saw that safety and hygiene within the home and garden was not of a standard we would expect of a registered childminder. We have therefore graded the quality of the environment as weak and we will be making a follow up visit during this inspection year to check on progress with our recommendations.

At the previous inspection, we required that the childminder ensure that her environment was safe and secure at all times. The security of her environment was compromised. This was in relation to the final exit door. (See recommendation 1 for this quality theme.)

The childminder had a condition on her certificate of registration in relation to supervised use of her garden. At the time of her previous two inspections, the garden was considered unsuitable for childminding activities. At the previous inspection, childminder had agreed to apply for a variation to remove any use of the garden from her conditions of registration. She had not done this. She agreed that she would address this as a priority and request that this condition be varied to make clear that the garden is not available for childminding. (See recommendation 2 for this quality theme.)

On the first day of the inspection, we inspected the kitchen and bathroom. The kitchen in particular was extremely untidy and the work surfaces cluttered. The bathroom too was untidy and individual hand drying for the minded children was not evident. It was difficult to assess the cleanliness or safety of these areas. On the second day, these areas were tidier and the childminder had available individual hand drying for the minded children. We discussed nappy changing and while the childminder did use disposable gloves she did not use disposable single use aprons (See recommendation 3 for this quality theme.)

At the previous inspection, we recommended that the childminder undertake written risk assessments for a range of activities. She had undertaken written risk assessments for outings. As identified in this section of the report the childminder needs to compile additional written risk assessments to support her in her role in ensuring children are safe and protected. (See recommendation 4 for this quality statement.)

General safety precautions to protect children were in place, for example, the childminder had tested her smoke alarm regularly to ensure working order and early warning of danger. We have asked the childminder to follow the guidance 'Fire Precautions in Domestic Childminding Premises' (Care Commission 2008)

www.careinspectorate.com and test her alarms weekly and keep a record of these. The childminder also had a fire blanket available in her kitchen. There was a stair gate in place to prevent children having unsupervised access to the kitchen and the cat litter tray.

The service had registered with environmental health for the provision of food and had a pass with no further action required dated June 2016.

Suitable insurance was in place for childminding and the use of her car and she told us that she used suitable car seats for minded children.

There had been no accidents but paperwork to keep records should any occur was available.

Overall, the children mainly had access to the sitting room where there was space to play and comfortable seating for rest and relaxation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 4

1. The childminder must ensure her home is secure at all times but in keeping with the guidance 'Fire Precautions in Domestic Childminding Premises' (2008) she must remove keys from final exit doors. In order to comply, the childminder must safely secure the final exit door to prevent unauthorised access. In the absence of an alternative means of securing the final exit door, the key should be kept on the childminder's person.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

2. The childminder should apply for a variation to make clear the garden is not part of the premises used for childminding activities. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

3. The childminder must make and maintain her environment in a condition fit for childminding ensuring that there is proper provision for health and safety, infection control and food hygiene. This should include the use of single use disposable aprons when changing nappies in keeping with 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding) October 2016 available from www.hps.scot.nhs.uk

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe.' & 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.17 & 5.22)

4. The childminder should compile written risk assessments for pet management, security, general home safety and the garden. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

Grade: 2 - weak

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 adequate in those areas we sampled under this quality theme.

At the previous inspection we required the childminder to register with the Information Commissioner's Office (ICO) in relation to General Data Protection Regulation (GDPR) and how childminders may collect, manage, store and share data. The childminder had met this requirement.

The childminder had some examples of current best practice guidance documents relevant to childminding including the 'Health and Social Care Standards' (Scottish Government 2017). She was a member of the Scottish Childminding Association and felt that literature from that organisation and the Care Inspectorate helped her to keep up to date with current developments in childminding. We suggested that in addition she would find it beneficial to download publications recently published by the Care Inspectorate www.careinspectorate.com such as 'Our Creative Journey', 'My World Outdoors' and 'My Childminding Experience and documents referred to in other sections of this report. (See recommendation 1 for this quality statement.)

At the previous inspection, we recommended that the childminder take up training appropriate to the role of childminder. She had updated her first aid certificate. She now needs to consider other training including child protection. We have suggested that she look at online courses. (See recommendation 2 for this quality statement.)

The childminder had submitted her annual return and self-assessment to the Care Inspectorate and these provided some insight into how the childminder used quality assurance processes to evaluate her service in consultation with children and their families. However, she had not submitted an action plan to Care Inspectorate following her previous inspection and this was reflected in our findings for this inspection. (See recommendation 3 for this quality statement.)

It was apparent that the childminder used day-to-day exchanges with children and parents to discuss childcare issues, choices and preferences. The parent who completed our questionnaire told us that she had never had any cause to complain about the service but if she had, she would, 'Speak to my childminder. She is very helpful, friendly, cheery and always happy to help.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should download publications available in the Care Inspectorate website www.careinspectorate.com such as 'Our Creative Journey', 'My World Outdoors', 'My Childminding Experience', 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding)', 'Management of medication in daycare of children and childminding services' and 'Fire Precautions in Domestic Childminding Premises'. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience high quality care and support based on relevant evidence, guidance and best practice,' (HSCS 4.11)
2. The childminder should undertake training courses suitable for the role of a childminder. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience high quality care and support based on relevant evidence, guidance and best practice,' (HSCS 4.11)
3. The childminder should submit an action plan detailing action taken and planned to meet the requirement and seven recommendations made in this report and show how the childminder intends plan to improve the service in a systematic way. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes,' (HSCS 4.19)

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The childminder must register with the Information Commissioner's Office.

This is in order to comply with SSI 210, Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011. Regulation 4(a) Welfare of Users.

Timescale: on or before 5 November , 2017.

This requirement was made on 18 August 2017.

Action taken on previous requirement

Please refer to the section of this report headed Quality of Care and Support.

Met - within timescales

Requirement 2

The childminder must ensure the environment is safe and secure at all times; this is in order to protect the children in her care from harm.

This is in order to comply with SSI 210, Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011. Regulation 4. Welfare of Users.

Timescale: by 1 December, 2017

This requirement was made on 18 August 2017.

Action taken on previous requirement

Please refer to the section of this report headed Quality of Environment.

Not met

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

Previous recommendations

Recommendation 1

The childminder must record how she plans to meet the health, welfare and safety needs of each minded child. This information should form the basis of the personal plan for each child. This should be in place within 28 days of a child starting the service and reviewed with the child and their families at least once every six months.

This is in order to comply with SSI 210, Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011. Regulation 5 - Personal Plans.

This recommendation was made on 18 August 2017.

Action taken on previous recommendation

Please refer to the section of this report headed Quality of Care and Support. Recommendation met.

Recommendation 2

The childminder should compile written risk assessments for her home. In addition there should be written risk assessments for outings that have potential hazards and if minded children have contact with the pet hamster and cats

This is in line with National Care Standards for early education and childcare up to the age of 16: Standard 2: A safe environment.

This recommendation was made on 18 August 2017.

Action taken on previous recommendation

Please refer to the section of this report headed Quality of Environment. Recommendation not met.

Recommendation 3

The childminder should access training in key topics relevant to childcare such as first aid, child protection, infection control, risk assessment and other topics relevant to the role of childminder.
National Care Standards for early education and childcare up to the age of 16: Standard 12: confidence in staff.

This recommendation was made on 18 August 2017.

Action taken on previous recommendation

Please refer to the section of this report headed Quality of Management and Leadership. Recommendation 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 Aug 2017	Announced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
22 Jun 2016	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
17 Jun 2015	Unannounced	Care and support 4 - Good Environment 3 - Adequate

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed 4 - Good
19 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
2 Aug 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
30 Oct 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
26 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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