

Care service inspection report

Thomson, Jennifer

Child Minding

Macduff

Inspected by: Caroline Munro

Type of inspection: Unannounced

Inspection completed on: 19 September 2012



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Service provided by:

Thomson, Jennifer

Service provider number:

SP2003900738

Care service number:

CS2003002116

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Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good

What the service does well

The childminder:

- has a recognised qualification in childcare
- regularly attends training to learn more about caring for children in a safe and child-centred way
- listens to parents and children so that she can find out about the care the children need and what they like
- knows how to care for children safely
- is kind and caring.

What the service could do better

- The childminder should add the Care Inspectorate's website address to the complaints procedure so that parents are aware that they can make a complaint online.
- The childminder should update her health and safety information to include arrangements for the family cat.

What the service has done since the last inspection

- The childminder has learnt more about how to provide safe and child-centred care by attending training.

- The childminder has started to use new paperwork which makes it easier for her to find out and keep records of children's needs and development.

Conclusion

When we visited the childminder was providing a very good service. She had a very good understanding of the children's needs and what was important to them.

Who did this inspection

Caroline Munro

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Prior to 1 April 2011, this function was carried out by the Care Commission. Information in relation to all care services is available on our website at www.scswis.com. This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Requirements and Recommendations

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a Recommendation or Requirement.

* A Recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement.

* A Requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act, or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a Requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Jennifer Thomson is registered to provide a childminding service for 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.

The childminder has written a detailed statement of her aims. This includes a commitment to offer a "welcoming, warm, safe and stimulating environment," and to help children develop, "positive attitudes to self and others."

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website

www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

What we did during the inspection

An inspector, Caroline Munro, wrote this report following an unannounced inspection visit which took place between 10.45am and 12.15pm on 19 September 2012. Feedback was given to the childminder during the inspection.

During this inspection we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents including;

- children's individual records
- medication records
- permission slips
- children's diaries
- training records
- child protection policy
- infection control policy
- complaints policy
- information booklet
- car insurance details
- pet inoculation record
- boiler service record.

We also spoke with the childminder, observed how she cared for the children and checked the environment, including the garden.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

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

No Recommendations were made in the previous inspection report.

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

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

We require service providers, including childminders, to complete a self assessment before we carry out an inspection. We expect them to use their knowledge of relevant legislation, National Care Standards and best practice guidance to assess how well their care service is performing by identifying its strengths and areas for improvement.

The childminder completed the self assessment within the specified timescale and identified some of the service's strengths.

Taking the views of people using the care service into account

The childminder was caring for three pre-school children on the day of the inspection. The children appeared comfortable and found it easy to seek help and reassurance from the childminder.

Taking carers' views into account

Before the inspection we sent 3 Care Standards Questionnaires to the childminder and asked her to pass them on to parents so that they could let us know their views on the quality of the care service.

One completed questionnaire was returned. The parent strongly agreed with the statement, "Overall, I am happy with the quality of care my child receives in this service."

The parent told us that the childminder "provides an excellent service, and I am very

grateful to her for the quality of service she provides for my child."

The information in the parental questionnaire helped us decide how well this care service was performing.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

I ensure that parents and families participate in assessing and improving the quality of care and support provided by the service.

Service strengths

This service was performing at a very good level in the areas covered by this Statement.

The childminder was interested in parents and children's views. She understood that responding to their comments and suggestions was an essential part of providing a good quality service.

When parents started using the care service they were given an information booklet. It was easy to read and contained a lot of useful information about the childminder, her training and how she cared for the children. This is good practice, as parents are more likely to comment on how well the care service is performing when they have a good understanding of what it aims to provide and how it should operate.

The childminder encouraged parents to share their views by being open and informative about how children spent their time and how they were cared for:

- younger children had diaries which helped keep parents informed about how they spent their time with the childminder
- parents were also able to talk to the childminder when they dropped off and collected their children, and they could also get in touch with the childminder at other times.

Each year parents were asked to complete a questionnaire so that they had another opportunity to put their views forward.

The childminder had recently started to use new paperwork which helped her record how children were developing and their achievements. It prompted the childminder to ask parents and children for their views.

Areas for improvement

This grade implies that performance does not require significant adjustment. However, there is an expectation that the childminder will take opportunities to improve and strive to raise performance to excellent.

The childminder should update the complaints procedure so that parents know that she will aim to resolve complaints within 20 days; and that they can make a complaint directly to us via our website.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

I gather information about the child and their needs.

Service strengths

This service was performing at a very good level in the areas covered by this Statement.

A parent told us that the childminder:

- monitored children's development and used this information to plan their care
- listened to and acted upon parents' views on needs and interests.

During the inspection visit the childminder demonstrated a very good understanding of the children's needs and interests and how parents wanted their children to be cared for.

The childminder understood that it was important to offer new families a warm welcome, so that they could start to get to know one another and begin to develop an open and trusting relationship. She had a 'Getting to Know Me' policy which explained how she would help parents and children settle in.

The childminder met with parents before they used the service so that she could gather information about their children's needs. She recorded essential information about the children, such as their health needs and parental and emergency contact details, on a registration form. Parents were also asked to provide more detailed information about their children's routines and interests to help the childminder provide child-centred care.

The childminder found out more about the children's needs after she started to care

for them. She had started to record more information about their development and achievements.

Areas for improvement

This grade implies that performance does not require significant adjustment. However, there is an expectation that the childminder will take opportunities to improve and strive to raise performance to excellent.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 – Very Good

Statement 1

I ensure that parents and families participate in assessing and improving the quality of the environment within the service.

Service strengths

This service was performing at a very good level in the areas covered by this Statement. See Quality Theme 1 Statement 1 for more information.

Areas for improvement

This grade implies that performance does not require significant adjustment. However, there is an expectation that the childminder will take opportunities to improve and strive to raise performance to excellent.

Grade awarded for this statement: 5 – Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

My home is safe, hygienic, smoke free, clean and tidy for children using the service.

Service strengths

This service was performing at a very good level in the areas covered by this Statement.

A parent told us that the childminder's home was safe, secure, hygienic, smoke free and pleasant.

The childminder understood that she was responsible for providing a safe environment at all times. On the day that we carried out the unannounced inspection the childminder's home was safe, hygienic, smoke free, clean and in a good state of repair.

The childminder told us about her cleaning routine and the other steps she took to ensure children were cared for in a safe environment. For example:

- children were encouraged and helped to wash their hands before eating and after going to the toilet
- toys were well organised and cleaned regularly

- frequently used and high risk areas of the house, such as the toilet, were cleaned each day, or more often if required
- children were encouraged to take care of one another and to watch out for potential hazards
- the garden was secure
- there were stair gates so that children could not access risky areas such as the stairs and the kitchen on their own.

There was written guidance which explained what action the childminder would take in an emergency situation to ensure children's safety.

Areas for improvement

This grade implies that performance does not require significant adjustment. However, there is an expectation that the childminder will take opportunities to improve and strive to raise performance to excellent.

The childminder should update her health and safety guidance to include arrangements for the family cat.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 – Very Good

Statement 1

I ensure that parents and families participate in assessing and improving the quality of the service.

Service strengths

This service was performing at a very good level in the areas covered by this Statement. See Quality Theme 1 Statement 1 for more information.

Areas for improvement

This grade implies that performance does not require significant adjustment. However, there is an expectation that the childminder will take opportunities to improve and strive to raise performance to excellent.

Grade awarded for this statement: 5 – Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 2

I understand my role and responsibilities in relation to child protection and provide a service that promotes the health, nutrition and safety of the children in my care.

Service strengths

This service was performing at a very good level in the areas covered by this Statement.

A parent told us that:

- their children appeared happy and confident with the childminder
- they felt confident the childminder would protect their children from harm.

The childminder had a professional qualification in childcare and was a member of the Scottish Childminding Association.

The childminder had a strong commitment to continuous professional development. Since the previous inspection she had attended a range of relevant training sessions, including:

- child protection

- food hygiene
- National Care Standards and Scottish Social Services Council (SSSC) requirements
- caring for autistic children
- epilepsy awareness
- "Getting it Right for Every Child" framework
- managing behaviour
- supporting families through change.

We observed that the childminder paid close attention to the children and responded to their needs in a competent and caring manner. For example, she paid attention to facial expressions and body language, and helped children go to the toilet, get ready to play outside and to have a snack.

The childminder provided snacks and drinks. She had a copy of nutritional best practice guidance. She understood that it was important to encourage children to eat and drink healthily. For example, children enjoyed home-made lentil soup.

The childminder understood that she had a responsibility to pass on any child protection concerns. This was clearly explained in the child protection policy.

The childminder understood how to administer medication safely. She kept records which showed that she had parental consent before administering medication, which was supplied in its original container with clear, written instructions on how it should be used.

The childminder had a current first aid certificate. During the inspection visit she responded calmly when a child had an accident; and provided first aid and comfort.

Areas for improvement

The childminder was planning to attend continuous professional development and meningitis awareness training.

We asked the childminder to read Health Protection Scotland's guide on infection prevention and control in childcare settings. This will provide the childminder with an opportunity to review best practice in this area and plan further improvements to her policies and how she cares for children.

This grade implies that performance does not require significant adjustment. However, there is an expectation that the childminder will take opportunities to improve and strive to raise performance to excellent.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

6 Inspection and grading history

Date	Type	Gradings
30 Nov 2010	Announced (Short Notice)	Care and support 5 - Very Good Environment Not Assessed Staffing Not Assessed Management and Leadership Not Assessed
25 Mar 2010	Announced	Care and support 4 - Good Environment Not Assessed Staffing 5 - Very Good Management and Leadership Not Assessed
22 Dec 2008	Announced (short notice)	Care and support 5 - Very Good Environment 4 - Good Staffing 4 - Good Management and Leadership 5 - Very Good

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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ہے بایں تسرد یم ونابز رگی د روا ولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

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