

Childminder inspection report

**Thomson, Jennifer
Macduff**

Service provided by: Thomson, Jennifer

Service provider number: SP2003900738

Care service number: CS2003002116

Inspection Type: Unannounced

Care services in Scotland, including childminders, cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

 [@careinspect](https://twitter.com/careinspect)

1 Introduction

Jennifer Thomson is registered as a childminder to provide care for a maximum of 6 children under the age of 16 of whom no more than 3 are not yet attending primary school and of whom no more than 1 will be under 12 months. Numbers are inclusive of children of the childminder's family. This childminder employs an assistant and minded children cannot be cared for by persons other than those named on the certificate. Overnight service will not be provided.

The childminder provides her service from her home located in the village of Macduff in Aberdeenshire. The property has an enclosed rear garden and is well situated to access local schools, parks and amenities.

The childminder's aims and objectives of the service include to:

- provide a welcoming, warm safe and stimulating environment
- encourage positive attitudes to self and others through praise and encouragement
- broaden children's learning abilities, and for the child to be unselfish and sharing
- offer an open door policy to all; parents are welcome to comment and discuss any issues relating to their child
- keep all children's records confidential and up to date.

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 Care Inspectorate regulates care services in Scotland. Information in relation to 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.

What we did during our inspection

We wrote this report following an unannounced inspection carried out by one inspector. The inspection took place on 28 June 2016 between 10:00am and 1:30pm. Feedback was given to the childminder during and at the end of the inspection.

During the inspection we gathered evidence from the following sources:

We spoke with:

- the childminder
- four minded children
- the childminder's grandchild
- two parents.

We looked at:

- children's experiences in the setting
- the childminder's practice with the children
- the environment for the children
- aims and objectives of the service
- children's records
- training certificates
- risk assessments
- questionnaires developed by the childminder to carry out with the parents and children.

The following policies and procedures:

- emergency procedures

- child protection
- complaints policy
- confidentiality
- infection control policy
- bullying
- equal opportunities
- behaviour.

Views of people using the service

Two parents returned completed Care Standards Questionnaires (CSQs) and we had the opportunity to speak with another two parents during inspection. Responses indicated that parents were very happy with the service; commenting positively about the service they received:

- "I am really chuffed with the service. There are lots of opportunities for outdoor play".
- "I am very happy with what Jennifer does with my child, and the things/ projects they come home with".

Four children aged between 3 and 4 years were present during inspection. They told us they like playing with the toys and going outside. They appeared really happy and settled in the childminder's care.

Self assessment

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

We did not receive a self assessment from the childminder. The childminder told us she was confused with the eforms system and during inspection we helped her access the document. After inspection a fully completed self assessment was submitted.

What the service did well

The childminder had a warm and welcoming manner and had developed very positive relationships with the children in her care. The childminder ensured the children were given plenty of opportunities for outdoor play and the children were able to choose from a range of activities and toys suitable for their age and stage of development.

What the service could do better

The childminder should continue with her very good practice. She should ensure her policies and procedures are up to date and continue to attend training to support the needs of the children in her care.

2 The grades we awarded

We grade the quality of care and support, the quality of the environment and the quality of management and leadership. If the childminder employs an assistant, we also grade the quality of staffing. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

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

3 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 children's emergency contact and healthcare details were recorded and reviewed with parents at least every six months to help keep children safe in the event of an accident or emergency. The childminder collated information about the children's likes, dislikes and routines to ensure a continuity of care. We noted information from home was used to support toilet training practices.

In order to safeguard children, the childminder had attended recent child protection training and through discussion was able to describe possible signs of abuse and the correct procedures to follow if concerned. An appropriate child protection policy was in place to support this; however, this did not reference current child protection guidance. The childminder told us she would change this immediately. The childminder used SCMA (Scottish Childminding Association) forms to record the administration of medication; however, these

were out of date and did not record the symptoms, date dispensed or the duration of treatment in order to safeguard children. We gave the childminder the updated forms from the SCMA and she indicated she would use these. The childminder did not have a safe administration of medication policy to support her practice and inform parents **(see Recommendation 1)**. Information about the safe administration of medication can be found at:

<https://www.careandlearningalliance.co.uk/wp-content/uploads/2015/08/Care-Inspectorate-Medication-Management-2014.pdf>

During inspection we observed a very positive, nurturing relationship between the children and the childminder. The children appeared very settled and played together with a wooden train and cars. The childminder encouraged the children to share the toys and treated all the children equally. The childminder promoted a healthy lifestyle and the children played outdoors on a range of equipment which supported their physical development. Parents gave permission for their child to independently visit parks close to the childminder's home after school. This supported their responsibility and independence. The childminder was aware of the nutritional guidance, Setting the Table, and used this to provide healthy meals, snacks and drinks for the children. During inspection the children were offered a range of fruit for snack with pizza and vegetables for lunch. The children were offered water or milk to drink which supported good dental health.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. To ensure the safe administration of medication, the childminder must:
 - a. have a written medication policy
 - b. record all relevant information to help keep children safe.

National Care Standards Early Education and Childcare Up to the Age of 16 -
Standard 3: Health and Wellbeing and Standard 14: Well-Managed Service

4 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 children were able to choose from a variety of age appropriate toys and games. These were rotated frequently and the children were involved in picking the toys. We saw some electronic toys and arts and crafts materials suitable for older children after school. Some photographs of the children were displayed on a noticeboard which helped them feel welcome and part of the family. The sofa in the living room provided a safe place to rest and relax, and the childminder used a travel cot if a child required a nap during the day.

The fully enclosed garden was very welcoming and safe for the children to play in. There were a variety of outdoor toys which supported the children's physical development. The childminder made very good use of the local amenities and parks. This ensured the children were familiar with their local environment, helping them grow into responsible individuals. We accompanied the childminder to nursery and the children were supported to cross roads safely. The children told us:

- "Stop, look, listen. Watch out for parked cars".

Risk assessments were completed to help keep the children safe and well and identify any possible hazards at the childminder's home and in the local environment.

We noted the childminder followed appropriate infection and control procedures to keep the children safe and well. The children were supported to wash their hands before eating and after going to the toilet. The toys and games were clean and well maintained and liquid soap and clean towels were provided in the bathroom. In order to safeguard children, the childminder had attended recent first aid training and was able describe how to deal with minor scrapes

and more serious emergencies. Accidents and incidents forms were available to record any injuries.

Grade

The quality of environment is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

We only assess this where the childminder employs an assistant.

6 Quality of management and leadership

Findings from the inspection

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

The childminder employed an assistant to support her service. However, the assistant had very limited responsibilities, mainly supporting the childminder on occasions when she took children to school or nursery. The assistant was not present during inspection however; the childminder indicated the assistant would be willing to undertake first aid and child protection training to help keep children safe and well.

The childminder was a member of SCMA (Scottish Childminders Association) and was aware she can access their website to inform her knowledge and practice. She had used their site to help develop her records and care plans for the children and collate information to ensure a continuity of care. The childminder had policies and procedures to support her service. However, these should be reviewed regularly to ensure they reflect current guidance and procedures.

To ensure the health and wellbeing of the children, the childminder had attended recent training on first aid, child protection and food hygiene. The childminder planned to enrol on infection control training. The childminder had been on recent Getting it Right for Every Child (GIRFEC) and Building the Ambition training and was able to discuss the named person and the importance of all agencies working together to support families. To further develop her knowledge and understanding of child development and to support children with specific needs, the childminder had also completed recent training on working with children on the autistic spectrum.

The childminder used a variety of methods to involve parents and children in making improvements to the service. Settling in visits provided the children and their families with opportunities to discuss any possible issues to help ensure a continuity of care. We noted parents were warmly welcomed at pick up times and plenty of opportunities were given to raise any concerns. The childminder issued questionnaires to parents after children left the service to find out possible ways to improve her service. The comments were very positive and parents were very happy with the service provided. The children were involved in picking toys and daily activities. They told us the childminder always asks them what they want to do.

Grade

The quality of management and leadership is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

Previous recommendations

There are no outstanding recommendations.

8 Complaints

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

9 Enforcements

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

10 Other issues

none

11 Inspection and grading history

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| 19 Sep 2012 | Unannounced | Care and support | 5 - Very Good |
| | | Environment | 5 - Very Good |
| | | Staffing | 5 - Very Good |
| | | Management and Leadership | Not Assessed |
| 30 Nov 2010 | Announced (Short Notice) | Care and support | 5 - Very Good |
| | | Environment | Not Assessed |

Childminder inspection report

| | | | |
|-------------|--------------------------|--|---|
| | | Staffing Management and Leadership | Not Assessed Not Assessed |
| 25 Mar 2010 | Announced | Care and support Environment Staffing Management and Leadership | 4 - Good Not Assessed 5 - Very Good Not Assessed |
| 22 Dec 2008 | Announced (short notice) | Care and support Environment Staffing Management and Leadership | 5 - Very Good 4 - Good 4 - Good 5 - Very Good |

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Contact Us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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