

Gordon, Jessie Child Minding

Airdrie

Type of inspection:
Unannounced

Completed on:
6 August 2024

Service provided by:
Jessie Gordon

Service provider number:
SP2003909450

Service no:
CS2003034601

About the service

Jessie Gordon provides a service from their property in a quiet residential area of Calderbank, North Lanarkshire. The childminder is registered to care for a maximum of six children at any one time under the age of 16, 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.

The service is close to local primary schools, shops, parks and other amenities. Children are cared for within a dedicated playroom, on the upper floor of the premises. Toilet and kitchen facilities are just outside the playroom. Children also have access to an enclosed back garden.

About the inspection

This was an unannounced inspection which took place on 6 August 2024 between 11:00 and 12:45. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with five children using the service and received feedback from two of their family members
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

- Children were settled, confident and comfortable in the childminder's care.
- The childminder's interactions were warm and nurturing, helping children feel safe and secure.
- The childminder had fostered positive relationships with the children and their families, supporting their wellbeing.
- Personal plans should be developed to ensure they contain relevant information to meet children's needs.
- The childminder provided a welcoming environment, helping children feel a sense of belonging.
- Children's wellbeing was promoted by regular access to outdoors.
- The childminder should ensure the service's records are well maintained and organised.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality indicator 1.1: Nurturing care and support

There were five school-aged children present at the time of the inspection. They were happy, settled and confident in the care of the childminder. The childminder used warm and nurturing interactions, which supported children to feel, loved, safe and secure. Parents told us, "the [children] love going to [the childminders], they love the care and nurture she gives them, they love the toys and opportunities she provides for them both within the home and out with" and they have "a very caring and has a lovely nurturing manner."

Children had attended the service for some time and the childminder had developed meaningful relationships with their families. The childminder communicated regularly with parents through text messages and daily conversations. One parent told us, "[the childminder] keeps me updated with regular communication when she has the [children] for example sending photos of them doing activities" and "[the childminder] keeps in regular contact on the days that she is providing care for the [children] so we know what they have been up to, what they have eaten, if there have been any behaviours we should know about, and we talk openly in front of the [children] so they can see that we are all part of their wee team and we work together to keep them safe."

The childminder knew children well and understood their likes and dislikes, which helped them meet their needs. However, personal plans had not been reviewed or updated for some time. The childminder should formally record information in personal plans, which sets out how children's needs, wishes and choices will be met. Therefore, we have repeated an area for improvement made at the last inspection (see area for improvement 1).

Children experienced a relaxing and sociable lunch time where they sat together at the dining table. Some children brought packed lunches and the childminder also provided additional snacks and meals. This included sandwiches, fruit and homemade meals. Water was available throughout the day and the childminder encouraged children to take drinks, helping ensure they were kept hydrated.

Quality indicator 1.3: play and learning

Children choose from a range of play activities that met their interests. For example, role play, superhero figures and cars. They also had opportunities to participate in arts and craft activities. Children told us, "I like playing with the dinosaurs, I like playing with the arts and crafts and I like playing with the other children."

Opportunities for sensory play supported children's imagination and creativity. For example, magic sand, slime and shaving foam. Children had fun playing with other children of varied age groups, which widened their social skills and supported them as they learned about sharing and negotiating with others.

Since the last inspection the childminder had removed some toys and play materials that were no longer needed. They should continue to review play materials and to ensure they meet the age and stage of

children's development. Some toys and materials were stored in a nearby cupboard. However, we discussed that reviewing the storage of arts and craft materials would allow children to access these independently and meet their interests.

Children benefitted from regular opportunities to access outdoor play, which supported their overall wellbeing and physical skills. Some children enjoyed visiting the local park and practising their skills on their scooters. One parent told us, "the [children] love being outside, playing with water, playing at the park, walking, running, jumping and riding on their scooters and [the childminder] has supported them in building confidence to use their scooters in the local community on a regular basis." In addition, children recently took part in a local community clean up operation, which helped them develop a sense of responsibility and an appreciation of the world around them.

Areas for improvement

1. To support children's wellbeing and development, the childminder should ensure each child has a personal plan which demonstrates clearly how their needs will be met, as well as their wishes and choices.

This should include, but not be limited to ensuring personal plans are regularly reviewed with children and parents, to ensure that information in relation to children's health, welfare and safety needs is up to date, to reflect children's current needs, wishes and choices.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care 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 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality indicator 2.2: Children experience high quality facilities

Children were cared for within a dedicated playroom, supporting them to feel welcomed and developed a sense of belonging. Families were invited into the home, which promoted opportunities to build positive connections. One parent told us, "both myself and my husband feel very welcome in [the childminders] home, she is always so open and friendly and transparent."

Children were comfortable moving between the play spaces and chose between playing and eating at the table, or playing on the rugs and floor space with toys. The childminder should continue to review spaces to ensure they meet children's needs. Children enjoyed spending time relaxing on sofas, which supported their wellbeing. In addition, children accessed the back garden when they wished, which provided opportunities for fresh air and exercise.

A variety of measures were in place to keep children safe. This included appropriate supervision and discussions with children about managing their own safety. At the time of the inspection the toilet facilities were being refurbished. Enhanced supervision was in place during this time to help ensure children stayed

away from any hazardous materials. We reminded the childminder to notify us of any further planned refurbishments.

Infection control practices supported a safe environment for children. For example, clean surfaces for preparing food and regular cleaning of play spaces. We discussed that improvements could be made to hand drying facilities by providing disposable paper towels. This would help minimise the potential risk of spread of infection.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 3.1: Quality assurance and improvement are led well

The childminder created a warm and welcoming service, which helped children feel loved, safe and secure. They provided a flexible service that met the needs of families and supported them to build trusting relationships. One family told us, "we are absolutely delighted with the care and support that [the childminder] provides to our [children]."

At the time of the inspection the childminder mostly cared for school-aged children, which meant that daily routines had changed in consultation with children. For example, children were involved in planning their day and activities, which ensured their views were valued.

The childminder valued feedback from parents and used informal ways to evaluate the service. For example, daily discussions with parents and sharing information through messaging applications. The childminder had reflected on play spaces since the last inspection, which resulted in removing some toys to create more floor space. They should now consider further ways to review the service and identify improvements needed to help achieve positive outcomes for children.

We made an area for improvement at the last inspection in relation to organisation of paperwork and records. We still found some aspects of record keeping to be disorganised. Therefore, this area for improvement has been repeated.

Areas for improvement

1.
To support children's wellbeing the provider should ensure the service's records are organised, well maintained and accurate. This would ensure that written information supports children's needs and impacts positively on the quality of their care.

To achieve this consideration should be given to:

- Organising paperwork to ensure it is easy to locate important documents.
- Reviewing children's files to ensure all information is correctly entered.
- Keeping accurate attendance registers.
- Keeping accurate records of medication administered.
- Having policies in line with good practice guidance.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I use a service and organisation that are well led and well managed' (HSCS 4.23) and 'I experience high quality care and support because people have the necessary information and resources (HSCS 4.27).

How good is our staff team?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality indicator 4.1: staff skills, knowledge and values

Children were cared for in a relaxed, nurturing and caring environment, which supported their wellbeing. Families were involved in their child's care and the childminder valued opportunities to share children's experiences. Two parents told us, "I think my children have thrived in [the childminders] care. They are happy, safe and cared for and have fun along the way" and "we are very pleased with the service provided."

The childminder had undertaken first aid training which supported them in their role to help keep children safe. They understood their role in regards to child protection and knew how to respond if they had concerns about a child's wellbeing. However, it had been some time since they accessed other professional learning opportunities. Accessing further opportunities for professional development and learning would support them in their role.

The childminder was a member of the Scottish Childminding Association (SCMA) and they continued to volunteer at local toddler groups. This provided opportunities to help them reflect on best practice and share ideas and suggestions to help with delivery of the service.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To support children's wellbeing and development, the childminder should ensure each child has a personal plan which demonstrates clearly how their needs will be met, as well as their wishes and choices.

This should include, but not be limited to ensuring personal plans are regularly reviewed with children and parents, to ensure that information in relation to children's health, welfare and safety needs is up to date, to reflect children's current needs, wishes and choices.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care 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 'My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected' (HSCS 1.23).

This area for improvement was made on 23 November 2022.

Action taken since then

The childminder had made limited progress with this area for improvement. Therefore, this area for improvement has not been met and remains in place.

Previous area for improvement 2

The childminder should ensure the service's records are organised, well maintained and accurate. This would ensure that written information supports children's needs and impacts positively on the quality of their care.

This should include, but not be limited to:

- Organising paperwork to ensure it is easy to locate important documents.
- Reviewing children's files to ensure all information is correctly entered.
- Keeping accurate attendance registers.
- Keeping accurate records of medication administered.
- Updating policies in line with good practice guidance.

This is to ensure that children's care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 23 November 2022.

Action taken since then

The childminder had made limited progress with this area for improvement. Therefore, this area for improvement has not been met and remains in place.

Complaints

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

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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