

Anderson, Ann Child Minding

Dundee

Type of inspection:
Unannounced

Completed on:
24 October 2024

Service provided by:
Ann Anderson

Service provider number:
SP2003901185

Service no:
CS2003002694

About the service

Ann Anderson provides a childminding service from their home in a residential area of Dundee. The childminder is registered to provide a care service to a maximum of six children up to the age of 16 years, 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 the childminder's family.

The service is close to a local school, parks and other amenities. The minded children make full use of their own play room, kitchen/diner, comfortable seating area and downstairs toilet. A door opens directly onto a large secure garden area from the kitchen space.

About the inspection

This was an unannounced inspection which took place on Thursday 24 October 2024 between 12:00 and 14:40. One inspector carried out the inspection. To prepare for the inspection we reviewed information about the service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Observed practice and daily life
- spoke with children using the service
- reviewed documents
- spoke with the childminder
- received three completed questionnaires from families.

Key messages

- Children experienced warm and kind interactions with a respectful childminder.
- Toys and resources were easily accessible for children to freely choose what to play with.
- Children's health and wellbeing was supported through regular outdoor play experiences.
- The childminder should develop self-evaluation and quality assurance processes to support continuous improvement and improve children's outcomes.
- The childminder should develop processes to record children's progress and development, including next steps.
- The childminder should ensure children's individual needs are met by developing more detailed personal plans and reviewing these at least every six months with parents.

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?	3 - Adequate
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

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

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Quality indicator 1.1 Nurturing care and support

Children experienced kind and caring interactions from the childminder. The childminder knew the children and their families well. Many families have been using the service for a number of years. One parent shared; "she has looked after our children since they were babies and they see her home as their second home." Another parent told us; "The children have been going there for a long time and enjoy going." As a result, trusting and positive relationships had been formed.

Regular discussions with parents enabled the childminder to mostly support children's individual needs and interests. As a result, they could share some information about children, their needs and how they were supported. While we concluded children's needs were mostly met there was potential for key information to be missed. For example, when significant changes occur in children's lives. We signposted the childminder to the 'Personal planning guides for providers' on the Care Inspectorate HUB. A previous area for improvement around personal planning that had been set over the last two inspections, had not been met. This area for improvement is no longer in place and has been incorporated into a new requirement in this inspection report. The provider must ensure personal plans are reviewed in line with legislation and they contain relevant information about children and their families. **(See Requirement one)**

Children were safeguarded by a childminder who was aware and confident in her responsibilities. The childminder engaged in professional discussions with other childminders and ensured they read the most up to date guidance for child protection. They were confident in how to identify or handle a concern. This helped to keep children and their families safe.

Children experienced a relaxed mealtime. The childminder sat at the table and engaged in conversations and encouraged children to eat their meal. Although there was a mixture of fruit options for the second meal, the main meal did not meet guidance. This meant that children were not always having meals that were nutritious. We discussed with the childminder to be mindful and ensure meals offered to children met Setting the Table guidance. This would ensure children are supported to make healthy choices and build good relationships with food.

Quality indicator 1.3 Play and learning

Children were reassured and supported to follow their interests throughout their play experiences. For example, children knew where resources were kept and confidently asked for help setting them up, such as car tracks. As a result, children felt respected and listened to.

Language, literacy and numeracy opportunities were promoted throughout the children's environment. Resources such as, books and jigsaws were available for children to choose to play with. The childminder promoted children's critical thinking through discussions while they played. For example, while playing with playdough, the childminder asked; "How are you going to make the colour purple?" and "If this cutter does not work how will you make it?" This supported children to build their problem solving and decision making skills.

Children's opportunities to develop their imagination and creativity skills were limited. We discussed introducing more loose parts and natural objects, for example shells, pine cones and acorns. This would further enhance the resources available and encourage children to develop their curiosity and imagination skills throughout their play.

Children benefitted from a range of experiences within their community. They attended regular groups, such as mother and toddler groups and trips to their local parks. One child shared; "I like the park, we play at it." These opportunities helped children to meet new people and have new experiences. As a result, children felt a sense of belonging within their community and became familiar with the local area.

Children's whole development was not always supported. Observations and achievements were shared with families through WhatsApp. Next steps were not set or reviewed for children. To ensure children continue to progress with their development, the childminder should document individual children's observations, next steps, achievements and successes. **(See Area for improvement one)**

Requirements

1. By 20 December 2024, the childminder must ensure that all children have a personal plan in place which sets out how their individual needs will be met, as well as their wishes and choices.

To do this the provider must, at a minimum ensure;

- Personal plans are written for all children and then reviewed in line with legislation.
- Updates are signed and dated by the childminder and families.
- Information reflects the child's current wellbeing, needs, likes and dislikes.

This is to comply with Regulation 5(1)(2)(b)(c) (Personal Plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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).

Areas for improvement

1. 1. To support children's learning and development, the childminder should develop processes on how they observe and document children's progress and achievements, and use this knowledge to support children's next steps and extend their experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'My care and support meets my needs and is right for me' (HSCS 1.19).

How good is our setting?

4 - Good

We evaluated this key question as good as several important strengths taken together, outweighed areas for improvement.

Quality indicator 2.2: Children experience high quality facilities

Children benefitted from an environment that was clean and welcoming. They had access to their own playroom within the home which provided ample space for children to move and explore freely. There was a dining space within the kitchen with a table. This allowed children to eat together, play games or take part in activities, such as modelling with playdough. Children had dedicated spaces to keep their belongings within their playroom and were confident to move throughout the childminders home. As a result, children had a sense of belonging.

Children's wellbeing was supported with regular access to outdoor play and activities. Children had the use of a large garden to the rear of the property. This space was secured with high fencing and locked gates. Children were asked regularly if they would like to play outside. This supported children's rights to have the choice of where to play.

Effective systems were in place for safe management of infection prevention and control practice, in line with current best practice. The home was clean and well maintained. Children independently washed their hands closely supervised by the childminder who demonstrated how to wash hands properly. This helped children to understand how to keep themselves safe and reduce the spread of infection.

Risks within the environment were visually assessed by the childminder daily. They could confidently explain what areas were checked daily. The childminder should now develop formal risk assessments for the service as a whole, including outings. The information should take into account possible hazards, level of risks, how these can be prevented and any actions taken. This would ensure children are kept safe while they attend the service or when on outings. **(See area for improvement one)**

Areas for improvement

1. 1. To ensure children's safety while they attend the service, the childminder should ensure formal risk assessments are developed, checked annually or sooner if changes occur, take into account hazards, level of risk and actions taken.

This should include, but is not limited to, risk assessments developed and reviewed for the service as a whole, including outings and trips in the car.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'My environment is secure and safe' (HSCS 5.17).

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Quality indicator 3.1: Quality assurance and improvement are led well

Children benefitted from a service with clear aims. The aims were to help parents and children feel safe, relaxed and happy while they attended. This was clear to see throughout the inspection as children were seen to be relaxed, happy and felt at home. We noted that these had not been updated involving families and children for a number of years. We discussed the importance of reviewing these in order to develop a shared vision reflecting what is important to all.

Positive relationships had been established with parents which allowed for open communication and effective information sharing. The childminder engaged well with parents through daily discussions at drop off and pickups. WhatsApp was used to share observations and pictures of children's activities. One parent shared with us; "Ann is really good at informing us of how our children have got on each day." These trusting relationships strengthened children's emotional health and allowed them to build trust in the adults who cared for them.

Families and children's views were gathered informally. The childminder had shared that they make improvements if needed but does not document this. We signposted the childminder to the 'A quality framework for daycare of children, childminding and school-aged childcare' to support them with their self-evaluation process. The 'Early learning and childcare improvement programme' on the Care Inspectorate HUB may be beneficial in supporting them with service improvement and improving children outcomes. A previous area for improvement advised in the last inspection to develop effective quality assurance processes had not been met. This area for improvement has been carried forward in this report. **(See area for improvement one)**

Policies and procedures were in place that supported the childminder within their practice. It was identified a number of policies required reviewing or added to ensure they were in line with current best practice. For example, the childminder should develop a policy to identify the steps that would be taken in the event of a missing child. This would ensure the childminders knowledge was current and children were kept safe. **(See area for improvement two)**

Areas for improvement

1. 1. To ensure children continue to experience quality care and support, the childminder should develop effective quality assurance processes that help to identify and inform improvement and enhance outcomes for children.

This should include, but is not limited to:

- a) Developing self-evaluation processes.
- b) Developing an improvement plan.
- c) Actively seeking views from families and children.
- d) Reflecting on best practice guidance to inform practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. 1. To support safe practice the childminder should ensure policies and procedures that underpin the service are accurate and reflect current best practice guidance.

This should include, but is not limited to, reviewing current policies to ensure procedures highlighted follow current best practice and develop missing policies.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that:

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Quality indicator 4.1 Staff skills

Children felt loved, valued and secure within the service. The childminder had many years of experience working with children. They were committed to supporting children and their families. One parent told us; "Ann is very flexible with times and days." The childminder shared, "the children become like your own and they become part of the family." As a result, children and families were supported by a childminder who wanted to get it right for them.

Children's experiences were not always informed by relevant up-to-date training. The childminder had undertaken professional reading about SIMOA (Safe, Inspect, Monitor, Observe and Act) campaign and completed first aid training. The childminder should continue to enhance their knowledge and understanding of high quality care play and learning. We discussed ways to access training, for example the bitesize sessions on the Care Inspectorate HUB. It had been identified in the previous inspection that the childminder should access a range of professional development opportunities to enhance their knowledge, skills and practice. This area for improvement has been carried forward in this inspection to ensure children have opportunities to thrive. **(See area for improvement one)**

Children were seen to be having fun and asked the childminder to play with them. Children were confident to seek comfort from the childminder and this was freely given. The childminder respected the child's choice of games and followed their lead in role play. This helped children to carry on their ideas and plans with confidence.

Areas for improvement

1. 1. To support and enhance children's outcomes, the childminder should access a range of professional development opportunities to extend and update their knowledge and develop their practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

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

The childminder should further develop recording and children's personal plans to take greater account of their needs, individual progress and achievements. These should be kept up-to-date and reviewed every six months or before dependent on the needs of the child.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state 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).

This area for improvement was made on 5 May 2023.

Action taken since then

The childminder verbally updated information with parents. Personal plans had not been formally updated with parents in line with legislation, at least every six months. The importance of this process was reiterated during the inspection.

This area for improvement has not been met and has been incorporated into a requirement within this inspection report.

Previous area for improvement 2

Effective quality assurance processes should be established that help to identify and inform improvement and enhance outcomes for children. This should include, but is not limited to, developing self-evaluation processes, developing an improvement plan, actively seeking views from families and children and reflecting on best practice guidance to inform practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 5 May 2023.

Action taken since then

Views from families were informally gathered at times. It was not clear if information gathered informed improvements within the service. The childminder shared improvements are made if and when they are needed.

This area for improvement has not been fully met and is repeated in this inspection report.

Previous area for improvement 3

The childminder should access a range of professional development opportunities to extend and update her knowledge, develop her practice and enhance outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 5 May 2023.

Action taken since then

The childminder had began to access some professional reading and attended a first aid training course. The childminder did not routinely access good practice guidance.

This area for improvement has not been fully met and is repeated in this inspection report.

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?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
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?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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