

Care service inspection report

Kids First Childcare

Child Minding

Kilmarnock

Inspected by: Carole Thomson

Type of inspection: Announced (Short Notice)

Inspection completed on: 2 May 2013



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Service provided by:

McCallum, Christine

Service provider number:

SP2012983502

Care service number:

CS2012308065

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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 effective methods for recording children's progress. She regularly consults with parents and carers to gather their views and update information on the minded children. The childminder provides regular outings and a variety of suitable indoor and outdoor play for the children. She plans good quality care routines and activities in response to parent's requests and the interests of the children.

The childminder has effective methods for risk assessing activities and carries out regular safety checks on toys and play equipment. The childminder's home is clean and well organised for different types of play

What the service could do better

The childminder should continue to develop children's personal plans. She should review these regularly and at least six monthly, involving parents and carers.

The childminder should build on her current practice to use the responses from questionnaires and other consultations to assess and evaluate her service. She should give feedback to parents about the outcome of the consultations and any actions she will take.

What the service has done since the last inspection

This was the first inspection of the service. Since her service was registered on 14 June 2012 the childminder had developed effective formats for individual children's personal plans, accessed appropriate play equipment for different ages and stages and carried out detailed risk assessments for a number of activities.

She has applied to register as a Food Business Operator to provide lunches and snacks. The childminder has gathered important national guidance on a range of issues and her policies and procedures accurately reflect this.

Conclusion

The childminder has developed warm caring relationships with the children using her service. She has established effective partnerships with parents to provide consistent care routines for the children. She uses the views and comments of families currently using the service to evaluate her practice.

The childminder has established appropriate personal plans for children that outline how she will meet their health, wellbeing and safety needs.

Who did this inspection

Carole Thomson

1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service registered with the Care Inspectorate on 10 April 2012.

Requirements and recommendations

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. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (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.

The childminder operates her service from the family home in the town of Kilmarnock, East Ayrshire.

She is registered to provide a service to maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder principally aims to

The childminder currently provides a care service to 6 children, some on a part week basis. On the day of the inspection two children under the age of 5 years were present.

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

We wrote this report after a short notice announced inspection that took place between 9:30am and 11:00pm on Thursday 2 May 2013. The inspection was carried out by Inspector Carole Thomson.

As part of the inspection, we took account of the completed annual return and self assessment that we asked the provider to complete and submit to us.

We sent out three care standards questionnaires to the childminder to give to parents. All three questionnaires were completed and returned to us. During the inspection process we took account of the services own feedback questionnaires, references from parents and children's written comments..

We spoke with one child aged under 5 years and observed the childminder work with the younger child.

We looked at:

- * the relevant sections of the policies, procedures, records and other documents
- * evidence from the childminder's most recent self assessment
- * registration and insurance certificates
- * daily activity records for individual children
- * the childminder's training records
- * the parents' information documents
- * records of snacks
- * photographs of the children enjoying a wide variety of indoor and outdoor activities
- * questionnaires that had been issued by the childminder and returned to the childminder from the parents and children who use the service
- * discussions with the childminder
- * observing how the childminder worked with the children
- * examining the childminder's home, her garden and her toys and equipment

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

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.

The Care Inspectorate received a fully completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade the services under.

The provider identified what they thought the service did well, some areas for development and any changes they had planned. The provider told us how the people who used the care service had taken part in the self-assessment process.

Taking the views of people using the care service into account

There were two children present on the day of the inspection. We saw that they were happy and settled with the childminder. They were busy using a variety of play materials in the childminder's home. One of the children was too young to express their views however they appeared to have a positive relationship with the childminder. Both children had access to a wide range of suitable toys and play materials. One child confirmed they liked coming to the childminder's house and could play with favourite toys. The childminder gave appropriate praise and encouragement and supported the children's play choices.

Taking carers' views into account

Three parents returned completed Care Standards questionnaires, we talked with one parent, and we also looked at references and completed service questionnaires. We found that families who used the childminder's service were very satisfied with the quality of care provided and we could see they were effectively consulted about their child's needs and interests.

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

The service had developed well in this area providing various ways for families to be involved in assessing and improving the service and we therefore graded the service 5 - very good.

We decided this after we looked at the childminders consultations with families including the questionnaires returned to the service, the childminder's policies and procedures, children's folders and her information for parents. We also observed the childminder consulting with the children currently using the service.

The childminder had a 'Working Partnerships' policy and we saw that the childminder effectively shared information with families on a regular basis. She asked them for their ideas, views and comments regarding many aspects of the service including the environment, activities and outings. We saw that parents had agreed suitable care routines, activities and outings with the childminder.

In the service questionnaires and in those returned to us we could see that parents highly valued the care and support provided to their children by the childminder. One parent had commented :

"Christine goes out of her way to ensure we are involved in the activities and learning opportunities she provides and gives us in depth feedback".

During discussion a parent told us they were very satisfied with the quality of care and support the childminder provided. They felt involved and were happy with how the childminder consulted with them.

In the Care Standards Questionnaires returned to us parents confirmed that they could contact the childminder during the day to check how their child was settling.

They also had the option of receiving a daily diary that informed them of their child's activities, outings, visits and any special events.

Parents had not identified any areas for improvement.

To maintain consistent care routines and effective health and wellbeing procedures, the childminder ensured parents had given consent for outings, administering medication, and other activities. The childminder had contracts in place with all parents who used her service and these were reviewed yearly with families or sooner if their circumstances changed. This enabled her to maintain current accurate records.

We saw that the childminder met the children's care needs and interests and supported their play choices. Looking through photographs one child told us they could play with favourite toys such as lego and jigsaws. They told us they were happy in the childminder's home.

In the children's questionnaires children identified their favourite activities and these included "Playing outside" and " Drawing, art and making stuff".

Areas for improvement

In her self assessment the childminder had identified further developing her questionnaires to find out what parents thought of the initial contact and what made them go ahead with an initial meeting and any improvements they could identify.

We discussed with the childminder using a newsletter to provide parents with a general overview of the results of her consultations with families and any actions she planned in response to their views.

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

Following a review of the childminder's documentation including policies and procedures, talking with the childminder and looking at the children's records we awarded a grade of 5- very good for the areas we sampled in this quality statement. There were good examples of how the childminder gathered important information about the children and their needs and how she used this to plan the daily car routines, activities and outings. To maintain confidentiality each child's details were stored separately.

Responses in the Care Inspectorate questionnaires confirmed that parents strongly agreed the childminder kept information about their child securely and confidentially.

The childminder maintained all required information including contact details, health and diet information, likes and dislikes and permission forms for activities including photographs provision of sun cream and outings. She used an 'All about me' format to record the children's interests and needs and used this information to provide suitable toys and experiences.

Children commented on "What makes me special" and the childminder had developed good quality personal plans using this information. Working in partnership with families she had identified how she would help meet children's 'Goals' and 'Objectives'. The childminder recorded this information in the child's personal plans. She regularly reviewed and updated the child's progress and any changes made to the child's routines. This meant information about each child was up to date and the childminder provided appropriate ongoing support and care.

Areas for improvement

The childminder should build on her current practice in developing personal plans by ensuring parents sign the reviews and future plans. This will positively contribute to how the childminder maintains effective personal plans for each child.

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

The service performance was 5 - very good in the areas we looked at for this quality statement. We decided this after we looked at the childminder's questionnaires and those returned to the Care Inspectorate. We also looked at the children's folders and photographs. Please see Quality Statement 1.1 for the ways in which the childminder consulted with children and their parents.

We saw that the children currently using the service were settled, confident and happy in the childminder's home. We found that they could play with favourite toys and take part in a variety of activities. One child looked at photographs with us and pointed out favourite activities and friends. We saw that the children could safely use the space available in the childminder's home to take part in a variety of activities. They were able to easily access safe suitable play equipment for their age and stage of development.

In the service questionnaires one parent had commented:

"The playroom is a good size for my child - plenty of choice available".

Areas for improvement

Please see Quality Statement 1.1 for ways in which the childminder could further develop how parents and families participate in assessing and improving the quality of the environment within the service.

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

We found very good examples of how the childminder had maintained her safety measures. She had taken account of national and local guidance on infection control and food hygiene and developed detailed risk assessments. We therefore awarded the grade of 5 - very good, for this quality statement.

On the day of the inspection visit the childminder's home was clean and well organised for the children to play. The childminder effectively carried out regular safety checks including the fridge temperature, smoke alarm, her house and garden. The service risk assessments for activities including outings in the car, outings to the beach and park were clear, detailed and included what she would do to ensure the children's safety. She had a detailed policy relating to access to the family pet cats and parents provided signed consent.

The childminder had a clear 'No Smoking' policy. She had suitable safety equipment in place for example fire blanket and a stair gate. She had a maintenance contract for utilities and records of cleaning and removal of broken play equipment confirmed that her toys and play equipment were maintained in good order. The childminder's garden was enclosed and also well maintained. She had current Public Liability Insurance in place.

Documentation we looked at confirmed that the childminder had suitable car insurance and had taken part in a safe fitting of car seats demonstration.

Areas for improvement

The childminder should maintain the very good practice we found at this inspection. She should continue to access current national guidance and safe practice information on health and safety.

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

The service performance was 5 -very good in the areas we looked at for this quality statement. We decided this after we looked at the childminder's questionnaires and those returned to the Care Inspectorate. We also looked at the information available for parents and observed how the childminder worked with the children present during the inspection.

Please see Quality Statement 1.1 for the ways in which the childminder consulted with children and their parents.

In the records that the childminder maintained we found that the she worked closely with parents and carers and acted on their requests regarding their child's care and support. This provided good quality consistent care for the children. The childminder also communicated and consulted with parents by telephone, e mail and text offering families a variety of ways to express their views. We found that parents were overall satisfied with the quality of the service provided by the childminder.

In the service questionnaires we looked at one parent had commented:

"Christine made us feel very welcome and introduced us to her family and pets".

In the Care Standards questionnaires returned to us one parent commented:

"Christine always looks for new ways and ideas to support our [child]".

Areas for improvement

Please see quality statement 1.1 for ways in which the childminder could further develop how families participate in assessing and improving the quality of the service.

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

We found the service to be 5 - very good, in the areas we sampled for this quality statement. We decided this after looking at the childminder's policies and procedures, national guidance documents, training and professional development records and talking with the childminder.

The childminder had effective policies in place for health and safety. The areas of her home used for childminding purposes were clean and tidy with space for different types of play. Her infection control practice was in line with national guidance on good practice. We have reported on her health and safety measures under Quality Statement 2.2.

The childminder had a detailed child protection policy that demonstrated she understood her role in relation to this. She had current local guidance on child protection and a certificate in First Aid. The childminder has a qualification in Occupational Therapy and had access to national guidance on health and wellbeing.

The childminder gathered signed consent from parents to administer medicine, apply suncream and take children on outings. She had applied to register as a 'Food Business Operator' and this means she will be inspected by the Environmental Health Department in relation to providing meals and snacks for the children. We found these measures were effective in promoting the health, nutrition and safety of the children using the service.

Areas for improvement

The childminder should update her administration of medicine policy and procedure to include any 'trigger symptoms' specific to the individual child when medicine is to be administered 'when required'. We guided the childminder to the advice and guidance on the Care Inspectorate website.

In her self assessment the childminder stated she would access training in Food Hygiene and Child Protection. This will positively contribute to how the childminder promotes the health, nutrition and safety of the children currently attending the service.

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

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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Translations and alternative formats

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Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

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