

Inspection report

Bell, Kathleen
Child Minding

Bo'ness

Inspected by: Patricia Bunyan
(Care Commission Officer)

Type of inspection: Announced (short notice)

Inspection completed on: 24 October 2008

Service Number

CS2007162639

Service name

Bell, Kathleen

Service address

Bo'ness

Provider Number

SP2007967064

Provider Name

Bell, Kathleen

Inspected ByPatricia Bunyan
Care Commission Officer**Inspection Type**

Announced (short notice)

Inspection Completed

24 October 2008

Period since last inspection

N/A

Local Office AddressSpringfield House
Laurelhill Business Park
Stirling
FK7 9JQ
01786 406363

Introduction

Mrs Bell was registered by the Care Commission in April 2008 to provide a childminding service.

Mrs Bell is registered to care for a maximum of 3 children at any one time, under the age of 16, of whom a maximum of 3 will be under 12 years of age, of whom no more than three are not yet attending primary school. Mrs Bell's registration does not include provision for children under the age of 12 months.

At the time of the inspection, one child was registered with the service.

There were two children present on the afternoon of the inspection, one of whom was Mrs Bell's own child.

The service is provided from a 3-apartment flat in Bo'ness.

Internally, the children have access to the living room, and occasionally the bedrooms either for sleeping or for play.

Externally, the childminder has assessed her garden as unsuitable for use by children and makes other arrangements for outdoor play.

The service is located close to local schools and nurseries and local community amenities.

The aims of the service as stated by Mrs Bell include the provision of a relaxed and homely, stable environment where all children will feel relaxed and happy. Commitment is made to meeting children's individual learning needs; providing a range of interesting and stimulating activities and helping them to gain independence. Mrs Bell also undertakes responsibility to promote equal opportunities within her service, to provide a nutritious diet and to respect the needs of parents.

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

Quality of Care and Support - 4 - Good

Quality of Environment - 4 - Good

Quality of Staffing - 4 - Good

Quality of Management and Leadership - 4 - Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website (www.carecommission.com) for the most up-to-date grades for this service.

Basis of Report

The report was written following an announced inspection which took place over an afternoon inspection visit of one and a half hours.

Before the Inspection

The Annual Return

N/A. The service was not registered until April 2008.

The Self-Assessment Form

The service submitted a self-assessment form as requested by the Care Commission

Views of service users

A service user questionnaire was issued and completed by the one family using the service.

Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the Care Commission Officer (CCO) which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service (such as absence of a manager) and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Areas and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity.

During the inspection process

Staff at inspection

The inspection was carried out by Patricia Bunyan, Care Commission Officer who made a short announced visit to the service on 24 October 2008

Evidence

During inspection, evidence was gathered from a number of sources including:

Discussion with the childminder

A review of a range of policies, procedures and records and other documentation including the following:

Service information

Childminder's daily diary

Child Protection policy

Children's information files

Signed permissions

Training records

Registration Certificate

Public Liability Insurance Certificate

Photographs

The Care Commission Officer also inspected the environment and spent time observing the childminder interact with the children in her care.

All of the above information was taken into account as part of the inspection process and used to assess the performance of the service in relation to the chosen Quality Statements.

Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each

type of care service in 2008/09 and supporting inspection guidance, can be found at:
<http://www.carecommission.com>

Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at www.infoscotland.com/firelaw

Action taken on requirements since last Inspection

This was the first inspection of this service.

Comments on Self Assessment

The service was asked to complete a self assessment tool before the inspection. The completed self assessment contained relevant information about the strengths of the service and identified a few areas being considered for further development.

View of Service Users

The young child present during the time of the inspection was observed to be very comfortable and familiar within the environment and in his relationship with the childminder and her family.

View of Carers

One parental questionnaire was returned which indicated a high level of satisfaction with the quality of service provided. Comments included, " She keeps me up to date on the daily routine....great person...will recommend her to others..."

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 4 - 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

Mrs Bell's approach to involving parent/carer participation in assessing and improving the quality of care and support provided for their children is good.

At the outset of placements, a series of introductory meetings and extensive written information allow families to make informed choices about the suitability of the service. Flexible and gradual settling-in processes allow new and existing children to adapt to changes in their daily routines and ease the process of establishing new relationships. Policies support the introduction of children using the service.

Interactive children's journals and newsletters have been introduced and are proving to be an effective way of sharing information. Opportunities also exist for daily discussion at drop-off and collection times and day to day observations of children form the basis for ongoing discussion about children's developmental progress, health and well-being and any other relevant matters.

After 6 weeks, parents, carers are asked to complete satisfaction questionnaires.

Areas for Development

Mrs Bell's service is at an early stage and she should continue to review and evaluate the effectiveness of current practice.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 3: I gather information about the child and their needs.

Service Strengths

Mrs Bell's performance in relation to gathering information about the child and their needs is good.

Appropriate systems are used to gather information relevant to the needs of children and families using the service and information is held confidentially within child files.

A range of policies and procedures, including a partnership policy provides families with detailed information about the service and supports a phased introduction to the service based on the individual needs of each child and family situation.

During the settling-in period written and verbal information is shared between the childminder and parents/carers allowing the childminder to become familiar with the care routines of the child and preferences of family for the day to day care of their child.

As placements become established, Mrs Bell describes daily verbal sharing of information with families and if necessary telephone calls are used for more in-depth discussions at mutually convenient times.

Mrs Bell is observant to the needs and interests of the child in her care and is using various methods to communicate with parents, to ensure a shared approach to their care and developmental stages, e.g. ongoing children's diaries and daily feedback.

Areas for Development

Mrs Bell has not identified any areas for improvement on this occasion.

As previously stated, Mrs Bell's service is at an early stage and she should continue to review and evaluate the effectiveness of current practice.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 2: Quality of Environment

Overall CCO Theme Grading: 4 - Good

Statement 1: I ensure that parents and families participate in assessing and improving the quality of the environment within the service.

Service Strengths

Mrs Bell's approach to involving parent/carer participation in assessing and improving the quality of the environment within the service provided for their children is good.

Parents/carers are made welcome within the home and are familiar with the areas accessed by the children. They are further informed about the physical environment and the management of health and safety within the environment, through the provision of detailed service information and policies.

Parents/carers are kept informed about the range of activities regularly made available within and out with the home, through informal discussion, written documentation and use of photographs. Newly established newsletters help to keep parents informed about forthcoming plans and provide opportunities for their contribution towards plans. They are also asked for permission for their child to participate in planned activities and outings, enabling their input into decision-making.

During inspection, the child had a choice of a range of resources and his interests and preferences were being noted by the childminder.

Areas for Development

Mrs Bell has not identified any areas for improvement on this occasion.

Mrs Bell is encouraged to maintain current good practice and continue to develop ways which further involve children and families in participating in assessing and improving the environment, e.g. planning for and deciding on new resources, equipment and activities.

CCO Grading

4 - 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

Mrs Bell's performance in relation this quality statement is good.

Mrs Bell's home is situated close to the local school and nursery and is well placed to accommodate families whose children attend these services.

The premises are adequately maintained and provide children with a safe and comfortable homely environment.

Children have adequate use of space within the home and access to a range of resources suitable for their age and stage of development.

Mrs Bell has risk assessed her garden as unsuitable for use by children for a variety of reasons and consequently, she ensures regular outings for the children in her care. Written diaries and photographs show that children visit local parks and feed the ducks in nearby Kinneil Estate.

Regular access to community resources such as attendance at the local toddler group and library helps to ensure opportunities for social interaction in different settings.

A range of policies are in place which detail the steps taken by Mrs Bell to ensure ongoing attention to the environment in relation to safety, risk management, hygiene and cleanliness. Relevant risk assessments are recorded and reviewed as required.

Mrs Bell demonstrates early commitment to training courses and workshops which are used to develop skills and knowledge in her ongoing work with children and families using the service.

Parental feedback as part of the inspection confirmed satisfaction with safety, security and cleanliness of the childminding environment.

Areas for Development

Mrs Bell has identified that she plans to complete a course in elementary food hygiene and is currently awaiting information regarding a date and time for this training.

Mrs Bell should proceed with plans to access food hygiene training and continue to evaluate outcomes for children and families as the service develops.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 4 - Good

Statement 1: I ensure that parents and families participate in assessing and improving the quality of the service.

Service Strengths

Mrs Bell's approach to involving parents and families in assessing and improving the quality of the service is good.

Discussion with the childminder and feedback from parents/carers demonstrates that the childminder regularly engages them in verbal discussion and shared written documentation the quality of service provision.

Parents/carers are made aware of the childminder's background and experience; her values and opinions through the provision of service information and access to policies and procedures, as well as ongoing verbal discussion. They are encouraged to comment on the service provision and are provided with information on how to complain.

Parents/carers are informed about the role of the Care Commission including inspection processes.

Parents/carers are advised about the childminder's personal development through training courses and workshops.

Discussion with parents/carers confirms satisfaction with the level of communication about the service provision.

Areas for Development

Mrs Bell has not identified any areas for improvement on this occasion.

Mrs Bell should continue to review and evaluate quality of service provision.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: I provide a service that promotes the health, nutrition and safety of the children in my care.

Service Strengths

Mrs Bell's performance in relation to this quality statement is good.

Completion of childminding documentation ensures that appropriate information is gathered, shared and discussed with families so that Mrs Bell is fully informed about the individual needs of each child. Individual daily routines of children and families are taken into account by Mrs Bell and incorporated within the structure of the childminding day.

Written policies and procedures are explained in extensive detail and shared with families using the service. The service health and safety policy is very thorough and includes well thought out information on infection control, recording of accidents/incidents and administration of medication.

Risk assessments are being undertaken and reviewed on a regular basis.

Sample menus are established and show Mrs Bell's awareness of healthy diets and foods appropriate to the ages and abilities of children attending. Mrs Bell states that she is awaiting 'Foods Standards Agency', reference material from Scottish Childminding Association, (SCMA) which she will use within her service.

Mrs Bell identified that when she cares for children of a suitable age, she plans to include them in planning and preparation of meals and snacks and encourage them to learn about healthy diets.

Parent/Carer feedback indicated that they are very happy that their child's health needs are being very well met by Mrs Bell.

Areas for Development

Mrs Bell has identified her intention to access SCMA training on food hygiene and infection control.

Mrs Bell is encouraged to maintain current good practice and continue to evaluate and monitor quality within the service.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 4: Quality of Management and Leadership

Overall CCO Theme Grading: 4 - Good

Statement 1: I ensure that parents and families participate in assessing and improving the quality of the service.

Service Strengths

As previously stated, Mrs Bell's approach to involving parents and families in assessing and improving the quality of the service is good.

Discussion with the childminder and feedback from parents/carers demonstrates that the childminder regularly engages them in verbal discussion and shared written documentation about the quality of service provision.

Parents/carers are made aware of the childminder's background and experience; her values and opinions through the provision of service information and access to policies and procedures, as well as ongoing verbal discussion. They are encouraged to comment on the service provision and are provided with information on how to complain.

Parents/carers are informed about the role of the Care Commission including inspection processes.

Parents/carers are advised about the childminder's personal development through training courses and workshops.

Discussion with parents/carers confirms satisfaction with the level of communication about the service provision.

Parents/carers participate in the completion of necessary documentation in order to safeguard their child's wellbeing and comply with relevant legislation.

Areas for Development

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Statement 5: I understand my roles and responsibilities in relation to child protection.

Service Strengths

Mrs Bell's performance in relation to understanding her role and responsibilities regarding child protection is good.

Mrs Bell demonstrates a good understanding of her role and responsibilities in relation the protection of children in her care. Her range of policies and procedures detailed the ways in which she manages the day to day safety and welfare of children in her care.

Mrs Bell has undertaken SCMA training in First Aid.

Mrs Bell is observant and sensitive to the health and well-being of all children in her care and will consult with parents regarding any concerns. Where necessary, notes regarding minor concerns or issues are recorded within the childminding diary.

Mrs Bell has recently completed SCMA child protection training.

The service child protection policy details the action to be taken by the childminder where concerns for the safety and well-being of children had been identified. Mrs Bell is able to describe to the steps she would take if she had concerns about the children in her care.

Parent/carer questionnaires confirm awareness of the childminder's policy..

Areas for Development

Mrs Bell agreed to amend her child protection policy statement, slightly to clarify issues of referral of child protection concerns.

CCO Grading

4 - Good

Number of Requirements

0

Number of Recommendations

0

Regulations / Principles

National Care Standards

Enforcement

There has been no enforcement action against this service since the last inspection.

Other Information**Requirements****Recommendations**

Patricia Bunyan
Care Commission Officer