

 scottish commission for
the regulation of care



Inspection Report

Bell, Kathleen
Child Minding

Bo'ness

Inspected by:
(Care Commission officer)

Patricia Bunyan

Type of inspection:

Announced

Inspection completed on:

29 June 2009

Improving care in Scotland

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Service provided by: Bell, Kathleen	
Service provider number: SP2007967064	
Care service number: CS2007162639	
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Easy read summary of this inspection report

We grade all the Quality Statements for a service at each inspection. Each grade describes how well we think the service is doing based on what we inspected.

We can choose from six grades:



We gave the service these grades

Quality of Care and Support		Very Good
Quality of Environment		Good
Quality of Staffing		Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

What the service does well

Mrs Bell provides very good information for parents who consider using her service. Service information, policies and procedures are very clear and informative

Mrs Bell uses a variety of ways to keep her learning and practice up to date.

Very good arrangements are in place for the sharing of information between the childminder and the families using the service.

We found that Mrs Bell is interested in the overall well-being and progress of children in her care and that she plans activities to further encourage their interests and development.

We consider the service is doing well in meeting the needs of children and families.

What the service could do better

Environmentally, there is room for improvements which would benefit the overall quality of service provision.

What the service has done since the last inspection

We found that Mrs Bell had reviewed, amended and added to the range of service policies. Her self assessment of her service had improved and she was now identifying areas which she wanted to further develop.

She continues to explore ways in which she can extend the involvement of both children and parents using the service.

Conclusion

Overall, Mrs Bell is providing a very good childminding service, which is flexible and meets the needs of children and families.

She maintains good relationships with children and families using the service and shows commitment to ongoing development and improvement across all aspects of her service.

We received no feedback, as part of this inspection from the one family using the service.

Who did this inspection

Lead Care Commission Officer

Patricia Bunyan

Other Care Commission Officers

N/A

Lay Assessor

N/A

Please read all of this report so that you can understand the full findings of this inspection.

About the Care Commission

We were set up in April 2002 to regulate and improve care services in Scotland. Regulation involves:

- registering new services
- inspecting services
- investigating complaints
- taking enforcement action, when necessary, to improve care services.

We regulate around 15,000 services each year. Many are childminders, children's daycare services such as nurseries, and care home services. We regulate many other kinds of services, ranging from nurse agencies to independent healthcare such as hospices and private hospitals.

We regulate services for the very young right through to those for the very old. Our work can, therefore, affect the lives of most people in Scotland.

All our work is about improving the quality of care services.

We produce thousands of inspection reports every year; all are published on our website: www.carecommission.com. Reports include any complaints we investigate and improvements that we ask services to make.

The "Care services" area of our website also:

- allows you to search for information, such as reports, about the services we regulate
- has information for the people and organisations who provide care services
- has guidance on looking for and using care services in Scotland.

You can also get in touch with us if you would like more detailed information.

About the National Care Standards

The National Care Standards (NCS) set out the standards that people who use care services in Scotland should expect. The aim is to make sure that you receive the same high quality of service no matter where you live.

Different types of service have different National Care Standards. When we inspect a care service we take into account the National Care Standards that the service should provide.

The Scottish Government publishes copies of the National Care Standards online at:
www.scotland.gov.uk

You can get printed copies free from:

Blackwells Bookshop
53-62 South Bridge Edinburgh
EH1 1YS
Telephone: 0131 662 8283
Email: Edinburgh@blackwells.co.uk

What is inspection?

Our inspectors, known as Care Commission Officers (CCOs), check care services regularly to make sure that they are meeting the needs of the people in their care.

One of the ways we check on services is to carry out inspections. We may turn up without telling the service's staff in advance. This is so we can see how good the care is on a normal day. We inspect some types of services more often than others.

When we inspect a service, typically we:

- talk to people who use the service, their carers and families, staff and managers
- talk to individuals and groups
- have a good look around and check what quality of care is being provided
- look at the activities happening on the day
- examine things like records and files, if we need to
- find out if people get choices, such as food, choosing a key worker and controlling their own spending money.

We also use lay assessors during some inspections. These are volunteers who have used care services or have helped to care for someone who has used care services.

We write out an inspection report after gathering the information. The report describes how things are and whether anything needs to change.

Our work must reflect the following laws and guidelines:

- the Regulation of Care (Scotland) Act 2001
- regulations made under this Act
- the National Care Standards, which set out standards of care that people should be able to expect to receive from a care service.

This means that when we register or inspect a service we make sure it meets the requirements of the 2001 Act. We also take into account the National Care Standards that apply to it.

If we find a service is not meeting these standards, the 2001 Act gives us powers that require the service to improve.

Recommendations, requirements and complaints

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a requirement or recommendation.

- 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.
- A requirement is a statement which sets out what is required of a care service to comply with the Act 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 Commission.

Complaints: We have a complaints procedure for dealing with any complaint about a registered care service (or about us). Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints. Depending on how complex it is, a complaint may be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

How we decided what to inspect

Why we have different levels of inspection

We target our inspections. This means we spend less time with services we are satisfied are working hard to provide consistently high standards of care. We call these low-intensity inspections. Services where there is more concern receive more intense inspections. We call these medium or high intensity inspections.

How we decide the level of inspection

When planning an inspection, our inspectors, or Care Commission Officers (CCOs) carefully assess how intensively each service needs to be inspected. They do this by considering issues such as:

- complaints
- changes to how the service provides care
- any notifications the service has given us, such as the absence of a manager
- what action the service has taken in response to requirements we have made.

The CCO will also consider how the service responded to situations and issues: for example how it deals with complaints, or notifies us about incidents such as the death of someone using the service.

Our inspections take account of:

- areas of care that we are particularly interested in (these are called Inspection Focus Areas)
- the National Care Standards that the service should be providing
- recommendations and requirements that we made in earlier inspections
- any complaints and other regulatory activity, such as enforcement actions we have taken to improve the service.

What is grading?

We grade each service under Quality Themes which for most services are:

Quality of Care and support: how the service meets the needs of each individual in its care

Quality of environment: the environment within the service (for example, is the service clean, is it set out well, is it easy to access by people who use wheelchairs?);

Quality of staffing: the quality of the care staff, including their qualifications and training

Quality of management and leadership: how the service is managed and how it develops to meet the needs of the people it cares for

Quality of information: this is how the service looks after information and manages record keeping safely.

Each of the Quality Themes has a number of Quality Statements in it, which we grade.

We grade each heading as follows:

6	5	4	3	2	1
excellent	very good	good	adequate	weak	unsatisfactory

We do not give one overall grade.

How grading works.

Services assess themselves using guidance that we given them. Our inspectors take this into account when they inspect and grade the service. We have the final say on grading.

The Quality Themes for this service type are explained in section 2 The Inspection.

About the service we inspected

Mrs Bell is registered by the Care Commission to provide a childminding service to 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 3, are not yet attending primary school . The service does not provide for children aged under 12 months.

At the time of the inspection a temporary increase in this number had been approved to allow an additional child to be cared for.

We registered the service on 09 April 2008.

At the time of the inspection, two children were registered with the service, one of whom was pre-school. They were both present on the day of the inspection, along with Mrs Bell's own child.

The service is provided from the family home, a ground floor flat in Bo'ness. Children play in the living room and occasionally the bedrooms, either for sleep or play.

There is a garden suitable for outdoor play as long as children are supervised. The home and garden are satisfactorily maintained.

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 this service has been awarded the following grades:

Quality of Care and Support	5 - Very Good
Quality of Environment	4 - Good
Quality of Staffing	5 - Very Good

This inspection report and grades are our assessment of the quality of how the service is performing in the areas we examined during this inspection.

Grades for this care service may change after this inspection due to other regulatory activity; for example, if we have to take enforcement action to improve the service, or if we investigate and agree with a complaint someone makes about the service.

You can use the "Care services" area of our website (www.carecommission.com) to find the most up-to-date grades for this service.

How we inspected this service

What level of inspection did we make this service

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 activities did we undertake during the inspection

This report was compiled following a short announced inspection. The inspection was carried out by Care Commission Officer, Patricia Bunyan on 29 June 2009 between the hours of 9:30 and 11:30am.

As requested by us the service sent us an Annual Return. The service also sent us a self assessment.

We issued a questionnaire to the one family using the service, however this was not returned to us prior to the inspection.

In this inspection we gathered evidence from various sources, including relevant sections of policies, procedures, records and other documents, including:

Policies

Children's information files/ contracts

Children's diaries

Training records

Registration Certificate

Public Liability Insurance Details

Photographs

Service Information

Accident and Incident Records

Complaints Records

Medication Records

Discussions with :

- the childminder
- people who use the service

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 (IFAs)

Each year we identify an area, or areas, we want to focus on during our inspections. We still inspect all the normal areas of a care service; these are extra checks we make for a specific reason.

For 2009/10 we will focus on:

- Meaningful activity for all adult services
- How care services assess the health of people with learning disabilities
- Involving parents for children's services

- Medication for looked after children for residential accommodation for children
- How care services make sure they have safe recruitment procedures for staff for all services except childminders.

You can find out more about these from our website www.carecommission.com.

Fire safety issues

The Care Commission no longer reports on matters of fire safety as part of its regulatory function. Where significant fire safety issues become apparent, we will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Care service providers can find more information about their legal responsibilities in this area at: www.infoscotland.com/firelaw

The annual return

We use annual returns (ARs) to:

- make sure we have up-to-date, accurate information about care services; and
- decide how we will inspect services.

By law every registered care service must send us an annual return and provide us with the information we have requested. The relevant law is the Regulation of Care Act (Scotland) 2001, Section 25(1). These forms must be returned to us between 6 January and 28 February 2009.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

We received a fully completed self assessment document from the provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us under each of the headings that we grade them under.

Taking the views of people using the care service into account

Two children were present during the time of the inspection. They were familiar and comfortable in the environment and confident in their interactions with their childminder. They stated that they were happy to spend time with their childminder and enjoyed sharing some of their experiences as documented in their scrapbooks.

Taking carers' views into account

No feedback was received from parents on this occasion.

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

Mrs Bell provided very good opportunities for children and families to influence the quality of care and support within the service.

We found that the service was making very good arrangements to communicate and consult with both children and parents.

Opportunities for regular discussions were available daily and allowed Mrs Bell to adjust her service to meet individual needs. Text messages were found to be effective and helped inform and reassure parents of their child's well-being. This was found to be particularly helpful to overcome communication and language problems.

Mrs Bell was in the process of using 'mind mapping' with children as a means of communication and more effectively identifying their interests. Mind mapping is a paper and pencil exercise undertaken with children to promote discussion and communication to help take forward their ideas and interests.

All service policies and procedures reinforced the childminder's commitment to working in partnership with parents using the service.

Mrs Bell is willing to use other means of communication with families such as questionnaires and daily diaries, however respects parents choice if they do not want this.

Areas for Improvement

Mrs Bell indicated her intentions to continue to include children and parents in assessing quality of the care and support provided by her service.

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

We reviewed systems in place for gathering important information about children and found these to be very good.

Those using the service were provided with very detailed information about the management of the service, and policies and procedures were very thorough.

Standard documentation was used to record relevant information such as contact details, health information and parental permission for certain aspects of care. This included administration of medication, special care or supervision agreements and records. Completed contracts were also held in child files and all information was stored confidentially.

Throughout the childminding agreements, information continued to be shared and reviewed through formal and informal discussions between the childminder and those using the service.

Children spoken with during the inspection provided positive feedback about the time spent with Mrs Bell and enjoyed showing the Care Commission Officer their 'scrapbooks'.

Lack of parental response to questionnaires unfortunately means that on this occasion the views of parents cannot be reflected within this report. Feedback from parents who responded at the last inspection was positive.

Areas for Improvement

Mrs Bell confirmed her commitment to continue to gather information from families using her service and use this to improve and develop her service.

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: 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 provided good opportunities for children and families to influence the quality of the environment.

This was achieved through opportunities for regular discussions with children and families and the issue of questionnaires. Mrs Bell had planned questionnaires to be issued seeking children's and parents ideas for activities over the Summer.

All policies and procedures clearly explained Mrs Bell's commitment to working in partnership with families.

Children confirmed that they were happy with the activities and resources available to them.

Areas for Improvement

Mrs Bell should continue with current good practice to encourage the input of families using the service.

Grade awarded for this statement

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

The environment for children was smoke-free, safe, warm and maintained to a satisfactory standard.

A range of policies demonstrated Mrs Bell's commitment to the provision of a safe and child-friendly environment. The policies on infection control and health and safety explained very clearly the childminder's commitment to maintaining a safe and hygienic environment for children in her care. Very thorough risk assessment procedures had been undertaken and recorded.

Resources and activities available to children were varied and age-appropriate. They were determined by the interests of individual children and also by the mix of children attending, taking account of safety and practicality.

Equipment was regularly checked for safety. Cleaning schedules and records had been established to ensure resources were kept to a suitable standard.

Lack of parental response to questionnaires unfortunately means that on this occasion the views of parents cannot be reflected within this report.

Areas for Improvement

Mrs Bell identified her intentions to attend food hygiene training.

Mrs Bell has two cats who are mainly kept in the home. Whilst suitable arrangements have been put in place for their care, these should be continually reviewed and amended as necessary, in relation to childminding commitments.

Grade awarded for this statement

4 - 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

Mrs Bell provided very good opportunities for children and families to influence the quality of the service.

As previously identified within this report, regular discussions with children and families helped her to adjust her service to meet their individual needs.

This was clearly demonstrated through varied methods of communication such as newsletters and records of planned activities. Parental contribution is invited through questionnaires and sharing of children's experiences in both written and photographic forms.

Children's thoughts were sought on a daily basis and choices offered where possible.

Areas for Improvement

Mrs Bell stated that she would continue with current practice and also consider other means of including children and families in assessing quality for example review meetings.

Grade awarded for this statement

5 - Very 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 provided very well for children's health and well-being.

Completion of childminding documentation ensured appropriate information was obtained to allow individual needs to be met. Children's daily routines were incorporated by Mrs Bell into the structure of the childminding day.

Written policies and procedures were explained in extensive detail and shared with families using the service. Records of incidents showed that Mrs Bell followed her own procedures and used her policies to guide her responses to situations which occur.

The service health and safety policy was very thorough and included relevant information on infection control, recording of accidents/incidents and administration of medication.

Risk assessments were undertaken and reviewed on a regular basis.

Sample menus showed Mrs Bell's awareness of healthy diets and foods appropriate to the ages and abilities of children attending. Mrs Bell stated she used good practice guidance on nutrition to plan meals and snacks.

Mrs Bell identified that when she cares for children of a suitable age, she included them in planning and preparation of meals and snacks and encouraged them to learn about healthy diets. At the time of the inspection, parents were providing packed lunches for children in an attempt to improve their diets as they had a limited range of foods that they chose to eat.

We did not receive feedback from people using the service with regard to their views on health, nutrition and safety within the service.

Areas for Improvement

Food Hygiene training as previously identified in Quality Theme 2, Statement 2, Areas for Improvement.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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 our last inspection.

Additional Information

N/A

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 the Care Commission 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).

Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 4 - Good	
Statement 1	4 - Good
Statement 2	4 - Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

Inspection and grading history

Date	Type	Gradings
24 October 2008	Announced (short notice)	Care and support 4 Environment 4 Staffing 4

Terms we use in our report and what they mean

Action Plan - When we inspect a service, or investigate a complaint and the inspection report highlights an area for improvement; either through recommendations or requirements, the action plan sets out the actions the service will take in response.

Best practice statements/guidelines - This describes practices that have been shown to work best and to be achievable in specific areas of care. They are intended to guide practice and promote a consistent and cohesive approach to care.

Care Service - A service that provides care and is registered with us.

Complaints - We have a complaints procedure for dealing with any complaint about a registered care service or about us. Anyone can raise a concern with us - people using the service, their family and friends, carers and staff.

We investigate all complaints which can have more than one outcome. Depending on how complex the complaint is, the outcomes can be:

- upheld - where we agree there is a problem to be resolved
- not upheld - where we don't find a problem
- partially upheld - where we agree with some elements of the complaint but not all of them.

Enforcement - To protect people who use care services, the Regulation of Care (Scotland) Act 2001 gives the Care Commission powers to enforce the law. This means we can vary or impose new conditions of registration, which may restrict how a service operates. We can also serve an improvement notice on a service provider to make them improve their service within a set timescale. If they do not make these improvements we could issue a cancellation notice and cancel their registration.

Disclosure Scotland- Disclosure Scotland provides an accurate and responsive disclosure service to enhance security, public safety and protect the vulnerable in society. There are three types or levels of disclosure (i.e. criminal record check) available from Disclosure Scotland; basic, standard and enhanced. An enhanced check is required for people whose work regularly involves caring for, training, supervising or being in sole charge of children or adults at risk; or to register for child minding, day care and to act as foster parents or carers.

Participation - This describes processes that allow individuals and groups to develop and agree programmes, policy and procedures.

Personal Plan - This is a plan of how support and care will be provided. The plan is agreed between the person using the service (or their representative, or both of them) and the service provider. It is sometimes called a care plan mostly by local authorities or health boards when they commission care for people.

How you can use this report

Our inspection reports give care services detailed information about what they are doing well and not so well. We want them to use our reports to improve the services they provide if they need to.

Care services should share our inspection reports with the people who use their service, their families and carers. They can do this in many ways, for example by discussing with them what they plan to do next or by making sure our report is easily available.

People who use care services, their relatives and carers

We encourage you to read this report and hope that you find the information helpful when making a decision on whether or not to use the care service we have inspected. If you, or a family member or friend, are already using a care service, it is important that you know we have inspected that service and what we found. You may find it helpful to read previous inspection reports about his service.

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The Care Commission

We use the information we gather from all our inspections to report to Scottish Ministers on how well Scotland's care services are performing. This information helps us to influence important changes they may make about how care services are provided.

Reader Information

This inspection report is published by the Care Commission. It is for use by the general public. You can get more copies of this report and others by downloading it from our website www.carecommission.com or by telephoning 0845 603 0890.

Translations and alternative formats

This publication is available in other formats and other languages on request.

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ক্রম্যেটি এবং অন্যান্য ভাষায় পাওয়া যায়।

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本出版品有其他格式和其他語言備案。

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Improving care in Scotland