

Inspection report

Bell, Kathleen
Child Minding

Bo'ness

Inspected by: Patricia Bunyan
(Care Commission officer)

Type of inspection: Announced

Inspection completed on: 16 August 2010

	Page Number
Summary of this inspection report	3
Section 1: Introduction	
About the Care Commission	6
About the National Care Standards	7
What is inspection?	8
How we decided what to inspect	10
What is grading?	11
About the service we inspected?	12
How we inspected this service	13
Section 2: The inspection	15
Section 3: Other information	
Other Information	23
Summary of Grades	24
Terms we use in our reports and what they mean	25
How you can use this report	27
People who use care services, their relatives and carers	27

Service provided by:

Bell, Kathleen

Service provider number:

SP2007967064

Care service number:

CS2007162639

Contact details for the Care Commission officer who inspected this service:

Patricia Bunyan

Telephone 01786 406363

Email enquiries@carecommission.com

Easy read summary of this inspection report

There is a six point grading scale. Each of the Quality Themes we inspected, is graded using the following scale:

We can choose from six grades:



We gave the service these grades

Quality of Care and Support  **5** Very Good

Quality of Environment N/A

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.

What the service does well

We found that children were being well cared for in a safe, happy and stimulating environment as stated within the service aims.

Mrs Bell has established good relationships with the children and families using her service. She provides clear and relevant information for parents who consider using her 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.

What the service could do better

Mrs Bell should continue to use consultation, assessment and review methods to maintain and improve good quality outcomes for children and families using the service

What the service has done since the last inspection

Mrs Bell has established an informative website, where parents are continually updated about children's activities and experiences. They can access all information about the service, see photographs and read interesting information about the service and what their children have been doing. Through their own protected password they can access their child's diary.

Conclusion

Overall, Mrs Bell is providing a very reliable and flexible childminding service, designed to meet the individual needs of children and families.

We consider that Mrs Bell uses a variety of methods to achieve quality outcomes and experiences for those using the service and that she values and encourages the input of children and their families in working towards this.

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:

Booksource
50 Cambuslang Road
Cambuslang Investment Park
Glasgow
G32 8NB
Tel: 0845 370 0067
Fax: 0845 370 0068
Email: scottishgovernment@booksource.net

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 4 children at any one time, under the age of 16, of whom a maximum of 4 will be under 12 years of age, of whom no more than 2, are not yet attending primary school. The service does not provide for children aged under 12 months.

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. There was one child 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	N/A
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 16 August 2010 between the hours of and 1:30pm and 3:30pm.

The service provided us with an Annual Return.
The service sent us a self assessment.

We issued questionnaires to the families using the service, which were completed and returned.

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

- Evidence from the service's most recent self-assessment
- Service information
- Children's records and diaries
- Photographs
- Accident and incident records
- Registration Certificate
- Public Liability Insurance Details
- Discussion with the childminder.

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

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 2010/11 we will focus on:

- Quality assurance for care at home and combined care at home and housing support services.

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 (Scotland) Act 2001, Section 25(1). These forms must be returned to us between 6 January and 15 February.

Annual Return Received

Yes - Electronic

Comments on Self Assessment

We received a fully completed self assessment from the service provider.

We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

Taking the views of people using the care service into account

During the time of the inspection, one young child was present. He was observed to be very comfortable, relaxed and happy in the environment and with the childminder and her family.

Interactions between the child and the childminder were natural, close and caring with clear evidence that the child was well known to the childminder.

Taking carers' views into account

Two Care Commission questionnaires were returned from families using the service, all indicating that parents felt fully informed about the service their children received and that they were very satisfied with the quality of provision.

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 aims to provide a flexible service based on individual needs.

Discussion with the childminder during inspection indicated that the views of children and parents were valued and she used a variety of ways to encourage their opinions and ideas for improvement. These included,

- Daily verbal sharing of information about children and their care routines
- Diaries which were used to provide written details about their child's day, their personal care routines and activities while with the childminder. Parents had also used their child's diary to relay information to the childminder and to comment on their child's care and experiences.
- A very helpful and informative website with regularly updated information about children's activities and experiences. Mrs Bell explained that some parents preferred this as an alternative to written diaries and they kept up to date through blog, and photographs of activities, (not children), posted on the website. A password protected "parent area" provided an option for participating in an online diary.
- Questionnaires for parents asking for feedback on the quality of the service.
- Use of text and picture messaging

Mrs Bell described how she had adapted the recording of one child's diary in response to the wishes of one family.

Throughout the inspection we observed that children's personal preferences, likes and dislikes were known to the childminder and that this helped to influence their care and the activities planned for them.

Areas for Improvement

Mrs Bell indicated that she intend to continue to encourage communication with parents and explore other ways of encouraging their involvement in assessment of the service.

Grade awarded for this statement

5 - Very Good

Number of requirements

0

Number of recommendations

0

Statement 5

I support children and their families through changes in their lives.

Service Strengths

Mrs Bell aims to provide a supportive and caring environment for all those using her service and we consider that children and families experience very good care and support during their time with the childminder.

The needs of children and their families were well known to Mrs Bell who used this knowledge routinely and responsively to inform her day to day care of the children. During the inspection, discussion with Mrs Bell evidenced that she adopted a flexible and understanding approach to family circumstances and that both children and parents had confidence in her abilities to offer help and advice where required.

Mrs Bell was able to give examples of how both children and families were supported to deal with family changes and this was supported by parents who returned Care Commission questionnaires.

Some of the methods used by Mrs Bell to effectively support children and families included,

- verbal and written sharing of information
- questionnaires to seek views and opinions of children and parents
- cards, letters and references held on file from people who have used the service
- good knowledge of and involvement in the local community
- awareness of local and national childcare matters, effectively communicated to families using the service

Mrs Bell demonstrated a caring and conscientious approach to all matters relating to the children in her care.

Mrs Bell also demonstrated that she respects confidentiality of information shared with her in the course of her childminding. Arrangements were in place to discuss matters privately where necessary and parents agreed that they were very happy with these.

Areas for Improvement

Mrs Bell identified that she will continue to support children and families through times of change.

Regularly talk to the parents who don't use daily diaries making sure they still get information about their children despite not using the diaries. Encourage them to use alternative means of keeping in touch.

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

We found that Mrs Bell had very good arrangements for involving children and families in influencing the quality of the service. This was evidenced through all of the methods described in Quality Theme 1, Quality Statement 1.

Parents told us that they are very pleased with the level of information provided about the service, initially and throughout the placements.

This information was provided through the written documentation and face to face meetings to discuss childminding arrangements and the individual needs of each child and family.

Parents were kept well informed about management aspects of the service, including the Care Commission inspection and their views and opinions were considered as part of the self-assessment process.

Overall, parental questionnaires indicated that they valued the childcare service and had confidence in the childminder's skills and abilities and her responsible and professional approach to the management of her service.

The completed self assessment received from Mrs Bell states:

"My participation policy outlines the ways in which I consult with parents regarding assessing the quality of my service.

Parents are encouraged to comment in the children's daily diaries. Parents also receive regular communications from me inviting their comments and suggestions, these communications include newsletters and planners. Parents are always welcome to make appointments to chat to me about any issues, or to ring me for a chat. I give parents questionnaires to collect their assessments of the quality of the service. I have also explored alternative methods of communicating with parents, including text message and via my website.

I also notify parents of my inspection and ask them to pass their assessments on to the care commission in the questionnaire."

Areas for Improvement

Mrs Bell indicated that she planned to continue her consultations with parents regarding the quality of the service and investigate other ways in which to do this such as questionnaires and review meetings.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 6

I actively encourage positive behaviour in my service.

Service Strengths

Mrs Bell aims to encourage positive behaviour within the service through a range of methods which include,

- a very detailed behaviour management policy which describes how positive behaviour is encouraged within the home.
- house rules which are discussed and agreed with children and displayed to remind children of what has been agreed
- an understanding of a positive approach to behaviour management .

Discussion with Mrs Bell showed her understanding of the importance of managing behaviour appropriately and sensitively, taking account of children's feelings of self-esteem in the process. She provided an example of this, ensuring that disapproval is focused on the behaviour and not the child.

Mrs Bell uses a range of methods to support each child's understanding and learning about acceptable behaviour. These included discussions and negotiations with children to agree house rules, use of explanations, consistency of approach and redirection of unacceptable behaviour.

The service equal opportunities policy, based on respect and positive role-modelling also supports the childminder's approach to behaviour management within the service.

During inspection, we observed that the young child in Mrs Bell's care was happy and confident and that there were good interactions between the child and the childminder.

Parents told us through questionnaires that they were very satisfied with care service being provided and that they felt they were able to make comment or raise any issues with the childminder

Areas for Improvement

Mrs Bell identified her intention to continue to implement her behaviour management policy and keep parents informed about any issues.

Grade awarded for this statement

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Other Information

Complaints

No complaints have been received about this service 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 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 5	5 - Very Good
Quality of Environment - Not Assessed	
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 6	5 - Very Good

Inspection and Grading History

Date	Type	Gradings	
29 Jun 2009	Announced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	<i>Not Assessed</i>
24 Oct 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	4 - Good

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.

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 cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایں تسد سیم وونابز رگی د روا دولکش رگی د رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تاقي سن تب بل طلا دن ع رفاوتم روشن مل اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 603 0890

Email: enquiries@carecommission.com

Web: www.carecommission.com

Improving care in Scotland