

Inspection report

Smith, Lorna
Child Minding

Livingston

Inspected by: Joanna Westwater
(Care Commission Officer)

Type of inspection: Announced (short notice)

Inspection completed on: 3 September 2008

Service Number

CS2007142746

Service name

Smith, Lorna

Service address

Livingston

Provider Number

SP2007963296

Provider Name**Inspected By**Joanna Westwater
Care Commission Officer**Inspection Type**

Announced (short notice)

Inspection Completed

3 September 2008

Period since last inspection

1st inspection

Local Office AddressStuart House
Eskmills
Musselburgh
EH21 7PB

Introduction

Lorna Smith provides a childminding service from her terraced house in a residential area of Livingston. The house is close to local amenities.

The service was registered by the Care Commission in April 2007 and is registered to provide care to a maximum of five children at any one time under age 16, whom no more than five will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under one year of age.

There are presently five children aged between four years and five years attending the service on a part time basis.

Mrs Smith had a statement in place describing the service and included the following: 'Everyone wants the best care for their children and I feel I can provide that care in a fun, safe and secure environment.'

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

Quality of Care and Support - Grade 5 Very Good

Quality of Environment - Grade 4 Good

Quality of Staffing - Grade 5 Very Good

Quality of Management and Leadership - Grade 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

Before the Inspection

This report was written following a short notice announced inspection lasting approximately 1.5 hours on the afternoon of Wednesday 27 August 2008 with feedback conversation on 3 September 2008.

The Inspection was carried out by Joanna Westwater Care Commission Officer [CCO].

The Annual Return

The service submitted a completed Annual Return as requested by the Care Commission. Annual returns [ARs] are used to ensure that the Care Commission has up to date and accurate information about care services. The information provided will also be used in the Regulation Support Assessment [RSA] process to determine how services will be inspected. An AR must be submitted every year by all registered services. Care services are obliged by law to provide us with the information we have requested the AR [The Regulation of Care Act [Scotland] 2001, Section 25 [1]]. The provider has from 1 January 2008 to 29 February 2008 in which to return the AR to the Care Commission.

The Self-Assessment Form

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

Views of service users

Three Care Standards Questionnaires were distributed to parents/carers of service users prior to the inspection.

The questionnaires are designed around the six principles of the National Care Standards for Early Education and Childcare up to the age of 16.

The principles are:

Privacy, dignity, choice, safety, realising potential and equality and diversity.

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.

LOW

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

Evidence

During inspection evidence was gathered from a number of sources and included a review of a range of policies, procedures, records and other documentation as follows:

- supporting evidence from the up to date self assessment
- children's attendance register
- Registration Certificate
- service leaflet
- health and safety statement
- infection control statement
- child protection statement
- training records
- children's diary
- photographic records
- service questionnaires issued to parents and children

Discussion with Mrs Smith

Observation of Mrs Smith with minded child.

Examination of the environment and toys and equipment.

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 is the first inspection of the service.

Comments on Self Assessment

A completed self assessment document was submitted by the service. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements.

This contained information on what Mrs Smith thought she did well and how she thought some things could be improved. It also included information on how service users participated in assessing the service.

View of Service Users

One child aged four years was present during the inspection. The child appeared confident in his interactions with Mrs Smith and was able to access toys of his choice. The child was happy to include the CCO in his play and to show her toys.

View of Carers

Three Care Standards questionnaires were issued and two were returned to the Care Commission prior to the inspection.

The responses indicated both parents were very happy overall with the service provided.

Comments and findings from the questionnaires are included in the body of the report.

Findings from the service questionnaires, two from parents and two from minded children are also included in the body of the report.

Quality Theme 1: Quality of Care and Support

Overall CCO Theme Grading: 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 findings in this section are based on Quality Statement 1.1.

Mrs Smith used a variety of methods to facilitate the involvement of families in assessing and improving the quality of care and support provided including the following:

• Children's diaries that went between the child's home and the childminder's home were used when appropriate and parents were encouraged to make comment in these.

• Parents and carers had been informed about the grading system and how they could offer their views on the service.

• Mrs Smith had devised a questionnaire for parents and a questionnaire for children that enabled service users to comment on the service they received.

• Service policies and procedures were made available for families to read and opportunity arranged for these to be discussed.

In the Care Commission and service questionnaires, parents had confirmed that Mrs Smith listened to and acted upon their views and opinions.

Parent/carer comments made in the Care Commission Questionnaire confirmed that Mrs Smith had asked parents and children for ideas and feedback to help her develop the service.

Mrs Smith described occasions when she had responded to comments made by parents/carers and by children, about aspects of the service. She described the positive outcomes for children.

The service questionnaire completed by children had provided Mrs Smith with information about children's likes/dislikes and views.

The service questionnaires returned by parents indicated that one parent considered the service provided to be 'very good' and the other considered the service to be 'excellent'.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 1.1 5 Very Good

Areas for Development

Mrs Smith stated her intention to provide feedback to families from the questionnaire and to inform them of any action that would be taken as a result of the findings.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Statement 2: I provide opportunities for visits prior to any child starting and prepare current children for new arrivals.

Service Strengths

The findings in this section are based on quality statement 1.2

Mrs Smith had a settling in policy that was discussed with parents/carers during the settling in period. Also at this time, information about the child was shared and the service aims, policies and procedures were explained.

Details of the service provision were also given.

Mrs Smith made time to meet with new families out with usual childminding times in order to fully discuss her service and the child's needs.

A care sheet detailing the child's likes and dislikes was completed by parents.

Daily diaries were used when this was the best method of communicating with families.

Existing children were involved in discussions about new children starting.

Feedback from parents in the service and Care Commission questionnaires related to the settling in process, included the following comments:

'Fantastic'

'Fine'

Both questionnaires confirmed that families were able to visit the service prior to the child taking up a place and that families were informed of new children starting at the service.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 1.2 5 Very Good

Areas for Development

Mrs Smith identified that she intended to regularly update her welcome leaflet and policy and procedure statements.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

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

The findings in this section are based on Quality Statement 2.1

See Quality statement 1.1 for supporting evidence.

Information about the health and safety measures that were taken in the service was given to parents/carers as part of the policy and procedure information.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 2.1 4 Good

Areas for Development

In discussion Mrs Smith stated her intention to review the service questionnaire to encourage comment and feedback from families about the environment within the service.

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

The findings in this section are based on Quality Statement 2.2

Mrs Smith's home and garden were clean and well maintained at the time of the inspection. There was appropriate heating, lighting and ventilation.

Mrs Smith had information available about issues relating to communicable diseases. Appropriate toileting procedures were in place.

Risk assessments were undertaken regularly.

A fire safety plan and evacuation procedure was in place.

Mrs Smith described how she practiced fire drills with the children.

Mrs Smith had taken children on visits to the fire station and the ambulance depot.

Mrs Smith had attended the following related training events in the past year:

First Aid

Food hygiene

Risk Assessment

Feedback from the Care Commission questionnaires indicated that parents/carers considered Mrs Smith's home to be safe and hygienic for the children.

Parents also indicated they were very happy with the range of equipment and toys available for the children.

They confirmed that Mrs Smith made good use of community resources.

Comments included the following:

'She loves the routine of going to the farm, the park, ceramic experience etc.'

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

Quality Statement 2.2 5 Very Good

Areas for Development

Mrs Smith identified that she would clarify the fire evacuation procedure for the new children in her care. She also intends to arrange visits to the fire and ambulance services for the new children.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

Quality Theme 3: Quality of Staffing

Overall CCO Theme Grading: 5 - Very Good

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

Service Strengths

The findings in this section are based on Quality Statement 3.1

See Quality statement 1.1 for supporting evidence.

A photographic record of children engaged in a variety of activities was available.

Feedback from Care Commission questionnaires indicated that parents/carers considered Mrs Smith to be flexible and responsive to the children's needs.

Feedback and comments from the service questionnaire indicated that parents were satisfied with the manner in which Mrs Smith exchanged information and with how she helped children relate to and cooperate with others. They rated this aspect of the service as 'Great' and 'Fine'.

Further comment was as follows:

'â€ flexible when needed.'

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 3.1. 5 Very Good

Areas for Development

Mrs Smith identified that she would issue a newsletter to families and include in this the results from the service questionnaires. She also stated she would include information about any action she would take as a result of parent and children feedback.

She identified that this may be a method of encouraging service users to participate more fully in assessing and improving the service.

CCO Grading

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

The findings in this section are based on Quality Statement 3.2

A copy of the nutritional guidance was available in the service. Statements and other relevant information was available in the service to advise on children's health, nutrition and safety.

Mrs Smith provided a variety of healthy snacks and milk or water for the children. Parents provided meals.

A note of snacks available was detailed on the service notice board.

Mrs Smith had attended training on how to manage food allergies.

The children were advised/guided on good hygiene practices.

Risk assessments were undertaken for activities, the premises and for outings. Mrs Smith had attended a Risk Assessment training event run by West Lothian Council.

Parent/carer feedback from the Care Commission questionnaire indicated that parents were satisfied that Mrs Smith provided a healthy and well balanced diet which met children's dietary needs.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 3.2 5 Very Good

Areas for Development

Mrs Smith is maintaining current good standards.

CCO Grading

5 - Very 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

The findings in this section are based on Quality Statement 4.1

See Quality statement 1.1 for supporting evidence.

The Officer observed that Mrs Smith kept service records, children's information and policy statements in an organised manner.

Parent feedback from the service questionnaire indicated that parents considered the presentation and content of information received about the service to be either very good or excellent.

The toys and equipment were well organised and children could easily access activities of their choice.

The minded child present was observed to have a clear understanding of routines and expectations.

Parents/carers were informed of training attended by Mrs Smith.

In addition to training courses mentioned previously in the report, Mrs Smith had also attended training in the past year as follows:

• Positive Behaviour Management - Scottish Childminding Association

• Multicultural Play - West Lothian Council

• Top Start, a course on play

• Understanding Autism

Mrs Smith had also recently completed the Scottish Childminding Association Scheme of Excellence.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 4.1 5 Very Good

Areas for Development

Mrs Smith identified that she intended to issue questionnaires to families on a regular basis.

CCO Grading

5 - Very Good

Number of Requirements

0

Number of Recommendations

0

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

Service Strengths

The findings in this section are based on Quality Statement 4.5

Mrs Smith had a child protection statement in place that contained the required information. This was given to parents/carers prior to children taking up a place in the service. Parents/carers confirmed they were aware of this document. Telephone numbers for relevant agencies were kept on the service notice board.

Mrs Smith described her understanding of the issues related to child protection and the action that she may take in the event of any concerns. She had undertaken child protection training with West Lothian Council and with the Scottish Childminding Association.

Based on the findings of this inspection the service has been awarded the following grade:
Quality Statement 4.5 4 Good

Areas for Development

Mrs Smith agreed to include the telephone numbers for relevant agencies in the child protection statement.

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.

Other Information

None

Requirements

There were no requirements made at this inspection.

Recommendations

There were no recommendations made at this inspection.

Joanna Westwater

Care Commission Officer