

# Care service inspection report

**Perrie, Lorna & Allan**

Child Minding

Strathaven

Inspected by: Kara Doonan

Type of inspection: Announced (Short Notice)

Inspection completed on: 19 May 2011



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## Service provided by:

Perrie, Lorna & Allan

## Service provider number:

SP2009973047

## Care service number:

CS2009194350

## Contact details for the inspector who inspected this service:

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## Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

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

### We gave the service these grades

Quality of Care and Support	4	Good
Quality of Environment	4	Good
Quality of Staffing	4	Good

### What the service does well

The service environment is well maintained and kept clean and tidy. The children had access to a secure large outdoor area that had been risk assessed and encouraged children to play outdoors.

The service provided a healthy and nutritious menu for the children.

### What the service could do better

The service should include date completed on the information held on children including child information forms and medication consent forms.

When the service makes changes and improvements the parents and children's views should be taken into account.

The information recorded on consent forms should be more detailed.

The service should consider involving the parents and children in completion of the self assessment submitted to SCSWIS.

### What the service has done since the last inspection

The service had met the four requirements and three recommendations made at the last inspection.

The service had registered as a food safety business.

## **Conclusion**

Overall, the service had met the requirements and recommendations made at the last inspection.

The service was provided from within a safe and secure environment and the children had access to a large well resourced outside play area.

The service records need to be more detailed in places to ensure that all relevant information is recorded.

## **Who did this inspection**

Kara Doonan

**Lay assessor:**

# 1 About the service we inspected

Before 1 April 2011 this service was registered with the Care Commission. On this date the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS.

Mr and Mrs Perrie are registered to provide a childminding service with the following conditions:

- When both Lorna and Allan Perrie are childminding at the same time they can provide a care service to a maximum of 12 children at any one time under the age of 16, of whom a maximum of 12 will be under 12, of whom no more than 6 are not yet attending primary school and of whom no more than are under 12 months. Numbers are inclusive of children of their family.

- At any time when the childminding service is being provided by one of the persons named on the Certificate of Registration then the following applies. The care service can be provided to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of their family.

Mr and Mrs Perrie live in a detached villa in the outskirts of Strathaven. They provide a flexible service which includes taking children to and from local nursery provision. The aims and objectives of the service are "To provide a warm, safe and friendly home from home environment where babies and children can play, learn and grow while having loads of fun".

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

**Quality of Care and Support - Grade 4 - Good**

**Quality of Environment - Grade 4 - Good**

**Quality of Staffing - Grade 4 - Good**

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website [www.scswis.com](http://www.scswis.com) or by calling us on 0845 600 9527 or visiting one of our offices.

## 2 How we inspected this service

### The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

### What we did during the inspection

This report was written following a short notice inspection by Social Care and Social Work Improvement Scotland Inspector Kara Doonan on 19 May 2011 between 9:30am and 11:30am. As requested by us, the care service sent us an annual return. The service also sent us a self assessment form.

We issued nine questionnaires to relatives or carers of children who use the service. Six questionnaires had been returned before the inspection.

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

- \* parents questionnaire
- \* children's information folders
- \* welcome pack
- \* policy folder
- \* registration certificate
- \* insurance certificate.

The Inspector spoke with Mr and Mrs Perrie and the Inspector spent time in the service observing care practice.

### Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

### Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects

of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

### **Fire safety issues**

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at [www.firelawscotland.org](http://www.firelawscotland.org)

## What the service has done to meet any requirements we made at our last inspection

### The requirement

1. The Provider must keep a record of the information specified by Scottish Statutory Instrument 2002/114, Regulation 19 for all children.

### What the service did to meet the requirement

Action: The service had forms in place to keep the information stated the Scottish Statutory Instrument 2002/114, Regulation 19 for all children. We discussed children's personal plans and guided the childminder to the regulations relating to these. The childminder agreed to take account of the new regulations and will now develop personal plans for this service.

Outcome: Met

**The requirement is:** Met

### The requirement

2. The Providers must comply with Condition 4 on the Certificate of Registration at all times.

### What the service did to meet the requirement

Action: The children minders had changed their daily routine and children attendance to ensure they comply with condition four of their registration.

Outcome: met.

**The requirement is:** Met

### The requirement

3. The Providers must make proper provision for the health and welfare of service users by ceasing the practice of providing communal medication for children.

### What the service did to meet the requirement

Action: The service no longer use communal bottles of medication.

Outcome: Met

**The requirement is:** Met

## **The requirement**

4. The Providers must make proper provision for the health and welfare of service users by installing appropriate equipment and developing safe systems to monitor children who are sleeping.

## **What the service did to meet the requirement**

Action: the service had safety equipment and systems in place to monitor sleeping children.

Outcome: met

**The requirement is:** Met

## **What the service has done to meet any recommendations we made at our last inspection**

1. The range of methods used to consult with parents and children should be further developed.

Progress: The service had used daily discussions, questionnaires to gather parental and child feedback. It was discussed to use the consultation for more specific projects for example improvements in the garden.

Outcome: Sufficient evidence was provided to support this recommendation had been addressed.

2. A routine outings consent form which specifies the venues visited should be developed and signed by parents.

Progress: Permissions had been gained for local trips and walks.

Outcome: Sufficient evidence was provided to support this recommendation had been addressed.

3. The childminders should ensure that contact information about minded children and themselves can be readily accessed in the event of an emergency when they are out in the community.

Progress: The provider carries cards containing relevant contact information when outside of the service.

Outcome: Sufficient evidence was provided to support this recommendation had been addressed.

## **The annual return**

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

**Annual Return Received:** Yes - Electronic

## **Comments on Self Assessment**

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

We received a fully completed self assessment document 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.

The service provider identified what they thought they did well, some areas for development and any changes they planned.

The service should consider involving the parents and children in completion of the self assessment.

## **Taking the views of people using the care service into account**

The children were taking part in indoor and outdoor activities during the inspection. The children were contented and playing with a range of toys.

## **Taking carers' views into account**

We sent out nine questionnaires and six were completed and returned to us before our inspection. When we asked about the overall quality of the services their relative or friend receives in this service:

\* Three people indicated they strongly agreed, one person agreed, one person strongly agreed and one person did not know if they had been involved in developing the service

\* Four people indicated they strongly agreed, one person agreed and one person disagreed they were happy with the quality of the service.

Comments included:

'I'm as a parent, so appreciative of an outstanding service, provided by both Lorna and Allan. Their honesty regarding my boys' care goes a long way.'

'A bright and stimulating environment where children are encouraged to be creative and play. A very robust settling in period to allow parents and children feel settled and confident. A warm and caring environment where children are encouraged.'

'Alan and Lorna Perrie are fabulous couple. My ... enjoys every session and learns new topics and skills from them. They are very homely and family minded. I would strongly recommend them to any family.'

'The physical environment provided is excellent and I have no doubts of the affection and care felt for my child. However I do have concerns about poor communication and interaction skills.'

## 3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

### Quality Theme 1: Quality of Care and Support

Overall grade awarded for this theme: 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

The service had used different methods to share and gather feedback from parents and children. These included:

- \* questionnaire
- \* daily discussions and text messaging
- \* settling in visits
- \* newsletters
- \* parental reviews
- \* all about me booklets.

The feedback received had given Mrs and Perrie reassurance about their practice and any comments or suggestions made had been taken on board.

The service provided new families with a detailed handbook about the service this offered and informed parents of the service's aims and objectives.

Mr and Mrs Perrie gathered and shared daily information with parents to ensure the care provided meet their children needs. The parents that returned the care standard questionnaires indicated their views on their child's development needs had been taken on board.

Each family had an individual folder containing relevant information. These included progress reports and for example permissions for outings. Daily records on children's experiences were also kept. All information held had been shared with parents.

Mr and Mrs Perrie demonstrated to have good knowledge and understanding of the children and families using their service and planned play experiences meeting their individual needs.

After a review of the documentation and discussion with the service we have found the service to have a good performance in relation to this statement.

### **Areas for improvement**

We discussed children's personal plans and guided the childminder to the regulations relating to these. The childminder agreed to take account of the new regulations and will now develop personal plans for this service.

The service had introduced a service questionnaire only one had been returned at the time of the inspection. It was discussed to use the consultations with parents and children for more specific projects for example improvements in the garden as this may gather more worth while feedback and suggestions.

The service had handed out all about me booklets to be completed to all the children's families, however only one had been returned. It was discussed that this tool could be developed further and used to plan future play and next steps in supporting children development needs.

The service should up date policies and procedure including the complaints procedure with the SCSWIS contact details.

**Grade awarded for this statement:** 4 - 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 service had a settling in policy that outlined how new children and families are welcomed into the service to ensure a smooth transition. New children are slowly introduced to the service through attending visits. These visits are organised around the children and are flexible to their needs.

One parent commented on the care standard questionnaire 'A very robust settling in period to allow parents and children feel settled and confident'.

Parents and children are invited to view the premises and met Mr and Mrs Perrie and family. At this time parents are given time to discuss the service's policies and procedures, ask questions and share information about the care their child requires.

After a discussion with the service providers and a review of the policy we have found the service to have a good performance in relation to this statement.

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## Areas for improvement

The service should continue to ensure that the settling in procedures meets the needs of the new children and families.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

I gather information about the child and their needs.

### Service strengths

Mr and Mrs Perrie had gathered information written and verbal at the settling in visits to ensure the care provided met the children's needs and interests. Each family had a folder containing:

- \* children details
- \* medical/ allergy information
- \* all about me booklets
- \* permissions for outings

Daily Mr and Mrs Perrie spoke with the parents to ensure that they were kept informed of the children's needs and provided the necessary care and support.

The children were encouraged to share their views, ask questions and make choices in their daily activities.

After a review of the documentation and observation of practice we have found the service to have a good performance in relation to this statement.

## Areas for improvement

The service had child information forms completed for all children in their care, however the service should only complete one child's information per form and include a date of completion.

The service had gained consent to give medication and had made the requested changes to their medication policy and procedure from their last inspection. The consent forms still need more detail such as date completed, time and dosage of medication to be given. It was discussed that the service should refer to good practice guidelines for medication and amend their records accordingly.

As discussion took place regarding the completion of the daily diaries and it was agreed that service will look at changes in legislation and make changes in relation to records held, reviewing their purpose and benefits on the outcomes for the children.

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**Grade awarded for this statement:** 4 - 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

The service provided parents and children the opportunity to view their home and ask questions in relation to the environment during the settling in period.

The service questionnaire gathered the parental views on the toys available. These were still to be returned at the time of the inspection.

On a daily basis the children were given the opportunity to choose from arrange of activities. The activities and toys provided met the children interests.

The children had been consulted in some of the garden renovations.

After a review of the documentation and observation of practice we have found the service to have a good performance in relation to this statement.

#### Areas for improvement

The service should continue to further develop the methods used for involving the children and parents in the assessment and improvement of the quality of the environment.

It was discussed that if the service were doing any further improvements to the minding environment that they use this opportunity to consult with the children and parents.

**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 service had policies on health and safety, pets, and emergency procedures outlining the procedures and practices in place to keep the children safe.

The children encouraged to take risks but were made aware of the house rules and safety procedures they should follow to keep safe both indoors and outdoors.

The service's garden provided a safe and secure area for the children to play and had been recently renovated providing a safe all weather surface.

The service had used safety guidance documents to measure the level of risks within the home and decide on the safety measures to put in place. Each minding area had been risk assessed and was found to be clean and tidy and having appropriate safety measures in place.

The service had been registered as a Food Business Operator. Mr and Mrs Perrie had knowledge and understanding in their roles in responsibilities in relation to food safety measures and had appropriate training in this area.

After a viewing the premises and the documentation we have found the service to have a very good performance in relation to this statement.

### **Areas for improvement**

The service should continue to provide their service within the quality of environment.

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 4**

I ensure children have access to fresh air and exercise and make best use of outdoor space available to me.

### **Service strengths**

The service had developed large outdoor play areas for children of all ages to take part in daily outdoor activity. The younger children had areas to climb and play with a range of resources. A space had also been designated for older children to play ball games and age appropriate climbing frames.

The children accessed the local community and went on outings to local parks and areas of interest.

### **Areas for improvement**

The outdoor area is still being developed the service should continue with this providing more outdoor play opportunities.

**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: 4 - Good

### Statement 1

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

#### Service strengths

Daily discussions provided parents the opportunity to raise areas of concerns and the service complaints policy outlined how parents should proceed if they had any serious issues to raise.

Please also see quality statement one, theme one.

After a review of the documentation we have found the service to have a good performance in relation to this statement.

#### Areas for improvement

The service should continue to further develop the methods used for involving the children and parents in the assessment and improvement of the quality of the service provided.

**Grade awarded for this statement:** 4 - Good

**Number of recommendations:** 0

**Number of requirements:** 0

### Statement 2

I understand my role and responsibilities in relation to child protection and provide a service that promotes the health, nutrition and safety of the children in my care.

#### Service strengths

Mr and Mrs Perrie had attended training in child protection during their induction to childminding training.

The service confidentiality and child protection policy outlined their roles and responsibilities in protecting the child in her care.

The service had policies and procedures in place to support the health, nutrition and safety of the minded children.

Mr and Mrs Perrie had provided opportunities to help child learn about keeping safe

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and healthy. The children were encouraged to follow good hand washing and when out and about to follow good road safety procedures.

The service provided children with a healthy and nutritious menu and children were encouraged to take part in baking activities.

After a review of the policies and discussion with the service providers we have found the service to have a good performance in relation to this statement.

### **Areas for improvement**

Mr and Mrs Perrie should continue to promote health, nutrition and safety with the children using their service.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

### **Statement 8**

I keep up-to-date with legislation, national and local guidelines and the Scottish Social Services Council code of practice.

### **Service strengths**

Not all aspects of this statement were undertaken during this inspection. This statement focused on the requirements and recommendations made at the last inspection.

The service had changed their daily routine and children attendance to ensure they complied with the maximum number of children to be cared for when one childminder was present.

The service had made changes to the medication policy communal bottles of medication were no longer in use.

Safety equipment and systems were in place to monitor sleeping children.

The childminders carry cards containing relevant contact information when outside of the service.

After reviewing the documentation and discussions with the childminders we have found the service to have a good performance in relation to this statement.

### **Areas for improvement**

The service should keep informed of new legislation and good practice guidance to ensure the service provides quality child care that reflects current thinking.

**Grade awarded for this statement:** 4 - Good

**Number of requirements:** 0

**Number of recommendations:** 0

## 4 Other information

### Complaints

There have been no complaints upheld or partially upheld about this service since the commencement of SCSWIS on 1 April 2011. Since the service was last inspected there had been no complaints which the Care Commission upheld or partially held.

### Enforcements

Since the service was last inspected there has been no enforcement action.

### Additional Information

### Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

## 5 Summary of grades

<b>Quality of Care and Support - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 3	4 - Good
<b>Quality of Environment - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	5 - Very Good
Statement 4	5 - Very Good
<b>Quality of Staffing - 4 - Good</b>	
Statement 1	4 - Good
Statement 2	4 - Good
Statement 8	4 - Good

## 6 Inspection and grading history

Date	Type	Gradings
26 Aug 2010	Announced (Short Notice)	Care and support      3 - Adequate Environment          5 - Very Good Staffing                1 - Unsatisfactory Management and Leadership      Not Assessed

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

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## Translations and alternative formats

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