SCSWIS
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Care service inspection report

McGowan, Lorna

Child Minding

Glasgow

Inspected by: Jacqueline Clark

Type of inspection: Announced (Short Notice)

Inspection completed on: 24 January 2012

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Service provided by:

Service provider number:

SP2008971307

Care service number:

CS2009232642

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	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing		N/A

What the service does well

The childminder had developed positive relationships with parents and the minded children attending her service. She provided the children with a good range of resources and activities which were age and stage appropriate.

What the service could do better

The childminder could further develop the parent's involvement in assessing and improving her service by allowing them to grade the service through the quality themes and statements.

What the service has done since the last inspection

Since the last inspection the childminder had extended her knowledge and skills by accessing a range of training opportunities including first aid and food hygiene.

Conclusion

We found that the service was performing very well in the areas which we inspected. The childminder remained committed to developing and improving the quality of the service offered. She should implement the recommendation within this report to further develop her service.

Who did this inspection

Jacqueline Clark
Lay assessor: N/A

1 About the service we inspected

The childminder provides her service from the family home in the Parkland area of Glasgow. The service was registered with the Care Commission on 27 January 2010 then transferred to Social Care and Social Work Improvement Scotland on 1 April 2011. The childminder can care for a maximum of six children under the age of twelve. The childminder currently operates four days per week from 07:30 - 17:320hrs. There are presently two children attending the service.

Through viewing the aims and objectives statement it was noted that the childminder aimed to provide a "safe environment specific to the individual needs of the child and flexible to the needs of the family."

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

Quality of Care and Support - Grade 5 - Very Good
Quality of Environment - Grade 5 - Very Good
Quality of Staffing - N/A

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 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 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 we did during the inspection

We wrote this report following an announced inspection which took place on the morning of 24 January 2012.

As requested by us the childminder completed an annual return. The service also submitted a self assessment form.

We issued two questionnaires to the parents using the service one of which was completed and returned prior to inspection.

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

* Discussion with the childminder and one minded child
* Viewing a range of policies and procedures including aims & objectives, infection control, complaints,
  confidentiality, emergency, participation and health & safety
* Observation of practice
* Observation of the environment and resources

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

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

At the last inspection there were five recommendation made, these have all been fully actioned by the childminder.

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 childminder. 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 childminder identified the strengths of her service but identified no areas for further development.

Taking the views of people using the care service into account

On the day of the inspection visit there was one minded child present. She was observed to be settled and content within the childminder's home. She accessed a range of resources and interacted very positively with the childminder.

Taking carers' views into account

One parent questionnaire was returned before the inspection took place. Feedback was of a positive nature. The parent "agreed" that the childminder had involved her in developing the service. The parent "strongly agreed" that overall she was happy with the quality of care her child received.

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

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

The childminder provided opportunities for parents to be involved in assessing and improving the quality of care and support offered. This was accomplished through a variety of methods including:

Verbal feedback
Parental questionnaires
Children's questionnaires
Daily diary
Text messages
Open door
Telephone

Through the questionnaire issued by the childminder parents had the opportunity to share their views of the care and support offered. One parent commented "childminder has been very flexible watching my child at short notice."

All children attending the service had a personal development programme which parents had the opportunity to view and comment on.

The childminder had developed and implemented a participation strategy which detailed how parents could be involved in her service.

Prior to the service commencing the childminder provided parents with copies of her policies, procedures and inspection report.

The parent who responded to our questionnaire "agreed" that the childminder listened to and acted upon her views about her child's development needs, culture, interests and personality.

Areas for improvement

The childminder has developed children's questionnaires to use in the future when the young children attending her service are older and can participate.

Grade awarded for this statement: 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 childminder provided parents with both written and verbal information about their service prior to the children starting.

In order to familiarise themselves with the accommodation and get to know the childminder the children and parents had the opportunity to visit the family home. During these visits discussion took place regarding the child's care needs, likes and dislikes. The parent who returned our questionnaire confirmed that she had been given information about the service and had the opportunity to visit prior to her child starting.

The service issued a questionnaire to parents for their feedback regarding their child's settling in experience. Feedback was very positive with one parent commenting " childminder went out of her way to buy new toys that she knows my child likes."

The childminders would discuss the arrival of any new children with the service users already in attendance and their parents.

Through discussion with the Inspector the childminder described her settling in process which was flexible to take account of individual needs.

Areas for improvement

The benefits of developing a written settling in procedure was discussed with the childminder at the time of the inspection.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 1

Recommendations

1. Develop a written settling in policy which can be shared with parents.
   National Care Standards for Early Education and Childcare up to age 16. Standard 1:3 Being Welcomed and Valued.

Quality Theme 2: Quality of Environment

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 environment within the service.

Service strengths

The methods of service user consultation and participation reported in Statement 1:1 remain relevant to this statement.
The childminder issued a questionnaire which provided parents with the opportunity to assess the environment provided for their children. One parent commented about the home "clean, tidy with plenty of space for toys" with another stating "outside garden good and safe for my child to play."

Through our questionnaire the parents "strongly agreed" that the childminding premises was a safe, secure, hygienic, smoke free and pleasant environment.

Areas for improvement

The childminder should continue to seek ways to involve parents in assessing and improving the quality of the environment provided.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

I make the best use of the space available in my home, bearing in mind the ages, and stage of development, of the children in my care.

Service strengths

Observations made on the day of the inspection confirmed that the childminder used the space available effectively. Children attending the service had access to the ground floor level of the home.

The Inspector viewed photographs which evidenced children's attending the service participating in a wide range of activities. These were kept within the child's personal learning profile which was available to parents.

The childminder had a detailed list of all her resources and toys which she utilised to ensure children had a range of learning opportunities.

The childminder had a written plan of her home policy which detailed to parents how she managed the space available.

Children attending the service had access to an enclosed back garden which allowed opportunities for physical play and access to fresh air.

Areas for improvement

The childminder should continue to maintain her current good practice in this area.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing - NOT ASSESSED

4 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 the last inspection.

Additional Information

None.

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

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Staffing - Not Assessed	

6 Inspection and grading history

Date	Type	Gradings	
10 Nov 2010	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 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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