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Care service inspection report

Templeman, Alison

Child Minding

Largs

Inspected by: Kirsty Porter

Type of inspection: Announced (Short Notice)

Inspection completed on: 25 January 2012

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Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	9
4 Other information	14
5 Summary of grades	15
6 Inspection and grading history	15

Service provided by:

Templeman, Alison

Service provider number:

SP2004917081

Care service number:

CS2004060817

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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 has built up positive relationships with the parents and children using her service. This has allowed her to continue to involve families in the care and support of their children.

The children are given a range of experiences both indoors and in the community. She caters for individual needs and preferences and ensures the children have regular opportunities to mix with others.

Records showed she had appropriate settling in procedures for new children.

What the service could do better

The childminder agreed to update personal plans for the children in her care to ensure they reflected their changing needs. Information about a minded child forms are to be completed for all of the children in Mrs Templeman's care.

The childminder also agreed to try to gather regular feedback from the children and parents/guardians who use her service.

What the service has done since the last inspection

The childminder is aware of the need to keep up to date with current childcare practice and plans to update her training in child protection. The childminder had updated her training in first aid and attended Day Care Support Service Training.

In order to provide additional activities and enable the children in her care to socialise with other children Mrs Templeman had continued to make good use of the resources in the local community.

Conclusion

The childminder offers a flexible, reliable service to families. The parents using her service indicated that they are very happy with the overall quality of care provided.

Who did this inspection

Kirsty Porter

1 About the service we inspected

Mrs Alison Templeman operates her childminding service from her home in Largs, North Ayrshire. Mrs Templeman is registered to care for up to a maximum of 6 children under the agre of 16 years, of whom no more than three are not yet attending primary school and no more than one is under 12 months. Numbers are inclusive of the children in the childminders family.

At the time of the inspection Mrs Templeman provided a flexible service to 3 children.

During the inspection Mrs Templeman was caring for one pre school child.

Mrs Templeman aims to: "offer a childminding service where the welfare and safety of the children in my care is paramount. Parents and children will always be treated fairly, their views are always taken into account when making decisions affecting them. They will feel welcomed into my home and made to feel relaxed and comfortable."

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 (Care Inspectorate) 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 with the new body Care Inspectorate.

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

The inspection was carried out by Kirsty Porter on 25.1.2012 between 09:30 and 11:15.

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

A review of a range of policies, procedures, records and other documentation including the following:
Children's records
Policy statements
Information pack for parents
Questionnaires
Daily Diary
Photographs
Complaints procedure
Certificate of registration & Insurance

Discussion took place with the childminder and those areas of the premises used for childminding were inspected with observation of childminding practice, the environment and equipment in use.

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

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.

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We received a completed self assessment document from the childminder. Some strengths and areas of development were identified.

Taking the views of people using the care service into account

One young child was present during the inspection who appeared relaxed and happy. The child played with age appropriate toys, had a snack and a nap. Mrs Templeman was attentive to the needs of the child present. Interactions were warm and caring.

Taking carers' views into account

We sent out 3 care standard questionnaires to the childminder for distribution to carers. Two completed and returned. The respondents were very happy with the service being provided. Comments included:

" I am absolutely delighted with the care". This parent commented that the childminder ensured there was plenty of outdoor activities and that there were plenty of indoor and outdoor toys. This parent thought that there was lots of stimulation and said " there is nothing more I could wish Alison would do 10/10".

" I have ticked "strongly agree" in answer to all questions as in my opinion the service provided by Alison Templeman is second to none. She is a loyal, trustworthy lady who provides childcare par excellence".

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

At the last inspection on 3.06.09 the grade awarded was 5 - Very Good. This grade was maintained.

There was very good evidence that the childminder had made efforts to ensure that children, parents and families had participated in assessing the quality of care and support that she provided.

Methods used included daily discussions and telephone contact outwith the childminders normal working hours. The childminder had used questionnaires for some parents and children and had given out Care Inspectorate Questionnaires. A daily diary was used to pass information between the childminder an the parents.

The childminder had produced Newsletters however, felt that she had established good communication channels with the parents/guardians of minded children.

The childminder had photographs of the children participating in activities whilst in her care. A Newsletter was also used to keep parents well informed.

The childminder told us that she showed parents her inspection report.

Areas for improvement

There was evidence that some children and some parents/guardians had completed quality questionnaires. The childminder should continue to develop this area, particularly gathering the views of the children who are able to express their opinions.

The childminder should let parents and children know about any changes she has made to the running of her service in response to their comments.

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, through discussion, showed us that she understood the importance of good settling in procedures. Mrs Templeman's settling in procedure was flexible and included opportunities for the parents and children to visit prior to using the service. The children are given the chance to settle in to the service gradually where possible.

Mrs Templeman worked with parents to ensure she had information about each child in her care. This included a registration form, "all about me" and any other information that would be helpful.

The parents who completed our questionnaires indicated that they:
* Received clear information about the childminders service before they started
* Were able to visit the service before starting to use it
* Are informed by the childminder before a new child starts using the service

From discussion with the childminder it was clear that she knew the children in her care well and took an interest in their immediate and wider families. Mrs Templeman felt that she communicated well with parents which contributed to the smooth running of her service.

Areas for improvement

The childminder should maintain the practices described to settle new children into the care service. The childminder agreed to ensure that "information for minded child" registration forms are completed for all of the children in her care.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 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

At the last inspection on 3.06.09 the grade awarded was 5 - Very Good. This grade was maintained.

As stated previously in statement 1.1 the childminder had developed ways of involving parents and children in assessing and improving the service.

The childminders questionnaire asked parents to comment on the environment.

Parents who completed our care standard questionnaires and the childminders own questionnaire responded positively about the quality of the childminding environment.

Areas for improvement

The childminder should continue to seek the views of parents and children who use her service. Feedback from them should be used to inform how the service is run.

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

The furnishings and layout were appropriate for the children. The environment was warm , bright and attractive. The childminder had a behaviour management policy statement, house rules and had completed risk assessments for indoor activities.

There was suitable space internally and externally to allow the children to take part in active play. The childminder had photographs of the children enjoying themselves at her home, in her garden and on local outings.

The child present played with age appropriate toys. The childminder had obtained

information about the likes and dislikes of the children in her care. There was a good selection of toys and play equipment and the childminder rotated these to offer an interesting variety of play experiences.

The childminder had regard for the age and stage of development together with the likes and dislikes of the minded children in attendance when planning activities.The childminder had "record of individual need" forms which gave good information to help her plan activities.

The care standards questionnaires completed by parents indicated that they strongly agreed that there was enough space for the children to play and get involved in a range of activities and that the childminder provided a suitable range of equipment, toys and materials.

Areas for improvement

The childminder agreed to update the "record of individual need" documents to take account of developmental progress and reflect the changing needs of the children in her care.

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

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	
3 Jun 2009	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good Not Assessed
14 May 2008	Announced (short notice)	Care and support Environment Staffing Management and Leadership	3 - Adequate 4 - Good 4 - Good 4 - Good

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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