

Childminder inspection report

Wardrop, Helen
Renfrew

Service provided by: Wardrop, Helen

Service provider number: SP2003902844

Care service number: CS2003004959

Inspection Type: Unannounced

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1 Introduction

Mrs Wardrop is registered to care for 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 of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. The service operates from the childminder's home in Renfrew.

The aims and objectives of the service include the following statement:

- "to provide a happy, caring, warm and friendly environment. This should enable children to develop, learn and have fun whilst in my care." A full copy of this statement can be obtained from the childminder.

What we did during our inspection

We carried out a short notice announced inspection of the service provided by the childminder on Friday 24 October 2014. A Care Inspectorate Inspector carried out the inspection.

The childminder sent us an annual return.

The childminder also sent us a self assessment form linked to the Getting it Right for Every Child (GIRFEC) quality indicators - safe, healthy, achieving, nurtured, active, respected, responsible and included.

We issued four Care Standards questionnaires to parents/carers of children who used the service (parents/carers will be referred to as parents in this report). We received six completed questionnaire as the childminder photocopied the questionnaires to make this available to all the parents.

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

- evidence from the childminder's self assessment
- the children's personal records and plans
- evidence of how the childminder involved parents and children
- aims and objectives of the service
- children's folders

- complaints procedure
- accident and incident records
- medication policy and records
- risk assessments
- child protection policy
- behaviour management policy
- certificate of registration
- certificates of insurance
- discussions with the childminder
- folder of evidence linked to each of the quality statements that we previously inspected the service against
- observing how the childminder works, caring for and interacting with the minded children.

Views of people using the service

There were three children present during the inspection. The children were under primary school age. The childminder was very attentive to the children's needs and interests; and responded to their verbal and non verbal communications. We observed that the children were having great fun building towers and structures with duplo; and creating a balancing obstacle course. The children played well together cooperating and taking turns, we could see that close friendships had formed between the children.

Six parents had completed and returned our questionnaires prior to the inspection. All of the parents had written detailed positive comments about specific parts of the service, these comments are detailed through this report. The response to the questions we asked were very positive with parents indicating that they 'strongly agreed' that overall, they were happy with the quality of care their child received in the service.

One parent took the opportunity to have a discussion with us during the inspection. This parent confirmed he/she had used the service for a number of years and was very happy and confident with the service.

Self assessment

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

We received a comprehensive and robust self assessment document from the childminder. The childminder had completed this with detailed information under the quality themes that we grade her service under. The childminder identified what she thought she did well and any improvements she planned.

What the service did well

We found the childminder provided an excellent service for both children and parents. A flexible, caring service was provided to the families. The detailed feedback that we received from the families who use this childminding provision confirmed that they value the service. The childminder confirmed her commitment to continue to develop the quality of her service.

What the service could do better

The childminder discussed a positive approach towards the continued development of her service.

2 The grades we awarded

We grade the quality of care and support, the quality of the environment and the quality of management and leadership. If the childminder employs an assistant, we also grade the quality of staffing. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

3 Quality of care and support

Findings from the inspection

The childminder discussed how she provided continuity of care for each of the minded children. The childminder gained a wide range of detailed information from parents of the minded children this included the children's particular needs; information about immunisations, allergies and any health issues. This resulted in the childminder having an overview of all the factual information about individual children which enabled her to meet the children's particular needs. One parent commented:

- "Helen's care is wonderful. All children settle well and enjoy coming to play with all their peers. As a parent, I feel confident leaving my son as I have no doubt about the care he will receive."

The childminder also had very well organised and useful information recorded about children's individual needs, interests, likes and dislikes. We saw that she also shared diary information and photographs with parents about their child's time in the service. This information was shared through text messages. We could see that in addition the childminder gave parents information on the learning and development that each activity had helped their children with. This resulted in parents being included in the progress their child had made each day. The childminder told us she had regular discussions with parents about the children's needs and interests and updated the children's plans as appropriate. The childminder celebrated children's achievements by putting stickers against each comment. For example when children had successfully become toilet trained. This helped to ensure that the childminder had up to date information to help her meet the health and wellbeing needs of each child in her care. The childminder agreed to record the dates of when she had formally reviewed children's personal plans with their parents. Parents commented:

- "Over the past 4 years Helen has also offered the two way diary which me and my husband love as we get an insight into my daughters day, it is also optional wither we write a comment."

- "Helen reports to me everyday as to what (my child) is doing, eating, playing with etc, accompanied with pictures showing how much fun he is having. I am always made to feel so welcome and feel I have built a good relationship with Helen."

The childminder was able to give many examples when she had worked sensitively in partnership with parents and children to support different transitions in their life. Through discussion the childminder demonstrated a very respectful and nurturing manner towards the pivotal and unique role that parents had. Parents commented:

- "She has also went above and beyond and helped us with (my child's) fear of hairdressers. No one or nothing would let us get (my son's) haircut and with Helen's magic touch (my child) now gets his haircut, with not a problem. Same situation with sun cream. I don't know how she does it, but I'm not complaining."
- "I was immediately happy with the way she spoke about her work experiences and her tidiest home. As I was a mom, who will be leaving my child for the 1st time, I was completely satisfied. My son was really happy during the settling in period. I was happily shocked to see him happy when I was not around. This started giving me good thoughts."

The children were very familiar with the toys and activities and had great fun playing with toys and chatting to the childminder. The childminder was respectful in her interactions and responded positively to the children's verbal and non verbal communications. We observed the children taking part in free play activities. The children enjoyed selecting different toys and activities from the range of toys available. The childminder worked hard to ensure all of the minded children were included in the activities. The children clearly enjoyed playing with the range of toys available. The childminder was sensitive in her support of the children and promoted positive behaviour. We were able to observe the kind, caring and nurturing relationship that the childminder had with the three children who were present. This demonstrated that the minded children were being cared for in a safe, stimulating and inclusive environment. Parents commented:

- "Helen's care is very warm, understanding, nurturing with lots of laughter-perfect package as far as my child and I are concerned."
- "Happy, friendly, loving, caring, lots of fun."

The childminder told us she regularly took children for outings to local park and outdoor areas to encourage children to explore their natural environment. We observed many photographs of the children having fun taking part in outdoor activities in a wide range of different places. The childminder told us she regularly provided energetic play activities. For example, the large garden area and local play parks provided interesting outdoor play experiences for the children. These experiences gave children opportunities to be active and included. In our questionnaires the parents 'strongly agreed' that there was regular access to fresh air and energetic physical play for their children. This helped to encourage children to develop a healthy lifestyle.

The childminder also discussed the many places of interest that the children visited on a weekly basis. This included the local library, soft play centres and childminding toddler group. Again we could see through photographs the children enjoying themselves and mixing with other children. All of these experiences gave children opportunities to be active, included and to socialise. The childminding group gave parents regular newsletters of the activities that the children had taken part in and future events. We could see from the local newspaper cuttings how the group celebrated the children's achievements and the events they took part in.

The childminder discussed the healthy homemade meals that she provided for the minded children. The childminder gave parents sample menus, as well as a list of all the meals and snacks that their child would be given. The parents were given opportunities to give their thoughts and any suggestions on the selection of food. This respected and included parent's opinions in the service. The childminder displayed a very good understanding of the importance of providing children with healthy nutritious food. The childminder was registered as a food business with the local authority. In our questionnaires the parents 'strongly agreed' that the childminder provided a healthy and well balanced diet which met their child's dietary and cultural needs. Parents commented:

- "My child has two meals and snacks at Helen's which are homemade, healthy and are always varied. Helen also gives the children a choice and each child gets to pick what they get for lunch for the group which my child likes..... Every day there is a varied selection of food and activities available - with the children being given the chance to choose the menu/toy/theme of the day."

- "Helen always made sure that we carry out our jobs in peace by giving regular text messages and pics about his routine. She was more interested in knowing my son's food habits, as we come from different cultural background, she made sure my mind is at ease, which gave me so much confidence about the choice I made. Simply the best person I can get for my son."

- "Healthy meals and snacks."

The childminder discussed how she would make sure that children were safe when accessing areas in the home, community and traveling in her car. Appropriate business insurance was in place for the childminder to use her car. The childminder told us about having discussions about road safety with the children. The childminder confirmed she had previously taken part in child protection training and attended regular refresher courses. She had an appropriate child protection policy in place which explained her responsibilities in relation to protecting the minded children.

The childminder discussed how she would safely administer medication and make sure that parents completed appropriate consent forms before this was given. We found that the childminder had a medication policy and parental consent forms in place.

Grade

The quality of care and support is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

We found the childminder's home to be a warm, welcoming, hygienic and smoke free environment for children, the parents who completed our questionnaire 'strongly agreed' with this comment. The childminder was aware of the safety of the children and made sure that the rooms used were safe for the children to explore and play.

Children played in the large lounge where the furniture had been placed to give as much space as possible for the children to play. Meals were served in the kitchen/dining area. Baking activities and craft activities were also carried out in the kitchen. The children enjoyed showing us the Halloween activities that they were in the process of making. The children had access to a large fully enclosed back garden with a wide range of resources. The garden had been laid out to give children space to play with bikes, as well larger physical activities. We could see through photographs the children having fun being active playing on many resources including a bouncy castle, tents, ball pools and sand pit. In our questionnaires the parents 'strongly agreed' that there was enough space for their children to play and get involved in a range of activities. Throughout the inspection we observed that the childminder was responsive and encouraging to the individual needs of the minded children and provided the children with a choice of activities. Parents commented:

- "Most children look at it as a home from home! House is always spotless and kept looking very presentable. There is a wide variety of toys and games to suit all ages and stages of development."
- Helen's home is very clean, smoke and pet free environment and also had a lovely backdoor which is child friendly.
- "Great environment..... House clean, tidy and safe."

During the inspection we observed that the childminder was responsive and encouraging to the individual needs of the children and provided them with a choice of activities. The minded children happily chatted to the childminder and to us, they played an active part in the inspection process, telling us about their day, this told us they were secure and confident in the environment.

We observed the child minder promoting positive behaviour choices through praise and encouragement. One parent commented:

- Helen always offers a wide range of activities for my child that teach, stimulate but are also fun and my child very much enjoy them.

The childminder told us she worked in line with the following best practice document: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings). She also confirmed that she had taken part in training about food hygiene. The childminder was very aware of the importance of appropriate infection control methods being in place to help keep children healthy and confirmed that toys and areas accessed by the children were regularly cleaned. There were a range of policies and procedures in place to support this practice, all the parents received a copy of these.

The childminder told us children were encouraged to wash their hands after going to the toilet and before eating food. We were able to observe the children washing their hands before snack; and after they had blown their nose. The toilet the children accessed was downstairs, the childminder confirmed that she had put a light at the children's level so that they could access the toilet independently without the childminder having to put the light on. This respected the children's right to be independent and responsible. The childminder confirmed that she was vigilant in the use of personal protective equipment and she made sure single use disposable aprons and gloves were always used when changing nappies. This helped to ensure children had access to a clean and safe environment.

The childminder described how she maximised children's safety inside and outside the home. She had risk assessments in place and these were regularly reviewed. During our visit we found the childminder was vigilant in her observations of the children to ensure safety whilst still respecting children's rights for freedom and choice.

The childminder used appropriate accident and incident forms. We observed that they had been appropriately completed with parents signing each of the sheets to confirm that they had been told about any accident or incident. This resulted in the parents being kept informed of any issues.

The childminder had accessed Public Liability Insurance through the Scottish Childminding Association.

Grade

The quality of environment is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

We only assess this where the childminder employs an assistant.

6 Quality of management and leadership

Findings from the inspection

The childminder met regularly with other childminders at the local toddler group. This allowed the childminder the opportunity to discuss and share good practice with other childminders and provided opportunities for minded children to be able to socialise with children their own age.

The childminder kept up to date with good practice in a number of different ways. Some examples of this included through the quarterly magazines and web site for the Scottish Childminding Association (SCMA); and the Care Inspectorate magazine Care News.

The childminder had accessed a wide range of training opportunities, including Book Bug, RoSPA home safety and GIRFEC training. The childminder maintains a Record of Continuous Training, we could see this had been kept for a significant number of years. The childminder has asked each of the trainers to sign this document for confirmation that she had attended each of the training courses. The childminder had successfully achieved the Scottish Vocational course in child care and education in level 2 and level 3. The childminder discussed how she enjoyed attending appropriate training and was keen to continue to access relevant training.

We were able to clearly see the impact that all the training that the childminder had attended had on her service. The childminder had developed a wide and robust range of policies and procedures. Each of the parents were given a copies of these, and any updates if the policies were reviewed. This demonstrated that the childminder valued and respected the parents input.

The childminder demonstrated a professional approach to inspect. We could evidence this through the folder that the childminder had created with evidence and paperwork to support each of the quality statements that we had previously inspected the service against.

The childminder had a wide variety of ways of gaining parental and children's views, a number of these have already been detailed in this report. We could see the positive questionnaires/evaluations that parents and children had completed. Parents had also written letters of recommendation that the childminder shared with prospective parents. The childminder had a Working in Partnership with Parents Policy to support this development. The meant that childminder respected and included the parents views in her service. In our questionnaires the parents 'strongly agreed' that the childminder had involved them and their child in developing the service.

The childminder maintained a library of folders and good practice guidelines that she shared with parents. This covered a wide range of topics from promoting positive behaviour to helping with toilet training. Parents were able to access this information to help meet their child's particular needs.

The childminder gave parents access to the complaints procedure. This created an opportunity for parents to raise any concerns they may have about the service. No complaints had ever been received about the service. The childminder agreed to reduce the timescale for responding to complaints, this should be no more than 20 days in line with the current legislation.

The parents 'strongly agreed' that overall they were happy with the quality of care their child receives in the service. Parents commented:

- "Overall I would rate Helen's level of care as exemplary/first class with a caring yet educational level of input in all areas."
- "I was very anxious about finding the right childminder. My son's happiness and well being is my main priority. I can honestly say from day 1 with Helen, (my child) has been so happy and content, and I go to work a very calm mother. Helen is very different to what I imagined our childminder to be. Helen's professionalism speaks volumes. The children respect her and at the same time are all very happy to be there..... I would recommend Helen to any parent thinking of using a childminder."
- "The standard of care that my daughter has received has been of a very high standard and will be very sad when my daughter leaves and goes to school."
- "My daughter has attended Helen's since she was 9 months old. Helen has been a fantastic support for all stages of (my child's) development -always a caring and loving environment."
- "My child had been in Helen's care for the last 4 years, the care Helen has provided is first class."
- "Always listens to any concerns with my child..... Excellent would not send my child anywhere else. My child just loves childminder and is always happy."

Grade

The quality of management and leadership is graded 6 - Excellent

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

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

Previous requirements

There are no outstanding requirements.

Previous recommendations

There are no outstanding recommendations.

8 Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

9 Enforcements

No enforcement action has been taken against this care service since the last inspection

10 Other issues

No other issues were discussed at the time of inspection.

11 Inspection and grading history

Date	Type	Gradings	
26 Oct 2010	Announced (Short Notice)	Care and support	6 - Excellent
		Environment	Not Assessed
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
14 May 2008	Announced (short notice)	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

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