

# Childminder inspection report

**Simms, Theresa & Nigel  
Falkirk**

Service provided by: Simms, Theresa & Nigel

Service provider number: SP2003905722

Care service number: CS2003011424

Inspection Type: Unannounced

Care services in Scotland, including childminders, cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0845 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

# 1 Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

## Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

The service is registered to provide a childminding service to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. When Mr Nigel Simms is working with Mrs Simms, the service can be provided to a maximum of eight children under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

Mr and Mrs Simms currently provide a care service to eleven children ages ranging from 2 to 10 years. All children attend on a variety of part-time and flexible placements throughout the week. At the time of this inspection, Mrs Simms was working alone and caring for three children all aged four years. Mr Simms occasionally works in the service to cover numbers of children or as and

when required by Mrs Simms.

The service is provided from the family home in Redding, Falkirk. The premises are all on one level and children have access to the lounge, playroom, kitchen and bathroom facilities. There is a large enclosed garden suitable for outdoor play. The home is well located for local schools, nursery and parks.

The main aims of the service are 'to provide a flexible, reliable service designed to meet the needs of children and families accessing the service'.

A full statement of aims and objectives are available from the service on request.

### What we did during our inspection

We wrote this report following an inspection that was part unannounced and part announced. This was carried out by one Inspector. The inspection took place on Thursday 23 April 2015 between 9:50am and 11:20am. There were no children present during this visit at which time we talked to Mr and Mrs Simms and looked at a range of evidence and records. We returned to the service on Thursday 30 April 2015 between 12 noon and 2:30pm to meet three children using the service. We observed and talked to them about their experiences in the service. We gave feedback to the childminder at the end of this visit.

As part of the inspection, we took account of the completed annual return and self assessment that we asked the service to complete and submit to us.

We sent six care standards questionnaires to the service to distribute to parents. Five parents returned questionnaires before we completed our inspection.

During this inspection process, Mrs Simms was working alone and this inspection focused on the care she provided for the children. We spoke to her and observed how she worked with the children in her care. We looked at a range of evidence, records and photographs that showed how she managed the service and planned to meet the individual needs of children in her care. We considered how the childminder promoted positive outcomes for children linked to the Shanarri wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included).

### Views of people using the service

There were three children all aged four years present during the second day of our inspection process. Children were very relaxed, happy and comfortable in their environment. They were confident in their relationships with each other and with the childminder. They played very well with each other and were obviously good friends. They chose a variety of play activities during the afternoon, including games, puzzles, imaginative and outdoor play. They told us about the things they liked to do in the service and places they liked to visit. Their comments included:

"I like to go to Parkhill. We go on the roundabout; we climb up and Theresa turns us round and round." When asked if they got dizzy children replied; "yes that's the best bit!"

When talking about going to Muiravonside, children told us; "we climb up the trees and sometimes we get stuck but Theresa helps us down."

"Sometimes we go to soft play."

"We get to go outside even if it's raining!"

"I like the cars and the big garage."

We sent six questionnaires to the service to distribute on our behalf. Five parents returned completed questionnaires. All indicated that they were very happy overall with the quality of care and support, children's experiences and the relationships that had been established between the childminder and families. Parents made very positive comments about the service including:

"I am extremely happy with the care my child receives from Theresa. I know that she is in a very safe environment and she is well stimulated here."

"My children are who they are today because of her! I cannot thank her enough for the support she shows me and the kids."

"Theresa offers a fantastic childminding service which my child has enjoyed from her first visit."

"I am very happy with the care my child receives at Theresa's. I can relax going to work knowing he will be looked after and also picked up from nursery safely."

We include other comments and views in this report where relevant.

### 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.

The service submitted a fully completed self assessment. This gave some useful information about how the childminders worked with families to meet children's individual needs, how they provided a safe environment and how they managed the service. We encouraged the childminders to continue to give some examples of the outcomes achieved for families as a result of the service, for example, how their views influence care or improvement.

### What the service did well

The childminder provided a warm, caring environment where children were respected and nurtured. Children benefited from a broad and balanced range of activities that promoted their health and wellbeing and encouraged them to be active and responsible. Children were achieving new skills and learned about keeping safe through fun play opportunities and daily routines. The service was well managed and the childminder kept her skills and knowledge up to date through training and networking events.

### What the service could do better

The childminder should update medication policies and procedures using current good practice guidance. The childminder should develop a policy on social media that explains safe use and confidentiality aspects for people using the service. The childminder should continue to seek the views and ideas of parents and children and show how these are used to develop or improve the 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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	
Quality of management and leadership	5 - Very Good

## 3 Quality of care and support

### Findings from the inspection

We found that the quality of care and support was very good.

The childminder gathered a range of useful information about children to help her plan their care and meet their individual needs. She worked effectively with parents to provide continuity of care and to support children to achieve new skills or goals. For example, they worked together to support toilet training and to develop social skills and manners. We agreed that the childminder should ensure that she reviews children's personal plans and information with parents at least every six months in line with legislation.

The childminder was aware of her responsibilities in protecting children in her care. She had appropriate policies and procedures in place and updated training to keep her skills and knowledge up to date. The childminder also supported children to learn about keeping safe, for example, they wore high visibility vests when on outings and practised road safety. Children had a very good awareness of things they could do to keep safe, telling us; "we put a sun hat on and sun cream in the sun" and "we put a seat belt on in the car". They also confirmed that they had car seats that they had to sit in to be safe.

We found that children benefited from a broad and balanced range of activities and experiences. These were planned to take account of their different needs and interests as well as to support free play opportunities. Regular activities such as outings to childminding groups, soft play facilities, library and parks enabled children to be included in community activities and to mix with their peers. Children benefited from very good opportunities for outdoor play and exercise which enabled them to be active. We saw, in photographs and videos, that they had enjoyed activities like sledging in the snow and picnics in the sunshine. During our visit, despite a mixture of rain, hail and sunshine

weather they chose to go outside and had lots of fun playing on wheeled toys and weeding the garden. It was evident that they enjoyed being outside in all weathers and this contributed positively to their health and wellbeing.

During our visit, children also played the Who Zoo board game very well together and worked as a team to do a challenging alphabet floor puzzle. Throughout this, the childminder naturally encouraged numeracy and literacy skills, through counting and phonics. Children told us that; "sometimes Theresa mixes the bits to make it tricky", this providing a bit more challenge and supporting children to achieve next steps. Children were also learning how to share and take turns which promoted their understanding of fairness and respect for other people. Children told us; "it doesn't matter what board you get" and "we share the toys".

Children chose to play outside and asked "can we do weeding?" This was just one of the jobs that they liked to do, also telling us that they "help to tidy up" and that they recycled their rubbish. We saw that they enjoyed drying the outside equipment after the rain shower. Such activities encouraged children to care for their environment and to become responsible. It was evident that children were included in decisions and influenced day to day activities and routines. They told us; "all of us choose" and "we have the castle out today".

Throughout our inspection, the childminder demonstrated a warm, caring manner with the children and was naturally responsive to their needs and requests. She provided appropriate praise, encouragement and support that resulted in a nurturing experience for children.

The childminder had systems in place to safely manage the administration of medication in her service. We advised that she should update her policy to state that she would not give the first dose of new medication to a child. Record keeping should be further developed to include a reason for judgement when giving "as required" medication. The childminder agreed to make these changes and had updated forms at our second visit.

### Grade

**The quality of care and support is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**



**Recommendations**

Number of recommendations - 0

## 4 Quality of environment

### Findings from the inspection

We found that the quality of the environment was very good.

Children were relaxed and comfortable in the warm, safe and homely setting. They had access to a wide range of stimulating and well-maintained play materials suitable for their interests and different stages of development. The inviting playroom was well organised and resources arranged to promote children's choice. Children knew where to find things and confidently selected what they wanted to play throughout the inspection both indoors and outside. Children told us that they had settled into the new house and liked it better because; "it has more room for all the toys". The childminder planned to continue to decorate the playroom and we shared some ideas of good practice for involving children in this process.

We saw that the childminder made effective use of the space in her home to provide daily routines and activities and to meet children's needs. For instance, children sat round the small table in the playroom where they enjoyed their packed lunches. This was a very sociable occasion, with the childminder chatting naturally to the children about their day and encouraging them to express their views. Children were polite, well-mannered and displayed good social skills, obviously benefiting from this good practice. Children told us that they had to wash their hands before lunch and knew why this was important, "so that we get rid of germs". They also said that "we wash them after we touch pets". This helped children to develop skills in keeping safe and healthy.

The large securely enclosed garden provided a range of activities and resources to support children to be active and to practice their skills. For instance we saw that children enjoyed pedalling the bikes and playing on the cars and with the balls. They were able to climb and slide on the chute. They played and worked co-operatively with others both indoors and outside in a responsible way.

The childminder paid very good attention to ensuring that children experienced

a safe environment. She carried out risk assessments and put measures in place to reduce potential risks, for example, safe storage of cleaning fluids and removing any damaged or broken toys. She explained that she followed good practice guidance in relation to infection control, including nappy changing, hand washing and having a policy in place about the care of sick children. This should contribute to reducing the risk of infection in the service and therefore impact positively on children's health and wellbeing.

### Grade

The quality of environment is graded 5 - Very Good

### 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

We found that the quality of management and leadership was very good.

The childminder was experienced in childcare and provided a well-managed service to deliver positive outcomes for families. Parents commented that the childminders "truly care about the children and go above and beyond to ensure that they can access a variety of activities".

We found that the childminder showed a commitment to continuous professional development. She attended a range of training to keep her skills

and knowledge up to date and to learn new things that could benefit families. For example, she had updated her Child Protection training and held a current First Aid certificate. She attended local childminding groups that organised play based workshops. This enabled her to introduce children to new and varied activities. For instance, arts and crafts activities and parachute games to try out. She also took advantage of networking with other childminders to share ideas and practice. They worked together to organise events that benefited children. For example, play days and Christmas parties. This provided valuable opportunities for children to develop social skills with their peer group and to be included in their community. We suggested that the childminder could further develop her record of professional development. This could show what she has done as a result of training and how this has benefited children and families.

The childminder explained that she had set up a private Facebook page for families. She used this very well to post daily updates, photographs and news items about her service. As a result, she kept families informed about their children's experiences and relevant issues in her service. We advised that she should now develop a policy around the use of social media in her service and she agreed to take this forward. Although she periodically used questionnaires to evaluate her service, she could consider using her page to help her formally evaluate her service. For example, mini-surveys on what has worked well and any ideas for future development or activities. This could help her to show on-going consultation with families and their influence on improving the service if appropriate.

The childminder had a framework of relevant policies and procedures in place to support the professional management of her service. She reviewed these in line with new guidance or good practice documents and shared them with parents. We sign posted the childminder to new national guidance, Building the Ambition to support on-going professional development.

References:

Building the Ambition - National Practice Guidance on Early Learning and Childcare  
available at - [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com) or Scottish Government

### Grade

**The quality of management and leadership is graded 5 - Very Good**

### 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](http://www.careinspectorate.com).

## 9 Enforcements

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

## 10 Other issues

Two visits made as no children present at first attempt of unannounced inspection.

## 11 Inspection and grading history

Date	Type	Gradings	
22 May 2013	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
26 Aug 2010	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
3 Nov 2008	Announced (short notice)	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	5 - Very Good

### To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

You can also read more about our work online.

#### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

 [@careinspect](https://twitter.com/careinspect)

#### Other languages and formats

**This report is available in other languages and formats on request.**

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is c?in eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.