Childminder inspection report

Maggies Monkeys
Edinburgh

Inspection report for Maggies Monkeys
Inspection completed on 23 November 2015
Service provided by: Farmer, Margaret

Service provider number: SP2013984954

Care service number: CS2013317678

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
0345 600 9527
www.careinspectorate.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.

This service was registered on 22 October 2013.

Margaret Farmer, referred to as ‘the childminder’ in this report, is registered to provide a service to a maximum of six 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 the childminder’s family.

The service is provided from the childminder’s home in a residential area in Gilmerton, Edinburgh. The service is near Gilmerton primary school, Gracemount primary school, local shops and public transport routes. The children have access to the living room and downstairs toilet within the home. At present the back garden is not used.

We assessed this service through looking at how the service provided positive outcomes for children using the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) wellbeing indicators which were developed by the Scottish Government. Information on SHANARRI can be found at: http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright

Aims and objectives of the service included:

- To provide a safe, secure and stimulating, fun and homely environment.
- To encourage children to develop their skills through educational play activities.

What we did during our inspection

We wrote this report following a short notice announced inspection. This was carried out by an inspector of the Care Inspectorate. The inspection took place on Monday 23 November 2015 between 3.45pm and 5pm. We gave feedback to the childminder on the same day.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the childminder to complete and submit to us.
We gave parents an opportunity to contact us and give feedback about the service.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:
- The children.
- The childminder.

We observed and viewed:
- The environment, toys and equipment.
- The childminder’s practice and interactions with children.
- The children playing.

We looked at the following evidence:
- Evidence from the most recent self assessment.
- Children’s records.
- Written policies and procedures.
- Information for parents.

We have taken account of all of the above information when evaluating this service and writing this report. Please note that parents and carers will be referred to as parents throughout the report.

**Views of people using the service**

There was one minded child and the childminders’ child present during our visit. Both were school aged and able to tell us their views. The children helped the childminder answer some of our questions such as where they went out on trips to. The minded child seemed at ease in the childminder’s care and was able to help herself to toys or ask for resources she wanted. The children enjoyed drawing pictures and playing with the children’s computer during our visit.

**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 fully completed self-assessment from the childminder in the new format. We were satisfied with the way this was completed and with the relevant information included. We advised the childminder that this form could be adapted throughout the year so a current self assessment remained available.

The childminder identified what she thought the service did well, some areas for development and any changes she had planned. She told us how the people who used the care service had taken part in the self-assessment process.

**What the service did well**
The childminder continued to provide good care and support to children and their families. The children were able to relax after school and spend time in a fun and pleasant environment.

**What the service could do better**
We advised the childminder to begin to more formally seek the views of the parents and children and demonstrate how these have made a positive impact for improving 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       | 4 - Good |
| Quality of environment           | 4 - Good |
| Quality of staffing              | not assessed |
| Quality of management and leadership | 3 - Adequate |
3 Quality of care and support

Findings from the inspection

The childminder continued to perform to a good standard in this area. We concluded this after observing and speaking with the children and speaking with the childminder.

There childminder still provided care to children before and after school. She told us most of her families approached her after being recommended to by a friend who had used her service. Some parents also noticed the childminding doing the school drop off and collections and approached her.

New families were invited to the house to look around and ask any questions they may have. This allowed the childminder to say what kind of service she offered and parents could see if that was the type of care they needed for their child.

The childminder continued to speak with parents each day. This enabled her to informally seek their views and opinions of the service and gave the parents a chance to request any changes to their child’s care or routine. The childminder still offered a daily diary for when the children first started and would stop this once the child had settled in and the family got to know the provision.

The childminder told us she had positive relationships with the parents. She said they often gave her verbal reassurance that they were happy with the service. For example, one parent told her that their child had requested to go to the childminder’s on the weekend because they like it there so much.

The childminder carried out drop off and collections at Gracemount, Gilmerton and St Catherine’s school. This meant the children were building strong relationships with their peers who not only went to the same school as them but also those who lived in their local community. This helped the children to build lasting friendships and feel accepted.

The childminder ensured the children got to go on trips during the holidays to places like ‘Crazy Kids’ soft play in Penicuik or more local places like the park or playing fields where they held a sports day in the summer. The children had activities and resources that they were interested in and that suited their age
and abilities. They enjoyed completing colouring in books and making cards for various reasons.

The childminder had started the good practice of ensuring the children’s information was updated regularly. This meant that an up to date personal plan was in place in order to plan appropriate care and support which helped make sure children’s health needs were met.

The childminder provided snacks and the parents sometimes provided a breakfast or lunch if needed. The childminder was aware of her duty to ensure children’s health by offering foods that were healthy and nutritious. We advised her to get a copy of the nutritional guidance called ‘Setting the table’. This would help her with healthy snack ideas, recipes and ideas of snacks the children could prepare themselves.

**Grade**
The quality of care and support is graded 4 - Good

**Requirements**
Number of requirements - 0

**Recommendations**
Number of recommendations - 0

4 Quality of environment

**Findings from the inspection**
The childminder was performing to a good standard in this area.

The children were learning to be responsible and to keep themselves and each other safe by adhering to rules around the home and whilst out and about. The childminder reminded the children of what was expected of them and explained why behaving well was important. The childminder also maintained a pleasant environment by encouraging the children to share and compromise by making decisions together. This helped the keep everyone safe and ensured that everyone felt respected in the service.
The childminder had age and stage appropriate resources for the children. This meant they could safely play with the toys, materials and equipment on offer. The childminder told us she was never far away from the children and supervised their play. This helped to ensure the comfort and safety of the children.

We noted the home was clean, safe, warm, well-ventilated and in a good state of repair. The children were cared for in a pleasant, suitable and safe environment. We looked at the areas the children had access to and found these to be safe and secure. The childminder asked us to look at the garden area as she wanted to start using it for the children to play in. We advised her of a few materials that needed to be moved but the garden was safe, secure and well-maintained. We told the childminder she had to submit a request to vary the conditions we placed on her certificate before she started to allow children use of the back garden. She agreed to do this.

There were risk assessments in place. These helped the childminder to think about what hazards were around and put measures in place to minimise the risk of accidents. These measures enhanced safety precautions.

**Grade**
The quality of environment is graded 4 - 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 the childminder was performing to an adequate standard for this statement.

The childminder still had links with other childminder’s in her immediate and local community. They still met up in the summer to go on extended trips and picnics but she also met them at the local schools at drop off and collection times. The childminder told us this gave her opportunities to ask questions and engage in professional discussions; she told us this was a welcome support to her.

The childminder read the emails and updates she received from the Scottish Childminding Association. This helped her to be aware of any changes in the childcare sector and consider how those changes could impact positively on her service.

The childminder had some knowledge of events that we need to be notified of, such as a disclosure of abuse. However, she should familiarise herself with all events we need to be informed about. Notifying us is part of the conditions of registration and allows us to offer advice and support in different situations.

We discussed with the childminder the need for her to gather more information through reading, researching and attending training courses. This would help her to better consider best practice and further develop the positive outcomes for children based on further knowledge and understanding of providing a care service which meets current and adapting legislation.

We made a recommendation at our last inspection that the childminder demonstrate how children’s views influence the service provided. This remains outstanding. (See recommendation one).

Grade
The quality of management and leadership is graded 3 - Adequate

Requirements
Number of requirements - 0
Recommendations
Number of recommendations - 1

1. We recommend the childminder begin to formally seek the views and suggestions of children and parents in a variety of ways. This will help the childminder to demonstrate how she respects parents and children by including them in the planning and delivery of the service.


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

1. We recommend the childminder begin to formally seek the views and suggestions of children and parents in a variety of ways. This will help the childminder to demonstrate how she respects parents and children by including them in the planning and delivery of the service.


This recommendation was made on 22 October 2014

This recommendation was not met and remains outstanding. See 'Quality of leadership and management'.
2. We recommend the childminder ensures all information regarding minded children and their care needs is reviewed at least once every six months. This will help to ensure that an appropriate personal plan is in place and remains up to date. This is to ensure the childminder meets current legislation and care and support remains relevant to children’s individual needs.

National Care Standards Early Education and Childcare up to the age of 16. Standard 6 - Support and Development.

This recommendation was made on 22 October 2014

This recommendation was met. The childminder had started the good practice up regularly updating the children’s information. This allowed her to ensure an up to date personal plan remained in place. This helped to further ensure the children’s health and wellbeing needs were met.

3. We recommend the childminder update her infectious disease exclusion policy on a regular basis. This will make sure the recommended exclusion periods are applied when a child contracts an illness that can spread. The National Health Service (NHS) has up to date guidance on their website the childminder can download for parents and her own information.

National Care Standards Early Education and Childcare up to the age of 16, Standard 3 - Health and wellbeing. Standard 14 - Well-Managed Service.

This recommendation was made on 22 October 2014

This recommendation was met. The childminder had updated her system and knew where to get up to date information on exclusions online. This helped to ensure that children who were ill did not attend the service which helped maintain everyone’s good health.

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
N/A

11 Inspection and grading history

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Contact Us
Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

www.careinspectorate.com

@careinspect

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

नयारोंकाल्पक यह इस प्रकाशन के अन्य फरमान्ट एवं अन्य भाषाओं में पाया या यान।

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