Steph's Childminding
Child Minding

Irvine

Type of inspection: Unannounced
Inspection completed on: 23 August 2016

Service provided by: Lindsay, Stephanie
Service provider number: SP2015986767

Care service number: CS2015336110
About the service

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 registered with the Care Inspectorate on 30 July 2016.

Ms Lindsay operates her service from her home in the town of Irvine in North Ayrshire, close to local amenities. She is registered to care for a maximum of five children under the age of 16, of whom no more than three are not yet attending primary school and no more than one is under twelve months. Numbers are inclusive of the childminder’s own family. At the time of this inspection the childminder was providing her service for six minded children at various times. This was the childminder’s first inspection since registration.

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight service will not be provided.

The childminder’s aims are: “To provide a warm and friendly welcome for both the child and parents. I make sure all children are safe and secure but most of all have fun, learn at their own stage and be happy. My activities will include arts and craft, games, stories, songs, walks to the park and lots more. All children will be treated equally and as individuals”.

What people told us

One young child was being cared for during the inspection. She was happy to attend and was settled and familiar in her surroundings. She enjoyed a positive relationship with the childminder who readily met her needs.

Self assessment

We did not receive a self assessment from the provider. Issues relating to quality assurance and involving families in evaluating and improving the service are noted in quality of management and leadership theme.

From this inspection we graded this service as:

- Quality of care and support: 4 - Good
- Quality of environment: 4 - Good
- Quality of staffing: not assessed
- Quality of management and leadership: 3 - Adequate

Quality of care and support

Findings from the inspection

The childminder provided opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices and information. She exchanged information about her
service at initial visits and consulted with the parents/carers about the care of their children. Record of information forms were used to gather relevant details about the children including their likes/dislikes and daily routines to assist her in getting to know them and meeting their needs.

Photographs posted on the childminder’s private Facebook page helped reassure parents/carers that their children were happy and taking part in varied activities. The childminder told us that activities were planned around the children’s interests and preferences. Although she advised that she noted down activities discussed with and suggested by the children there was no evidence available. We suggested that she keep activity planners, showing the input the children have in making decisions about what they want to do.

Throughout our time in the childminder’s home we observed the minded child to be familiar and comfortable and to enjoy a positive relationship with her. She gathered a range of relevant personal information to assist her in meeting their individual needs and interests, including health, allergies and “what is important to me”. There were no personal plans in place for the children. We provided examples of how this could be done (see recommendation 1).

The childminder provided a nurturing environment and promoted healthy lifestyles. She provided lunch and snacks and encouraged the children to shop with her for healthy options. Regular active play opportunities helped the children to develop their physical skills and enjoy being in the fresh air. The childminder made use of the grassed area next to her home, local parks and the beach. Joint activities at a local soft play facility with another local childminder encouraged the children to form positive relationships with others.

The childminder gathered information on the children’s health needs and ensured permissions and recording facilities were available should the administration of medication be required. However, records were not countersigned by parents/carers, confirming that they had been made fully aware of dosage, time etc of medication given to their child. We discussed the relevance of this and the childminder agreed to ensure parents/carers signed these records when required.

The childminder took steps to ensure the children in her care were kept safe within and outwith her home and was aware of child protection issues and the action to take should concerns arise. She had undertaken child protection training to further raise her awareness and understanding. Discussions, prior to playing outside/going on outings, took place, raising the children’s awareness of keeping themselves safe in different situations, for example, ‘stranger danger’ and crossing roads.

Requirements
Number of requirements: 0

Recommendations
Number of recommendations: 1

1. In order to meet SSI 210/2011 Regulation 5 personal plans should be developed for each child using the childminder’s service. These should set out how each child’s health, welfare and safety needs are to be met by the childminder whilst in her care in consultation with the parent/carer and child themselves if able. Plans should be reviewed at least once in every six month period or sooner if required.

National Care Standards, early education and childcare up to the age of 16, standard 6: support and development.
Grade: 4 - good

**Quality of environment**

**Findings from the inspection**

The childminder provided the children with a safe, clean and inviting environment. The children had access to the lounge/dining area, toy room, kitchen and toilet facilities all at ground floor level. The space available allowed them to play safely with their chosen toys/activities from a varied selection. Resources were conveniently and safely stored in the toy room, allowing the children to make their own choices independently.

The childminder ensured her home was safe and clean for the children. She showed us the risk assessments she had carried out which took account of the children’s environment both indoors and outside. Safety precautions were in place, including window blind cords secured out of children’s reach, catches on kitchen cupboards, a safety chain to secure the front door and gate fitted between the kitchen and lounge area. Although the childminder did not have a garden she made good use of facilities in the local area, ensuring the children had access to physical play opportunities and fresh air. She should ensure specific outings/activities such as visits to the beach are risk assessed.

The childminder carried out good practice procedures with regards to infection control. She provided individual hand drying facilities to help reduce cross infection and keep the children safe and healthy. The child present routinely washed her hands after using the toilet facilities. The childminder had achieved a food hygiene pass certificate from the local environmental health department, allowing her to safely prepare and make lunches/snacks for the children.

Accident/incident recording facilities were available to ensure parents/carers were made fully aware of any events and action taken by the childminder. She had undertaken training and held a current first aid certificate.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

Grade: 4 - good

**Quality of staffing**

This quality theme was not assessed.

**Quality of management and leadership**
Findings from the inspection

The childminder kept up-to-date with good practice and changes to legislation through her membership with the Scottish Childminding Association. We recommended that she also access our on-line Hub which has a range of resources to support improvement.

The childminder was interested in attending any training that would benefit her own professional development and assist her in providing positive outcomes for families using her service. She had undertaken pre-registration training and found this beneficial in setting up her service. She was awaiting information on available courses from the local authority childminder support service (see recommendation 1).

The childminder’s complaints policy informed parents of her procedure should any concerns/issues arise along with their contact details should issues not be fully resolved. She shared all her service policies/procedures with them, informing them of her daily practice, and provided them with copies on request. She could consider developing a welcome leaflet/pack for families new to her service.

Exchanges of information assisted her in making any changes to benefit the families using her service. She now needed to develop further methods of involving parents and children in evaluating the service she provides and putting forward suggestions for improvement (see recommendation 2). We discussed the completion of the childminder’s self assessment and she agreed to proceed with this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should access training relevant to the service she provides, the needs of the children and her own personal development.

   National Care Standards, early education and childcare up to the age of 16, standard 12: confidence in staff.

2. The childminder should further develop ways in which she gains feedback from parents and children to help evaluate the service she provides. This should include encouraging them to provide her with any suggestions/ideas for improvement.

   National Care Standards, early education and childcare up to the age of 16, standard 13: improving the service.

Grade: 3 - adequate
Previous requirements

There are no outstanding requirements.

Previous recommendations

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since registration.

Enforcement

No enforcement action has been taken against this care service since registration.

Inspection and grading history

This service does not have any prior inspection history or grades.
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