

Rise and Shine Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 24 January 2017

Service provided by:

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partnership

Service provider number:

SP2010011134

Care service number:

CS2010272215

The service

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 registered with the Care Inspectorate on 1 April 2011.

This inspection was part of the childminding methodology which looks more closely at the experiences children have with the childminder and reports on what the outcomes for children are as a result of these experiences. The inspection is based on GIRFEC (Getting it Right for Every Child) which looks in particular at the SHANARRI Health and Wellbeing Indicators which are how the childminder ensures the children in her care are Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included.

This partnership childminding service is registered to provide full and part-time care to six children up to the age of 16 years of age. The childminders were currently minding seven children. On the day of the inspection visit there were four children in the service aged seven months, 12 months, 18 months and two years.

The service operated from the service provider's home in Rutherglen, South Lanarkshire. Minded children had access to the front garden, lounge, kitchen and toilet.

The childminders displayed a very positive approach towards the childminding task. They made use of facilities within and outwith the local community. A variety of planned activities was accessed by the children. Information was shared with parents/carers.

The service aims and objectives were in line with good childcare practice. A full copy of these was available to view.

What we did during our inspection

We wrote this report after a short notice announced inspection that took place between 10am and 11.45am on Tuesday 24 January 2017. An inspector from the Care Inspectorate carried out the inspection and gave feedback to the childminders on the same day as the inspection visit.

We sent six care standards questionnaires to the provider to distribute to parents/carers and received two completed questionnaires before the inspection visit all of which contained written comments.

During the inspection we gathered evidence from various sources.

We spoke with the childminders and observed four children.

We looked at the service's self assessment, health and safety records including infection control, risk assessments, medication, accident and incident records, child protection policy, children's information records, consent forms and personal plans.

We observed the childcare practice of the childminders as well as the environment/equipment including the garden area.

Views of people using the service

Four children were present during the inspection visit and were observed to be comfortable, content and happy in the childminders' care. The children appeared to be enjoying their time in the service accessing a variety of play resources and equipment including small world toys.

Two parents/carers had completed care standards questionnaires and these contained positive, written comments within them. These are listed within the body of the report. Parents/carers had strongly agreed with all statements.

Self assessment

The childminders had submitted the self assessment before the inspection visit. This contained relevant information about the service and identified some areas for improvement.

What the service did well

The childminders had established excellent relationships with the minded children and their families and provided a high quality of care and support. They were very aware of children's individual needs and worked hard to meet them including accessing relevant training to improve their practice.

The childminders through consultation with parents/carers and children offered a very good choice of activities and outings within and outwith the local community which provided a wide range of learning experiences. These reflected the interests and preferences of the minded children.

Personal plans contained relevant information on each minded child's needs and areas for future development. They also provided a summary of their progress and tracked their achievements.

What the service could do better

The service should continue to review children's personal plans on a six monthly basis or as required and continue to record all relevant information using the GIRFEC SHANARRI health and wellbeing indicators.

The service should continue to provide opportunities for service users to evaluate the care provided.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

Quality of care and support

Findings from the inspection

The childminders provided ongoing opportunities for parents/carers and children to be involved in the development of the service by using telephone and text messaging as well as daily verbal feedback. Parents/carers received photographs daily through the service's Facebook page showing their children enjoying various activities and outings. Individual diaries were in use for those parents/carers who required them. Parents/carers were invited to give comments and any suggestions to improve the service.

Parental questionnaires were used to gather feedback about the service provided including the settling in process. We discussed how exit questionnaires could be used as a means of evaluating the service when children moved on. Daily observations were taken and these included all areas of the child's development including eating, sleeping and general wellbeing.

Children's views were sought through observations and discussions with them. The childminder listened and responded to the needs and interests of the children regarding snack and activity planning. All learning activities were planned through play. Photographs were observed to record all activities provided to the minded children throughout their time in the service.

Regular verbal feedback was given at drop off and pick up times when information was shared about the children's day. The childminders were able to respond to children's changing needs and parents/carers were kept informed of any issues as required.

The childminders issued information letters when needed and these contained information on activities and outings, celebrating events, holiday dates and requests for suggestions/ideas and topics undertaken.

New parents/carers received a welcome handbook which contained information about the service and copies of policies and procedures to allow them to make informed choices. Policies and procedures included Participation Policy, Child Protection Policy, Administration of Medication Procedure, Food Hygiene Policy, Nappy Changing Policy, Behaviour Management Policy, Complaints Procedure, Infection Control Procedure and Accident and Incident Procedure. These were regularly reviewed.

A settling in procedure was followed and allowed for the individual needs of families. The childminders spoke about how they were flexible to meet the settling in needs of individual children. They had requested parents/carers to complete a new start form with information about children's individual home routines and ensured these were followed in the service including potty training, tidying up and dressing skills. Individual development plans were put in place with parents/carers being asked what they wished their child to achieve while in the childminders' care.

Through discussion with the childminders it was obvious that they had a very good understanding of each minded child including their likes and dislikes. We observed the respectful, caring and nurturing relationship they had with the minded children. Most of the children being cared for in the service were under three years of age. We found that information provided by parents/carers informed the childminders' practice and children's choices. We evidenced the childminders rewarding children with praise to encourage good behaviour.

We discussed the GIRFEC (Getting It Right For Every Child) framework (Scottish Government 2013) with the childminders which aims to provide a focus for improving outcomes for children and families and can be used to support practitioners in the assessment of individual needs using the SHANARRI indicators.

We evidenced that children's targets for achievement within personal plans were recorded using the health and wellbeing indicators. We discussed how these could also be used when recording the planning of activities and reviewing development.

The service provided breakfast, snacks and some lunches including sandwiches, yoghurt and fruit. A copy of the NHS best practice guidance "Setting the Table" was used as a reference. Drinks were available to the children at all times including water and milk.

The service had developed personal plans for each minded child which contained current information relating to medication, allergies, diet, likes/dislikes. Developmental stages were recorded and tracked on a checklist. Recordings were made on an Information on the Minded Child, Record of Individual Needs and All About Me sheets which were completed by children and parents/carers. Permission slips were also enclosed. This information enabled the childminders to respond to current situations. The childminders in association with parents/carers had also identified some targets for achievement which included dressing skills, learning to walk, independence promotion and social skills. Children's on-going needs were recorded with next steps listed. Personal plans were reviewed six monthly or as required.

A system for recording any medication given to the minded children was in place and parents/ carers were required to sign this. This helped ensure that the childminders were informed about the dosage and how often the medication should be administered. The childminders were aware of the importance of administering medication safely and referred to the most recent copy of the Care Inspectorate's guidelines on 'Management of Medication in Daycare of Children and Childminding Services.'

We discussed how the service had responded to the needs of a child diagnosed with autism who had previously attended and had given support to the family as a whole. We observed that the childminders were alert to the needs of children who required additional support.

The childminders discussed the appropriate action they would take if they had any child protection concerns. They had developed a child protection statement and this contained the appropriate information including contact numbers for relevant agencies. Child protection training had been undertaken and the childminders stated that they would attend a refresher course when required.

The childminders' daily routine was flexible and was influenced by children's needs, interests and requests as well as taking children to and from nursery and school.

Parental comments from care standards questionnaires were as follows:

"We chat at drop off time and keep in touch via social media at other times."

"My child has the opportunity to try a varied selection of foods that we may not think to give her at home."

"My child is now at an age where she can take part in arts and crafts and join in with the older children. It's nice to see her developing and socialising."

"Both Claire and Trisha always keep on top of my child's learning, playing, taking her on outings. They always keep me up to date after every day spent in the service."

"They provide breakfast if needed and lunch. They like to get my child involved which makes it more fun e.g. making pizza, putting on favourite toppings. All food is healthy."

"My child has learned so much and he has received great support."

"My child has enjoyed getting to know all the other children."

The childminders should continue to maintain the current excellent standard of care evidenced during the inspection visit. Further use of the SHANARRI health and wellbeing indicators should continue to be promoted throughout relevant paperwork.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The childminders' home was observed to be clean, safe and well maintained and offered a warm, comfortable and homely environment for the minded children. Appropriate lighting, heating and ventilation was observed to be in place.

The service promoted children's health and wellbeing by ensuring that the toys and resources were regularly cleaned. They undertook daily visual checks to make sure that their home was safe for the children and to ensure the environment met the National Care Standards.

The children had access to a large lounge, kitchen and downstairs toilet. We observed that there was a wide range of toys and resources available and these were easily accessible to the children and rotated regularly. These were also suitable to meet the needs of children's developmental stages.

An enclosed front garden provided opportunities for physical play and promoted outdoor learning. A variety of outdoor toys and equipment including wheeled toys to enhance children's play was available. Permission slips were completed by parents/carers for outdoor play and outings. We also discussed the best practice guidance "My World Outdoors" which the childminders could refer to in order to continue to develop outdoor learning.

The childminders undertook risk assessments for the premises and outings. They also spoke with the children about road safety, stranger danger and how to play safely on equipment in the garden and park.

Children had the opportunity to experience a range of trips including Calderglen Park, Glasgow Green, local parks, walks, the library, toddlers group and soft play.

We evidenced photographs of the children playing outside on various trips and outings as well as enjoying activities such as baking, painting, jigsaws, small world toys, play dough and magic sand.

All safety features were evident in the areas registered for use. The policies we viewed were appropriate and helped assist the childminders deliver a safe and effective childcare service.

The childminders described how they kept the premises, toys and equipment clean. A range of infection control measures were used to keep the children healthy. The childminders referred to 'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)' best practice guidance. Children were supported to follow good hand hygiene before eating, after using the toilet and outdoor play.

Parents/carers were advised when to keep their child at home to minimise the spread of infection. They were required to follow Health Protection Scotland guidance on exclusion periods should their child become unwell.

The childminders recorded any accidents and incidents and we observed that these were dealt with appropriately. This information was discussed with parents/carers when they collected their child to ensure they received the correct care and attention.

Parental comments from care standards questionnaires were as follows:

"They are out and about locally everyday at toddler groups, book bug etc. Occasionally they venture further afield to the city centre."

"They take my child to the library and also toddler groups. Also to the park and every so often a trip to soft play."

"There are plenty of toys and games for all ages to play with and also learning games."

The childminders should continue to maintain the current very good standard evidenced during the inspection visit by continuing to provide experiences instigated by the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminders were members of the Scottish Child Minding Association (SCMA) and referred to their publications and magazines in order to keep up to date with best practice guidance, legislation and training opportunities. They met up with other childminders which provided opportunities for support and advice. We also noted that they referred to the Care Inspectorate's website for current information and in particular the Hub area which offered a range of publications to support the continual development of their childminding business including Pre-Birth to Three, Setting the Table, GIRFEC and Building the Ambition.

A complaints procedure was in place and was provided to parents/carers when their children started using the service.

The childminders stated that they were continuing to use questionnaires for parents/carers to help them evaluate the service they provided and allow them to make improvements as required.

A Participation Policy was in place which stated that the service welcomed the views of parents/carers and children. To date they had received very positive feedback from parents/carers. Through discussion the childminders demonstrated a very respectful and sensitive manner towards working in partnership with parents/carers.

Progress checklists which tracked children's development were completed and shared with parents/carers regularly.

The childminders were keen to continue their own personal development and had accessed a variety of training including Child Protection, First Aid and GIRFEC. They also discussed how they accessed relevant information from the internet to increase their knowledge and skills. All records of training with related certificates were observed during the inspection. The childminders stated that they were committed to making improvements to their service and would attend any suitable training courses in the future.

We evidenced that the service was very well run and that the childminders regularly evaluated their practice and sought to continually improve the standard of care provided to the minded children.

Parental comments from care standards questionnaires were as follows:

"We've never had any concerns but we've been using the service since 2013 so we have no problem discussing any potential issues."

"My child loves both Trisha and Claire."

"It makes going to work easier knowing my child is happy and with two people who care about him."

The childminders should continue to maintain the current excellent standard evidenced during the inspection visit by continuing to access appropriate training as required.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

There are no outstanding requirements.

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

There are no outstanding recommendations.

Complaints

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

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
21 Feb 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Sep 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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