

Reid, Margaret Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 10 March 2017

Service provided by:
Margaret Reid

Service provider number:
SP2003901358

Care service number:
CS2003002902

The service

Introduction

The childminder registered with the Care Inspectorate on 01 April 2011.

The childminder is registered to provide a childminding service for up to seven children under the age of 16 of whom no more than five are under the age of 12, three are not yet attending primary school and of whom no more than one is under 12 months of age.

The childminder provides her childminding service from the family home, a detached house on the outskirts of Forfar. The service's aims include providing a safe, welcoming and nurturing environment, respecting children's rights to equality, privacy and choice.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report after an announced (short notice) inspection. This inspection was carried out by one inspector and took place on 10 March 2017. We also telephoned parents following the inspection. Feedback was given to the childminder during and at the end of the inspection.

We spoke with:

- the childminder
- the children present during the inspection
- two parents following the inspection.

We looked at:

- the childminder's practice with the children
- the environment for the children
- aims and objectives
- children's records
- training records
- public liability insurance certificate
- child protection policy
- medication records
- complaints policy.

Views of people using the service

We found children were happy, confident and settled with the childminder. They readily approached the childminder, who was responsive to their needs and wishes. During the inspection the childminder interacted with the children in a very positive manner, she was warm, nurturing and caring.

Parents were extremely pleased with the childminding service. They found the childminder to be extremely helpful and flexible and felt she often went above and beyond what was expected. Parents felt their children had developed very positive relationships with the childminder and were part of the family. They were very confident that their children were very well cared for, safe and happy. Comments from parents included:

"Maggie is fantastic, my son has settled in well and I am very happy with the care he receives. I was very anxious at leaving my son as he had always been in my care, but Maggie has made it very easy and I know my son has a great time when he is there."

"Maggie goes above and beyond to help. I couldn't imagine anyone else looking after my daughter. My daughter is right at home at Maggies and is happy, content and loves going."

"The children are always having fun."

"Don't think I could have picked a better child minder."

Self assessment

The childminder did not submit a self-assessment before the inspection.

What the service did well

The childminder provides very good quality care for children. She is responsive to the needs and wishes of children and interacts with them in a respectful, caring and nurturing manner. As a result children are having fun and enjoy their time at the childminder. Children are provided with a range of activities and experiences, these are appropriate for their stage of development and based on children's interests.

The childminder has developed extremely positive relationships with parents. She provides a flexible service that meets the needs of families. Parents are involved in developing the service.

What the service could do better

The childminder should continue to evaluate and develop the service, with input from children and their families as well as learning from training and best practice guidance.

From this inspection we graded this service as:

Quality of care and support	5 – Very Good
Quality of environment	5 – Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 – Good

Quality of care and support

Findings from the inspection

We found the childminder was warm, nurturing and caring in her interactions with the children. She used praise, positive language and was very encouraging. The childminder engaged well with children as they played; supporting and encouraging their learning and development. She asked children questions to extend their learning. As a result we found the children were happy, settled and confident in the service. They readily approached the childminder and she offered support and reassurance as required.

The childminder had gathered and recorded information about each child. This information was regularly reviewed with parents to ensure it reflected children's current needs. More detailed information was gathered through the childminder's daily discussions with parents. During the inspection it was clear the childminder knew the children very well. She responded to children's needs and wishes in a sensitive, caring and respectful manner. Parents we spoke to were extremely pleased with the level of care their child received. They told us their children had developed very positive relationships with the childminder. This supported children to feel safe and secure.

There was a range of opportunities for children to learn about healthy lifestyles. Snacks provided were healthy and children were given a choice of milk or water to drink. The childminder provided a range of activities to support children to be healthy and active. Very good use was made of the childminder's garden, local parks and activities in the local community.

The childminder was aware of her responsibilities to keep children safe. She had not administered any medication but was aware of the need to obtain detailed parental permission before administering any medication. She had an understanding of child protection and told us her procedure for reporting child protection concerns. She was currently trying to source a suitable child protection training course to update her knowledge.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

During the inspection we found the childminder's home was clean, tidy, safe and smoke free. This contributed to children being cared for in a pleasant and safe environment. The front door was kept locked. The back door was not always locked, although this led into a secure outdoor area. We advised the childminder it would be good

practice to also keep the back door locked.

The childminder's home was attractively presented for the children. Play activities took place in the living room where there was plenty of floor space for the children to move around safely. Toys and equipment were good quality, clean and appropriate for the age and stage of development of the children. The kitchen area was used for craft activities and eating. During the inspection we found children were confident in accessing a range of activities independently. Parents told us their children enjoyed the range of activities provided by the childminder and she took the children's preferences into account when selecting activities.

Children had very good access to outdoor play and activities in the local community. There was a fully enclosed garden with a wide range of equipment. Parents told us their children particularly enjoyed the garden and the other outdoor activities and spent a lot of time outdoors, this supported children to be healthy and active. Children enjoyed trips in the local community such as to local parks and walks in the woods as well as toddler groups to encourage their social skills.

The childminder had a range of measures in place to ensure the environment was safe for children. Throughout the inspection the childminder supervised the children well, taking account of the children's ages and stages of development. During discussions the childminder demonstrated a very good understanding of the potential risks to children. She confidently described how she kept children safe whilst in her care, both in her home and on outings.

A policy was in place to exclude children who were unwell, this reduced the risk of spreading infection. The childminder was supporting children to develop a good understanding of personal hygiene. The childminder ensured children washed their hands at key times, such as before eating and after toileting.

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 childminder used publications issued by the Care Inspectorate and the Scottish Childminding Association (SCMA), and used the internet, such as webinars, to support her in developing her knowledge and keeping up to

date with current best practice. The childminder also had professional discussions with other childminders regarding practice issues and best practice documents.

The childminder had attended quite limited training to support her in developing her skills and knowledge. She advised us she had difficulties accessing training in her local area. She had attended some core training including first aid and child protection.

There was a good range of policies that were well presented and clear. The policies detailed how the childminder operated her service and had been shared with parents. Parents were also given an informative welcome leaflet. This meant parents had clear expectations and gave a basis for parents to evaluate the service. We advised the childminder to update the complaints policy to provide clearer information on when parents could raise concerns with the Care Inspectorate. We also advised the childminder to update her child protection policy to refer to the current guidelines, to include the procedure to follow in the event of an allegation being made against the childminder or a member of her household, and the out of hours number for social work.

During the inspection it was clear the childminder enjoyed caring for children and had developed good relationships with parents that supported her to meet children's needs on a daily basis. The childminder worked very well with parents to plan and agree the delivery of the service. She consulted with parents to agree how children's needs would be met and involved children in making choices in the setting. As a result the childminder's practice met the needs of the children and their families well. However, we found there were limited systems in place for the childminder to evaluate how well she provided the service and identify areas for development. The childminder had not completed the self-assessment before the inspection this, along with documents such as Building the Ambition, could be a good starting point for evaluating the service provided.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

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

Previous requirements

Requirement 1

The childminder must ensure that all persons over the age of 16 years, living in the home, undertake the relevant checks to evidence they are fit to do so.

This is to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011, SSI 2010/2011

Regulation 4 (1)(a)

Regulation 12 (1)(2)

Timescale: with immediate effect.

This requirement was made on 18 March 2016.

Action taken on previous requirement

This requirement had been met. Relevant checks had been undertaken for all adults in the home.

Met - within timescales

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	
10 Dec 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	3 - Adequate
19 Nov 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
22 Nov 2010	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
25 Mar 2010	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed
10 Feb 2009	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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