

Munro, Morag **Child Minding**

Type of inspection: Announced (short notice)
Inspection completed on: 11 November 2016

Service provided by:
Munro, Morag

Service provider number:
SP2003900558

Care service number:
CS2003001936

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 has been registered since 2002.

Morag Munro is registered as a childminder to provide care to children in her own home. Current registration is to provide a care 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. Numbers are inclusive of children of the childminder's family.

The childminder provides her service from her home, located in the commuter town of Portlethen. The childminder uses a self-contained building in her garden for childminding. It is equipped with kitchen and toilet facilities.

The childminder's statement of aims includes, a commitment to provide "a homely environment where children are safe, valued, and cared for in a friendly and welcoming environment."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

To report on how well the childminder is providing care to the children using the service, we gathered evidence from a range of sources.

During the inspection we talked with the childminder, received feedback from parents, observed her with children, and inspected a sample of the following documentation:

- Contracts
- Policies and procedures
- Welcome packs
- Children's personal plans

- Feedback from people who use the service
- The childminder's self-assessment.

Views of people using the service

We received completed questionnaires from two people who use the service. We also spoke to two children, who were present during our inspection.

Self assessment

The self-assessment, although completed, was very short and did not reflect the true extent of the service.

What the service did well

The childminder was friendly, warm and nurturing. She provided a safe and clean environment for the children and was knowledgeable about the children's needs and preferences. The childminder clearly worked in partnership with parents.

What the service could do better

The childminder should record that she reviews and updates risk assessments. We also advised that she needs to notify the Care Inspectorate of any future accidents or incidents.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder knew the two children very well. Both were aged three years old, and it was clear that the childminder had a very strong bond with both children and played on the floor with them.

She has daily contact with parents at drop off, pick up, exchanges, feedback or hears of routines the parents would like her to follow. We saw daily diaries that were comprehensive, and contained photographs of the children during their day.

During our visit, the children had to sit at the table for a snack and juice, and the childminder encouraged them to say thank you when she gave them food, promoting positive behaviours.

Throughout the visit, nursery rhymes playing quietly in the background, creating a very child-friendly environment.

The childminder offers a range of activities, and takes them out to parks, walks, local children's groups, events and out every morning at different things.

We saw that she promoted positive behaviour by encouraging and praising. On one occasion when the children became loud, she asked for time out and they responded, quickly relaxing and returning to play quietly.

We saw records of medications administered.

Referring to the childminder, one person who uses the service told us that her child "adores her and so do I". Another told us that she "provides a safe and loving environment for all the children". "The children are entertained and educated along with being taught good behaviour and manners". One person told us that her child "loves her time" with the childminder.

The two children who were present during the inspection told us that they loved being there.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The area used for childminding is clean, warm and free from odours. It is a purpose built building separate from the house, and was decorated in a child-friendly way with their photographs and art work on the walls. The weekly menu was displayed on a board. Birthdays and holidays were noted on the wall.

The childminder has risk assessments for all areas used by the children, but had not recorded that she had reviewed or updated them.

We saw that toys were age-appropriate and clean. The children were encouraged to choose what they wanted to play with, promoting independence and choice. People who use the service told us that there is plenty of space to play and "a wide variety of toys which are age-appropriate."

The childminder had a healthy eating policy and the children told us that they enjoyed healthy food. They were offered choices of fruit, and allowed to make some mess, before the childminder cleaned up after they ate.

The childminder has had only one accident, since the last inspection, and had completed an accident form which she shared with the parents. We advised that she needs to notify the Care Inspectorate of future accidents or incidents.

The childminder has a fire evacuation policy and procedure, an up to date first aid kit and risk assessments for all areas that the children use.

The toilet is clean and the childminder has a step and potties. She has separate towels for each child.

People who use the service, told us that the childminder provides a safe, secure, smoke-free, hygienic, pleasant and stimulating environment for their children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should record that she reviews and updates risk assessments.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 14 - Well Managed Service.

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder told us that she undertakes the mandatory training, and also uses SCMA to choose other courses that interest her. Since the last inspection, she has undertaken child protection, building the ambition and introduction to GIRFEC. We saw certificates confirming this learning. The childminder told us that she has also updated her first aid, but has lost the certificate by deleting the email. She will ask the agency to reissue.

The childminder says that she checks the smoke alarm every three months. She does a practice drill every three or four months. As one of the children is very scared when he hears the alarm she now talks through it, rather than letting off the alarm, as not to frighten the child.

The childminder is a member of a local childminders group, and attends regular meetings to share practice. She told us that she values the learning from this group, and could not do her job without the group.

We saw that the childminder talks to parents on a daily basis, but also distributes a questionnaire every year asking for their comments. She told us that feedback has always been positive, so few changes have been made.

We saw that the childminder gives information packs to parents, which include advice about how to complain, and how to contact the Care Inspectorate. This was confirmed by people who use the service, telling us that they knew that they could raise concerns/ complaints with the Care Inspectorate.

People who use the service, indicated that they are happy with the quality of care their children receive at the service, and one person said "we are delighted with the service provided."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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	
14 Feb 2013	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed
12 Aug 2010	Announced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Mar 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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