

# Hamill, Carol Ann

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 1 March 2017

**Service provided by:**  
Carol Ann Hamill

**Service provider number:**  
SP2003904526

**Care service number:**  
CS2003007572

## The service

### Introduction

This service registered with the Care Inspectorate on 1 April 2002. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The childminders is registered to provide a care service to a maximum of 6 children under the age of 16 years of whom no more than 3 may be of pre-school age and no more than 1 may be under the age of 12 months.

The childminder operates her service from her home in a residential area in Glenrothes.

The aims of the service include providing for the health, safety and all round well-being of the children. In partnership with parents the childminder seeks to develop activities such as art and crafts, gardening, music and dance and help aid each child's creativity and interests.

### What we did during our inspection

We wrote this report following an unannounced inspection that took place on 1 March 2017..

As requested by us, the service sent us an annual return and a self assessment document before the inspection.

We gathered evidence from various sources, including the relevant sections of policies, procedures and records. We observed the care given to three minded children aged two years and one year and observed the premises, toys and equipment. We talked with one parent during the inspection. We discussed our findings with the childminder.

Four care standards questionnaires were returned to us by parents before the inspection. One child wrote us a letter giving her views and the views of other children, about the childminder.

### Views of people using the service

Three children were present during the inspection and appeared very comfortable and confident in the care of the childminder. The children were confident in the environment and enjoyed playing with a variety of activities.

Parents made very positive comment to us about the service in the Care Standards Questionnaires. They indicated they were very happy with the quality of care provided. They told us the childminder was flexible, that she worked in partnership with them and that children were happy and safe in her care.

Further comments included the following:

"(childminder) encourages feedback... and responds to /acts upon any comments or suggestions"

"Daily updates and discussions. Holiday journals completed by the children and (childminder)"

"...folder (has) information and pictures of activities and outings, projects and development while (child) is in her care. I love this as it allows me to see the changes even though I am not with (child) and the pictures are precious moments I don't have to miss."

"...a fantastic service"

"...all children are treated as equals and involved in everything they do, whether it be choosing their project, making the Xmas menu, planting or baking....."

One minded child who was unable to be present during the inspection wrote us a letter to tell us that the childminder "was a great childminder". She included the views of other minded children in the letter who all agreed that the childminder was "the best childminder in the world" and that "she is very good and we all love her so much and she loves us".

## Self assessment

A completed self assessment was submitted to us as requested. The information provided identified areas of strength and some areas for development.

## What the service did well

The childminder provided a very good quality of service for minded children and their families. The childminder kept the children safe and healthy and children were included in making choices about how they would spend their time. We observed that the childminder's care of the children present was nurturing and affectionate and she encouraged fun and independence. The childminder knew the children well and she was proactive in meeting individuals needs.

## What the service could do better

The childminder should evaluate the benefits to the children of her learning and training and understand the impact of this on outcomes for the children.

## 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

We found the childminder was performing an excellent standard in the areas covered by this statement.

During the inspection, we saw that the childminder was nurturing, warm and affectionate towards the minded children. She knew the children well and provided a variety of activities that provided interest and promoted skill development. Children had fun exploring their environment while developing independence and confidence. The childminder's thoughtful interactions with the children extended their play, for example, by introducing additional resources and making positive comment about their play.

The children took part in a variety of individual and group projects of interest to them. For example. they had been finding out about the nutritional value of food and were involved in buying fresh food on a weekly basis. They helped to prepare and cook meals routinely. This meant children felt responsible and included.

Children were also currently doing a project on New Zealand as this was particularly relevant to one child who was moving there soon.

This excellent practice meant that children were achieving and their views respected.

The childminder had undertaken specific training to support her to meet children's health, developmental and emotional needs. This meant children's wellbeing was supported appropriately and that children were kept safe.

The childminder was accommodating of parents' requests for changes to the service provided, making adjustments when possible, when family circumstances changed. Continuity of care and positive relationships between parents and the childminder, helped children to settle and to feel safe and nurtured. The childminder used a range of methods to inform parents about the service, to involve parents and children fully in the service and to share regular updates about the children. This meant that people using the service were respected and included in making decisions about their care.

Partnership working was an important part of this service and this excellent practice had resulted in measurable and improved outcomes for children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of environment

### Findings from the inspection

The childminder used very good methods to ensure that her home was safe and clean for the children using the service.

The house was child friendly, providing a comfortable and homely environment. There were specific areas for different types of play such as messy play and quiet play. A well laid out designated play room gave children opportunity to select activities of their choice. This meant children were respected and their opinions were valued.

The outdoor spaces were child friendly and provided interest and stimulation and children had daily opportunity to be physically active and to explore the natural environment. Resources outdoors such as climbing frame, sand pit, water tray and woodland area, meant that children had access to a range of activities and experiences. Children made use of a variety of amenities such as libraries, toddler group, museums, parks and beaches. Children were also taken to restaurants and had bus and train.

Children contributed to evaluating activities and the outdoor space and suggesting improvements. Children were encouraged to learn about their environment and about being responsible. The childminder promoted positive outcomes for the children by involving the children in 'safety' projects.

The childminder was aware of things that were hazardous for young children, such as the stairs to the upstairs play room. She supported children very well to learn to safely navigate this hazard. She was vigilant in supervision of the young children and undertook visual risk assessments for the home every day and also for outings. Any hazards identified should be noted with detail of the action taken to minimise risk. This would mean any problem areas could be identified and appropriate action taken to keep children safe. Children should be included in discussion about identifying hazards and assessing risk so they can learn about how to keep themselves safe. This will provide further opportunity for children to develop independence and confidence.

Toilet and hand washing facilities were child friendly and children were given opportunities to look after the toys and equipment. The childminder had a system in place to record any accidents and incidents. This ensured parents were informed of any injuries, and therefore children would receive appropriate care and attention.

## 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 maintained positive relationships with parents and children who used the service and took their views into account when planning the service. She consulted with children and their families routinely in a variety of ways, using questionnaires and reviews. Feedback from these was used to develop the service.

The childminder used the SHANARRI Wellbeing Indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included) as well as a range of good practice documents such as Building the Ambition and Pre Birth to Three to review and evaluate the service. This very good practice meant people who used the service were included and their opinions were valued.

Throughout the inspection, the childminder was able to explain the benefits for the children that were associated with their strategies and actions. She told us about training she had attended and about continual discussion with colleagues. She had undertaken a range of training and learning, for example, first aid, child protection, challenging gender stereotypes and the connected baby series (e-learning). This learning was used to develop the service and had led to improved outcomes for individual children.

The childminder kept accurate attendance records for the children and this showed she was working within the condition of their registration regarding numbers of children attending the service. She was aware of the records she was required to keep and her responsibility to maintain these.

The childminder was aware of the Care Inspectorate website and we encouraged her to access this on a regular basis in order to keep up to date with best practice guidance and current legislation.

## 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](http://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                  |               |
|-------------|--------------------------|---------------------------|---------------|
| 26 Oct 2012 | Announced (short notice) | Care and support          | 6 - Excellent |
|             |                          | Environment               | 6 - Excellent |
|             |                          | Staffing                  | 6 - Excellent |
|             |                          | Management and leadership | Not assessed  |
| 16 Nov 2010 | Announced (short notice) | Care and support          | 6 - Excellent |
|             |                          | Environment               | Not assessed  |
|             |                          | Staffing                  | Not assessed  |
|             |                          | Management and leadership | Not assessed  |
| 13 Mar 2009 | Announced (short notice) | Care and support          | 6 - Excellent |
|             |                          | Environment               | 6 - Excellent |
|             |                          | Staffing                  | 6 - Excellent |
|             |                          | Management and leadership | Not assessed  |

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