

Duncan, Anne **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 9 June 2017

Service provided by:
Duncan, Anne

Service provider number:
SP2005948648

Care service number:
CS2005100649

The service

Introduction

Anne Duncan has been registered as a childminder since 2005 and registered with the Care Inspectorate since 2011. She is registered to provide a care service to a maximum of six children at any one time under the age of 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

Only those named on the certificate of registration can care for the children. The part of the premises not to be used is the upper floor. Overnight service will not be provided.

The childminder is currently caring for eight children on a flexible, part-time basis to meet individual families needs and to meet the conditions of her registration.

The childminder's aims include:

'to provide a safe and happy environment for children in my care, where they can have fun, grow and learn.'

What we did during our inspection

We compiled this report following an unannounced inspection which took place on Friday 9 June 2017, between the hours of 1.30pm and 3pm. The inspection was carried out by a Care Inspectorate early years inspector.

During the inspection we spoke to the childminder and one minded child. We observed the care and support offered by the childminder, the activities and choices available to the child and sampled some documentation. This included viewing children's personal plans, certificate of registration, insurance and training undertaken since the last inspection. Photographs of children participating in a wide variety of experiences, both indoors and outdoors, were displayed within the playroom.

We check services are meeting the principles of Getting It Right For Every Child (GIRFEC), Scotland's national approach to improving outcomes for children by offering the right help at the right time from the right people. It supports them and their parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

We spoke to one child who was present on the day of the inspection. Although the child was too young to comment, we saw that they were happy and content in the care of the childminder.

Three parents returned the Care Inspectorate's care standards questionnaires. All 'ticked' responses and written comments were very positive. Parents spoke very highly of the childminder's individual care and support for their child and the whole family, the varied activities, trips and outings she took the children on and the close, positive relationship their child had developed with the childminder.

Self assessment

The Care Inspectorate received a completed self-assessment from the childminder. She highlighted what she thought the service did well, for example, providing a homely, nurturing environment and identified some areas for improvement. This included reviewing and updating children's personal plans and continuing to review her policies.

What the service did well

The childminder provided a welcoming, homely environment for children. She was caring and nurturing in her interactions with the young child who was present and fully aware of their individual needs, routines and preferences.

What the service could do better

The childminder should ensure she keeps abreast of current guidance and publications. We informed her of 'The Hub' section within the Care Inspectorate website which may assist her. She should ensure that she submits a variation to delete a time-lapsed condition on her registration certificate and applies for an enhanced disclosure for her own child who is now over the age of 16.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder had established very good relationships with the children and families who used her service. Information was shared verbally each day with parents, over the course of the day with the children and through annual questionnaires. This offered opportunities to discuss any changes to the child's routines, needs or interests and to add any suggestions or comments. This respected the children's and parents' views and included them in making decisions. We saw the younger child making choices of what to play with and when to eat over the course of the inspection. The older children had left us letters and drawings to tell us about their experiences while using the service. The children wrote:

'She makes the best snacks for us and plays lots of fun games with us like Uno, Monopoly and Bingo.'

'After school I can play outside with all the fun outside - toys and bikes.'

It was clear the childminder knew the individual needs of each of the children who experienced care at her service. She was very kind, caring and nurturing towards the child who was present and it was apparent that the

child had established a close attachment to her. Parental responses from our care standards questionnaires, our discussions, photographs and personal plan information confirmed the individual needs and requests which had been discussed with parents and children and respected by the childminder. She had recently linked children's experiences to the wellbeing indicators of keeping children safe, healthy, achieving, nurtured, active, respected, responsible and included using photographs.

Some parents provided their child's food and drinks. However, the childminder also offered traditional home-made lunches and had devised menus after consultation with parents and the children. This offered parents choice and included them in making decisions. She was registered with the local authority to provide food and referred to current best practice guidance to ensure the children were offered healthy options in line with nutritional guidance and food safety. This contributed to the children's overall health and safety.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home was clean and welcoming. The children had access to the downstairs of the premises, which included a designated playroom. The layout of this room enabled the children to choose from a wide variety of resources stored at their level and to take part in a variety of activities. Photographs, children's artwork and information for parents was also displayed. This promoted the 'home-from-home' ethos the childminder wanted for the children.

There was a large enclosed garden with outdoor toys, grassed and decked areas. The children had also been involved in going to the garden centre to buy plants to plant in the garden and a wishing well at the entrance to the house. Trips to places within the local area and further afield, either walking or using public transport offered the children opportunities to have fresh air, regular active and energetic play, visit toddler groups, soft play centres, libraries, museums and the beach. Children had recently chosen to visit the Science Centre. Photographs were attractively displayed at the children's height to trigger discussions and assist them in making choices about where to play and what to play with each day and to plan outings during the school holiday period. The childminder took into account the ages of the children and their attendance pattern to ensure they all had a chance to be consulted and take part in activities

The childminder was aware of the importance of hand hygiene, both for herself and the children. She wore disposable gloves and a disposable apron as required when changing nappies. She planned to purchase a new changing mat to further promote children's health, safety, infection prevention and control. Although there were no children who required medication while at the service, we discussed and reviewed the medication procedures which would be followed. This met a recommendation which was made at the last inspection.

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 kept up-to-date with best practice and legislation through the Care Inspectorate and Scottish Childminding Association (SCMA) publications and through a local childminding group. This group offered opportunities for peer support and access to training. She had attended child protection training since the last inspection and planned to complete a first aid course to renew her certificate next month. This would contribute towards children's health and safety and further develop her own skills and knowledge in these areas. We advised that all training should be briefly evaluated to record the outcomes for children, the impact on her own professional development and the ongoing improvement of her service.

To ensure she met the needs of the families who experienced care at her service, she planned to use all feedback to further develop her service. She ensured families were aware that their views were welcomed, valued and respected. Currently, all responses had been very positive with no areas for improvement suggested.

All three parents who completed our care standards questionnaires responded very positively and stated they were consulted, included, their views respected and were overall very happy with the care and support offered.

The childminder had a Protection of Vulnerable Groups (PVG) certificate, as required. All other adults who reside at the childminder's address must have the relevant disclosure completed, which contributes to the safety procedures within the service. We sent the relevant form to the childminder for completion. (See recommendation one).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should ensure that anyone over the age of 16 who resides within her household, completes and applies for an enhanced disclosure following the procedures explained in the guidance. This is to contribute to the required safety procedures within childminding settings.

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

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

Recommendation 1

The childminder should review and update her medication policy and administration of medication forms in line with current best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and Wellbeing.

This recommendation was made on 21 June 2013.

Action taken on previous recommendation

The childminder had now referred to the above guidance in her medication policy and although she had not administered any medication, she had blank administration of medication forms in place for completion, if required. Therefore, this recommendation has been met.

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 Jun 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Jun 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Apr 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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