

Campbell, Ann

Child Minding

Type of inspection: Unannounced
Inspection completed on: 20 July 2017

Service provided by:
Campbell, Ann

Service provider number:
SP2003907613

Care service number:
CS2003013961

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Ann Campbell provides a care service from her detached property, situated in a residential area in the town of Golspie close to local amenities. The parts of the premises used for childminding were the living room and kitchen/dining room.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Other conditions unique to the service:

Until June 2013 between 11.45am and 1.15pm on Tuesdays and Wednesdays and between 11.45am and 2.15pm on Thursday and Friday to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 4 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

This is to last until June 2013 should any child leave the service prior to June 2013 the numbers of children cared for will revert to those detailed above.

3. Overnight service will not be provided.

4. Minded children cannot be cared for by persons other than those named on the certificate.

We highlighted to the childminder that the lapsed condition should be removed from her certificate and she agreed to apply to vary her conditions to have this done.

The service's aims included the following:

"to provide a happy home from home".

We discussed the possibility that the service's aims could be reviewed with the involvement of those using the service. This would help further promote the children's inclusion and sense of belonging.

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

This report was written following a short announced inspection visit on 20 July 2017. The childminder submitted an annual return as required.

In this inspection we gathered evidence from various sources, including the following:

- Discussion with the childminder
- Evidence from the childminder's most recent self assessment
- Children's records (sample)
- Observation of the interaction between the childminder and the child present
- Parental questionnaire
- Observation of the environment and toys.

Views of people using the service

We observed the childminder supporting and caring the child present during the inspection. It was clear that he was very comfortable and secure in the care of the childminder, while being happily engaged with the various toys, books and activities, from which they were able to self select.

We received one Care Standards Questionnaire (CSQ) returned from a parent/carer using the service. The CSQ indicated that the family was very happy with the quality of care their child received. The parent/carer commented:

"Ann is flexible to our needs and keeps us updated with everything that is going on. Children are kept active outdoors and indoors...I can not fault the service".

Self assessment

The childminder completed her self assessment and the information provided helped identify areas to be reviewed during the inspection process. We would encourage the childminder to continue to use this process to assist with the development of the service. In doing so she may wish to consider in more detail specific areas for on going improvement.

What the service did well

The childminder provided a flexible, stimulating and caring environment where children were nurtured and supported. She continued to make good use of space in her home and garden to provide a child friendly and fun place for children of all ages. The childminder was keen to promote active play and made use of the local park.

She wished to further develop her garden area to support children's imaginative play.

What the service could do better

We discussed future areas for development with the childminder. While the experiences of the children attending the service are very positive, we discussed the ongoing opportunities for the childminder to make use of training resources, to expand her knowledge and understanding of updated best practice guidance. In accessing resources through the Care Inspectorate "Hub" and other information portals, the childminder will be able to identify areas of development, which may lead to improved outcomes for those using the service.

From this inspection we graded this service as:

Quality of care and support	4 - 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

The childminder discussed how she provided continuity of care for each of the minded children.

The childminder had recorded the children's personal details such as the emergency contact, medical needs and doctor's details. It was clear from parental feedback that updates to children's circumstances were discussed on a regular basis. We confirmed with the childminder the importance of setting review dates for the personal plans. It was clear that children were receiving appropriate care and support linked to their specific needs. The childminder was able to discuss all of the children's current needs and personal preferences, through respecting and including the parents/carers in regular discussion and feedback. The childminder made good use of daily discussions and texts to share information with parents/carers. The childminder confirmed that she was aware that this information should be regularly updated with parents/carers reviewing this information formally, on a six monthly basis. This helps ensure parents/carers are formally included in the progress their child has made and to agree if there are any areas that should be further developed.

We discussed with the childminder the national best practice document linked GIRFEC (Getting it Right for Every Child). We discussed how she may wish to further embed and promote this guidance within her practice and to and share with parents/carers the need to continue to seek to embed her understanding of using the GIRFEC wellbeing indicators of Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included (SHANARRI) in the delivery of her service.

This will help to achieve further positive outcomes for the children. We would encourage her to continue to maintain the information shared with parents/carers to take into account the wellbeing indicators. We noted the strong bond the childminder had with the children. She was seen to respond patiently and in a nurturing manner

when children required support to sharing of toys, encouraged, or comforted over a minor dispute between children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder had systems in place for recording any accidents and incidents. Such occurrences would be discussed with parents/carers at appropriate times; sometimes by telephone immediately, or other times when they collected their child. The childminder was aware of the importance of maintaining an up to date first aid.

The childminder's home was clean for the children using her service and children were supported to wash their hands after using the toilet and prior to eating their snacks. The childminder was aware of the importance of maintaining appropriate infection prevention and control measures. We highlighted the updated National Protection Infection Control guidelines October 2016, which are accessible through the Care Inspectorate's information portal, the 'Hub'. Similarly for the updated nappy changing guidelines for both the childminder's and parents/carers information.

The childminder had a good understanding of signs and expected response, linked to any child protection concerns that may present themselves in the future. We discussed the various training that was available to childminders regarding child protection and other areas linked to her practice.

The childminder's home was comfortable and child friendly, providing a homely environment for the children. There was a range of toys and activities that children could self select. It was clear that the child present on the day of the inspection was happy with the rail track and books that he had chosen to play with.

The childminder promoted children's health and wellbeing by ensuring that she routinely cleaned toys and resources they played with. Toys were easily accessible for the children and space was well used. The lounge and kitchen/diner were used for play activities including material to make junk models. The childminder told us how she promoted regular outdoor play opportunities at her home, neighbouring park and her allotment, which the children were involved with growing and tending to various plants.

The childminder was aware of the importance of open ended play involving 'loose parts' (the provision of open ended resources) to support creativity problem solving, collaboration and decision making. There was ample evidence of these resources being available to children using the service.

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 told us that she obtained lots of valuable information and resources about early years' best practice from the company that she was insured with. The information had been used to help her develop policies for the service and assist her in planning age appropriate activities for the children.

We asked the childminder to tell us about any relevant training that she had completed and how this influenced her practice. We noted she had previously attended child protection training and had undertaken a first aid course. We discussed 'Building the Ambition' guidance linked to national best practice documents supporting improving outcomes for children in early years' services.

The childminder confirmed that she had undertaken first aid and food hygiene training to support the care of those that attended the service.

Although the childminder kept a record of the training she attended, she did not document evidence of the learning that she had gained, or how she had developed outcomes for children as a result of attending the training. We informed the childminder about the benefits of recording the learning that she had participated in, which would support her own continuous professional development (CPD).

In addition to auditing of parents' /carers' and children's views we would encourage the childminder to further develop her quality assurance practice. This could be done through formalising a review of elements of the service by parents/carers and children, to help to identify and prioritise any areas that would benefit from improvement.

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

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 identify and put in place ways to involve parents and children in assessing all aspects of her service. This will allow them to make suggestions on how children's changing care and development needs could be met.

National Care Standards early education and childcare up to the age of 16.

Standard 4: Engaging with children and

Standard 13: Improving the service.

This recommendation was made on 17 June 2013.

Action taken on previous recommendation

Questionnaires and regular, informal, feedback support information sharing linked to the overall audit of the service. This recommendation has been met.

Recommendation 2

The provider should work with parents to develop an accessible format for children's personal plans, which capture how the service is meeting the individual health, wellbeing and safety needs of each child. The plans should demonstrate how the children have contributed to the content.

National Care Standards early education and childcare up to the age of 16.

Standard 3: Health and wellbeing and

Standard 4: Engaging with children.

This recommendation was made on 17 June 2013.

Action taken on previous recommendation

Personal plans in place. 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	
17 Jun 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
22 Jun 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Jul 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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