

Cruickshank, Carol

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 12 July 2017

Service provided by:

Service provider number:

SP2012984284

Care service number:

CS2012313298

The service

Introduction

This service registered with the Care Inspectorate on 19 March 2013.

Carol Cruickshank is registered to provide a care service to 6 children under the age of 16 years, of whom no more than 3 are not yet attending primary school and no more than 1 under 12 months.

Numbers are inclusive of children of the childminder's family. Minded children cannot be cared for by any other persons other than those named on the certificate and no overnight care is provided.

The childminder operates the service from her family home in the Kirkintilloch area of East Dunbartonshire. The service is close to local schools, a park and other amenities. Children have the use of a living room and kitchen on the ground floor and bathroom on the upper floor. Children have the use of the enclosed back garden.

At the time of our inspection, there was one young child attending the service.

One of the childminder's aims is to provide a warm, safe, happy, encouraging and stimulating environment for children to play and learn.

What we did during our inspection

We wrote this report following an announced short notice inspection which took place on 12 June 2017 between 2.20pm and 5.20pm. The inspection was carried out by a Care Inspectorate early years inspector.

During the inspection, we spoke with the childminder and observed the care given to the child by the childminder. We looked at a number of documents and procedures. These included care plans, health and safety records, infection prevention and control procedures and training information.

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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

There was one young child attending the service on the day we inspected. They were happy and content in the care of the childminder. He enjoyed playing with the toys and painting.

We spoke to a parent by telephone. They told us that they were very happy with the quality of the care their child received. Parents' comments included:

'Amazing. I am confident about being back at work as he [son] gets the same care I would give him at home.'

Self assessment

We received a completed self assessment from the childminder. The childminder identified what she thought the service did well. She also gave examples of how she had acted on suggestions from the parents to support their child's care needs.

What the service did well

The childminder had created a warm, friendly and homely environment for children. She had built nice relationships with the children and parents. The childminder offered a flexible service that met the needs of the children and families using the service.

What the service could do better

The childminder should review and update the children's documentation and personal plans to ensure that they are fully completed.

The childminder should review and update the risk assessment procedures and documentation to help ensure that children will be kept safe both in the home and outside.

From this inspection we graded this service as:

| | |
|--------------------------------------|--------------|
| Quality of care and support | 4 - Good |
| Quality of environment | 4 - Good |
| Quality of staffing | not assessed |
| Quality of management and leadership | 4 - Good |

Quality of care and support

Findings from the inspection

We found that the childminder provided good opportunities for parents and children to give feedback to help develop the service. For example:

- daily discussion with parents and children
- regular informal contact by email, telephone and text
- home visits prior to starting
- daily diary offered
- questionnaires.

This approach meant that the parents and childminder had formed a good working partnership that ensured continuity of care and support for the children attending the service.

Parents and children could visit the service before the children started. Alternatively, the childminder visited the children and families in their own home. This approach enabled everyone to get to know each other and helped the children settle. Parents discussed their children's needs and completed forms giving information about their children. The childminder used these to shape the children's day-to-day care and experiences. We noted that some of the documentation relating to the children's care had not been fully completed. (See recommendation 1)

There were nice interactions between the childminder and the child, who was relaxed and happy in her care. We watched the child as they had fun painting and playing with the toys. This approach helped settle and nurture the child and contributed to an ethos of respect within the childminding service.

The childminder told us what she would do if she had a child protection concern. She knew whom to contact to discuss these concerns. A child protection policy was in place and the childminder had attended child protection training. This approach helped keep the children safe from abuse.

The childminder provided snacks which included fruit, milk and water, in line with parents' wishes and the children's dietary requirements. The childminder confirmed she was registered with the local authority to provide food.

We found that the childminder provided child centred care. She encouraged parents and children, dependent on their age, to voice their opinions on activities, routines, equipment and outings. We found that she had acted upon their suggestions. A parent told us: 'She treats him like one of her own kids. She follows family guidance, goes over notes, and makes sure everything is up to date ... Very happy, made the return to work easier.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder, with input from parents, should review and update the children's documentation and personal plans to ensure that they have been completed in full and reflect the care needs of the child. Personal plans should be reviewed every six months, or before, dependent on the needs of the child.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Support and Development.

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder operated the service from her family home which was visibly clean, smoke free and child friendly. The accommodation had appropriate heating, lighting and ventilation. The main play took place in the living room. We observed that the child was relaxed and enjoyed playing with a selection of toys. The childminder should continue to develop her range of toys and equipment available to the children.

The childminder told us that she ensured that the children had regular opportunities for fresh air and exercise. Feedback from the parent confirmed that the childminder had taken their child to various places of interest such as swimming, toddler group, and soft play. This approach helped the childminder promote active play and encouraged the child to explore their environment. It also contributed to the child's general health, wellbeing and confidence.

The childminder had procedures in place to help minimise the spread of infection and ensure that the environment was clean and tidy. As discussed, the childminder should read the updated document: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings).

We noted that there were planks of wood stacked in the garden. We discussed this with the childminder and recommended these be removed in order to keep children safe while playing in the garden. (See recommendation 1)

The childminder used her car when childminding. Parents had given written permission to allow her to take their children in her car. The parent we spoke with confirmed that the childminder had responded to their request regarding the type of car seat to be used by the childminder when transporting their child in her car. Appropriate insurance was in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should review and update her risk assessment procedures and documentation to show how she provided safe places for the children to play and be cared for both within the home and outside.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

Grade: 4 - 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 in childcare through a variety of ways for example Scottish Childminding Association publications, the Care Inspectorate Care News, networking with other childminders and internet information.

The childminder held an HNC certificate in Early Education and Childcare. She had continued to attend training to help develop her skills and knowledge for her childminder role. For example, she had undertaken child protection, autism and first aid training since her last inspection. The childminder told us that she would apply what she had learned on the courses to help develop her childminding service and support the children in her care. The childminder should continue to access relevant training and development opportunities. The childminder was registered with the local authority to provide daycare.

The childminder regularly discussed the children's care, support, and development needs with the parents. We found that the childminder was supportive of the families she cared for and listened to the ideas and feedback given from the parents to help improve the service.

The childminder had a good range of policies which included a complaints policy. These had been shared with the parents.

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

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 |
|------------|--------------------------|--|
| 7 Aug 2013 | Announced (short notice) | Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed |

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.