

Nicola Taylor Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 July 2017

Service provided by:
Taylor, Nicola

Service provider number:
SP2011983020

Care service number:
CS2011303576

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.

Requirements and recommendations:-

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement, which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

We are committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRRI.' Information relating to this can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

Mrs Taylor offers a child minding service that includes full or part-time and out of school care. The service is provided from Mrs Taylor's home in Clackmannan. She is within easy reach of local facilities including shops, parks, schools and libraries.

At the time of this inspection, Mrs Taylor was providing a child minding service to three children. During the inspection two childminded children were present as well as Mrs Taylor's youngest child.

Mrs Taylor states the following in her aims of the service:

"My goal whilst running Nicola Taylor Childminding, is to grow happy, intelligent, confident children. I aim to provide a nurturing, educational environment, designed to convince children of their individual worth in the world. Each day I seek to engage children, delight them, and recognise their emerging talents through play, music, sport and discovery. I aim to provide the highest standards of childcare and preschool education available to your children."

What we did during our inspection

We carried out a short notice inspection on Thursday 13 July between 9.30am and 11.30am.

During this inspection process we looked around the areas of the childminder's home used by minded children and gathered evidence from:

- Self assessment and annual return documents which were submitted before the inspection.
- Children's information folders.
- Information shared with parents.
- Questionnaires used to gather parents' views
- Policies including medication, child protection, settling in and infection control.
- Certificate of registration.
- Public liability insurance.
- Photographs of children participating in activities.
- Observation of practice.
- Training/research carried out by the childminder.

Views of people using the service

Two childminded children were present as well as Mrs Taylor's youngest child. All the children were happy and played well together. We saw the kind, caring relationships that the children had as they shared toys, developed their games and helped each other.

Children chatted about what they were doing and told us they liked drawing, going to the park and playing ball games.

We received one parent questionnaire. They told us;

'I have to say I am extremely happy with Nicola and my children always love going to her house'.

'My children have a varied diet while in Nicola's care. They have healthy snacks and wholesome lunches.'

'The children are very happy after being with Nicola as they do various activities. This can be arts and craft, outside play, singing and dressing up.'

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

The self assessment relates to Getting it Right for Every Child (GIRFEC) document.

The childminder completed this document with information about the service she provided for children. She told us how she communicated with parents, involved children and parents in her service and provided a safe environment for them. Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

What the service did well

A key strength of the service was the relationships that the childminder had developed with the children and families. This promoted a positive, caring environment where children thrived.

What the service could do better

Mrs Taylor should continue to develop the information she records within children's personal plans.

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

The childminder gathered a range of information about children and used this to plan their care. She talked knowledgeably about the children she cared for and how she supported them. We saw that she discussed any issues with parents which meant everyone had up-to-date information so children were well supported. We talked to the childminder about further developing the personal plans by including information discussed with parents. She could link children's experiences to the SHANARRI wellbeing indicators. (See recommendation 1).

On a daily basis there were opportunities for parents to talk about their children. The childminder used diaries, text and discussion to share information with parents. These methods kept parents up-to-date about their children and enabled changes to their care to be agreed quickly.

Parents had given consent for their children to be involved in a range of activities, have photographs taken and go on outings. Parents therefore knew what activities their children could be involved in. Part of this list was consent for giving non prescription medication. We asked the childminder to remove this as consent should be obtained at the time it is needed.

Throughout the inspection we saw that children had fun and were well supported in what they were doing. Because the childminder understood the needs of children, she interacted with them in a positive and fun way which helped them play well together. We saw that she was patient and skilled at helping children. For example, she helped one child practice his basket ball throwing technique and used praise and encouragement well. This approach ensured children experienced a caring, inclusive and respectful environment which they thrived in.

The childminder had attended training in child led planning, she has found this beneficial as she now observes and listens more to children during their play. As she is aware of their interests she can provide activities which support their learning and development.

We saw that the childminder dealt with any upset in a calm and supportive way. She took time to talk to, listen to and reassure children which had a positive outcome for them.

Through discussion we were satisfied that the childminder had a good understanding about her role in protecting children. We asked her to update the contact details for the local authority within the policy she had.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should continue to develop the use of personal plans to show how children's health, wellbeing and safety are being supported. If children are being supported with a particular issue, information about how this is being done should be included in the plan. At the review the outcome or progress the child had made should be recorded.

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

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder continued to provide a homely environment for children which was welcoming and friendly. There were established systems in place to ensure the environment was clean, risk assessed and well maintained. For example, toys and resources were regularly cleaned and checked to ensure they were in a good state of repair. This meant that children could play safely in and outdoors.

The childminder had attended training and implemented good practice in relation to infection control. For example, we saw that children were encouraged to wash their hands after using the toilet.

Children could play in the lounge or toy room where there was enough space to play and develop their games. The layout enabled children to play on their own or together. All areas used by the children were well organised. Toys and games were readily available so that children could choose what they wanted to do. They liked playing imaginative games, board games and art activities. The childminder was skilled at encouraging children in what they were doing. Praise and encouragement gave children confidence in their abilities and a sense of achievement when their efforts were recognised. If they wanted to, children could display their art work for everyone to see.

The back garden was fully enclosed and contained a range of equipment suitable for the children to use. They liked basketball, wheeled toys and using the small paddling pool. Children also had opportunities to use community resources and often went to the park, for walks in the woods or to the library. Children could use the large equipment at the park or go for walks in the woods. She also took children to sports classes they were enrolled in.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was committed to providing a quality service and did this by keeping up-to-date with current best practice. She had attended training in promoting positive behaviour, supporting early language development, improving children's learning through play and equality and inclusion since her last inspection. She also used publications from the Care Inspectorate, Scottish Childminding Association (SCMA) and research to do this. The childminder had identified further training that she wanted to do to for her continued professional development. She could further develop the records she keeps about any research or reading she does and show how it is used to improve her service. (See recommendation 1).

The childminder encouraged parents and children to give feedback about her service. On a daily basis there were opportunities to talk about the service and any changes needed or share information in daily diaries. This enabled the childminder to support families well as the regular communication kept everyone up-to-date. One parent told us 'Myself and Nicola have a chat each morning and each afternoon. If I need to chat indepth, I will arrange to see Nicola to discuss.' From questionnaires she used, we saw that parents were very happy with the quality of care provided. They stated that they were very pleased with how information was shared, how they worked in partnership and the activities provided for children. One parent told us that any changes were discussed with them, such as improvements to the garden to make the area better for children.

A range of policies and procedures were in place and shared with parents so they knew what to expect from the service. The childminder also shared good practice information with parents.

The childminder was aware of Building the Ambition which can be used to reflect on the service provided. We talked to the childminder about recording developments she made to her service which had good outcomes for children.

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

Mrs Taylor should develop the use of personal plans to show how children's health, wellbeing and safety are being supported. The childminder should review all care plans at the request of the service user, or if there is any significant change to a child's individual needs. In line with legislation they need to be reviewed at least once in every six month period.

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

This recommendation was made on 22 November 2013.

Action taken on previous recommendation

The childminder had information about children she cared for, but could still develop the personal plans to demonstrate how she supports children. We will continue this recommendation.

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	
22 Nov 2013	Unannounced	Care and support	4 – Good
		Environment	4 – Good
		Staffing	5 – Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
4 Oct 2012	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very 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 ਵਿੱਚ 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.