

Calder, Valerie Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 14 July 2017

Service provided by:
Calder, Valerie

Service provider number:
SP2003908924

Care service number:
CS2003036939

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information about 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.

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.

Valerie Calder is registered as a childminder to care for a maximum of eight children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

Valerie Calder provides a childminding service from her home in a residential area of Inverness. She made use of the lounge, kitchen, hall and toilet. The childminder also made use of various local facilities including parks, walks and playgroups to offer the children the opportunity to be healthy, active and have access to fresh air and exercise.

What we did during our inspection

We wrote this report following a short notice announced inspection. This was carried out by one inspector. The inspection took place on 14 July 2017, between 9:30am and 11am. We gave feedback to the childminder on the day of the inspection.

We sent care standards questionnaires to the childminder to distribute to parents and carers of children who attend the service however none were returned.

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

- Discussion with the childminder
- Talking with the child present
- Observation of interaction between the childminder and the child

- Children's records
- Policies and procedures
- Information folder made available to parents and carers
- Certificate of registration and public liability insurance
- Examination of the premises.

Views of people using the service

There was one pre-school aged child present on the day of the inspection. The child was very happy and relaxed in the care of the childminder and there was a great deal of positive interaction. The childminder was very attentive towards the child and made sure that they were engaged in age appropriate activities and were well supervised.

Self assessment

The childminder had completed and submitted a self assessment. She highlighted examples of things she did well and other areas she was proposing to develop.

What the service did well

During the inspection, the childminder was very attentive and ensured that the minded child was safe and had access to a range of resources.

The childminder had established good working relationships with the families she worked with which allowed for good communication.

Children attending the service were able to access a variety of toys and equipment. They also had daily access to fresh air and active play either in the childminder's garden or at local parks and walks.

What the service could do better

The childminder should continue to keep up to date with current best practice and access any relevant training. We discussed with the childminder the option of applying for an ILA to fund future training.

She should also review and update all her policies and procedures to ensure they reflect best practice.

The childminder should routinely review and update the children's personal plans in conjunction with parents.

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 continued to provide a service which offered children good care and support. We were able to see that her practice supported good outcomes for each child and we were able to gather information to support this.

Having good communication with families was important to the childminder. She explained that she had known the families she worked with for a number of years and as a consequence she had established very good relationships with them which allowed for open communication and information sharing. The childminder stated that she tended to share information with the parents informally on a daily basis at drop off and collection times. She also made use of the telephone, instant messaging, text messaging and social media to keep in contact with them. The childminder advised that she routinely took photographs of the children taking part in various activities and shared these with their parents. We explained to the childminder that she would need to register with the Information Commissioners Office and directed her to the appropriate website.

It was important to the childminder to work with parents and carers to ensure that she met the individual needs of the children attending. Before a child started attending, the childminder invited the parents and carers along with the child to visit, share information, ask any questions they might have and to see around her premises. Parents and carers were asked to complete registration forms which contained relevant background information and details of the child's routine. We discussed with the childminder the need to develop further the personal plans she had in place to ensure they included sufficient information. We also discussed the importance of routinely reviewing and updating personal plans.

Involving parents, carers and the children in the ongoing evaluation of the service was important to the childminder. As stated previously she tended to get most feedback informally when talking with parents and carers at the end of the day when they came to collect their children. It was important to the childminder to listen to the children, take account of their comments and suggestions and encourage the children to be involved in deciding what they would like to do.

The childminder promoted a healthy lifestyle. The children learned about how to keep themselves safe, be healthy and active during various daily activities. Snack was a time when the children learnt about healthy eating. The childminder ensured the children had regular access to fresh air and exercise by taking them for walks in the area and going to the park. The children learnt about road safety on their walks to and from school or visits to the local park. The childminder also made good use of her garden for outdoor play. Being outdoors taking part in a range of activities was popular with all the children.

Throughout the visit the childminder was attentive and responsive to the needs of the young minded child present. She provided appropriate levels of supervision. There were good levels of positive interaction, support and encouragement.

The childminder had in place a policy and procedure in relation to medication. We discussed with the childminder the need to review and update her paperwork in relation to the administration of medication as it should include the date when parents or carers administered the first dose of any prescribed medication to the child.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We found that the childminder's premises were warm, welcoming and child friendly. Ensuring the health and safety of the children was important to the childminder. We based this on our observations of the premises, resources and play equipment used and the policies and procedures in place.

The childminder ensured that children in her care were safe and healthy by maintaining her premises, equipment and toys to a good standard. The childminder explained that she checked the equipment on a daily basis as she took it out and then again when she put it away. Toys and equipment were cleaned on a regular basis. The children were encouraged to assist with putting toys and equipment away to help them learn about looking after them and respecting other people's possessions.

Children attending the service were kept safe through the various systems the childminder had in place including risk assessments, where the childminder identified any risks around the house and put appropriate measures in place. We discussed with the childminder the need to have clear written records of these risk assessments and routinely review them. We also talked with the childminder about ensuring that she had clear written policy and risk assessment in place in relation to her pets.

The childminder explained that the children had regular access to fresh air and had the opportunity to take part in physical exercise and play. She stated that the children all enjoyed spending time outdoors and used the fully enclosed garden on a daily basis. During the inspection we highlighted the need to repair the wooden decking as a matter of priority. The childminder also routinely took the children out for walks, visits to the local parks, the canal and boating pond. When out for walks, the childminder ensured that the children learnt about road safety; how to cross the road safely, use a pedestrian crossing, stranger danger and how to play safe outdoors in a public area.

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 continued to manage her service to a good standard and had a range of policies and procedures in place. We discussed the importance of ensuring that all policies and procedures took account of current best practice guidance.

The childminder was aware of the need to ensure that she had the appropriate skills and knowledge to meet the needs of the children. She had previously attended child protection, food hygiene and first aid training. The childminder stated that there were fewer training events being run locally and at a time when she could attend. The childminder was on the mailing list for the Scottish Childminding Association (SCMA) who notified her of any training in the area. We spoke about the different options available to her to access training including online training. We also spoke about directly contacting other local training providers including the local authority and the Care and Learning Alliance. We discussed with the childminder how she could apply for a possible Individual Learning Account (ILA) funding for training.

The childminder explained that she continued to keep up to date with current good practice through reading the regular publications she received from Scottish Childminding Association and the Care Inspectorate. We reminded her of the benefits of accessing online guidance and best practice. We also directed her to the Care Inspectorate Hub where she could access other useful information, new publications, best practice guidance and keep up to date with any changes to relevant legislation.

As stated previously, the childminder was of the opinion that she had established good working relationships with the families which allowed for ongoing and open communication and information sharing. She explained that she encouraged them to give regular feedback and suggestions. The childminder stated that she routinely spoke with the children and their parents and carers to ask for their comments and ideas.

The childminder had in place a clear complaints policy and procedure which she shared with all parents and carers. There had been no complaints at the time of the inspection.

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	
8 Jul 2015	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

Date	Type	Gradings	
8 Jul 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
15 Aug 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed
6 Nov 2012	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed
10 Aug 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
29 Sep 2009	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed
29 Aug 2008	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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