

Macpherson, Susan

Child Minding

Type of inspection: Announced
Inspection completed on: 10 August 2017

Service provided by:
Macpherson, Susan

Service provider number:
SP2007965901

Care service number:
CS2007156558

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.

Susan Macpherson is registered as a childminder to care for a maximum of six children at any one time under the age of 16, 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.

Susan Macpherson provides a childminding service from her home in a quiet residential area of Conon Bridge, near to the town of Dingwall. She makes use of the lounge, dining kitchen and toilet. The childminder makes very good use of the fully enclosed garden, which contains a good selection of age appropriate toys and equipment. The childminder also regularly uses various local resources including walks, play park and the woods.

What we did during our inspection

We wrote this report following an announced inspection. This was carried out by one inspector. The inspection took place on 10 August 2017, between 9.30am and 11.30am. We gave feedback to the childminder on the day of the inspection.

We sent Care Standards Questionnaires (CSQs) to the childminder to distribute to parents and carers of children who attend the service. Four parents and carers completed and returned a Care Standards Questionnaire.

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

- discussion with the childminder
- observation of interaction between the childminder and the children present
- talking with the children

- talking with parents
- 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 were three young children, all under the age of three, present on the day of the inspection. They were very happy and relaxed in the care of the childminder. There was a great deal of positive interaction between the children and the childminder. The childminder made sure that they were engaged in age appropriate activities and were well supervised. The youngest child slept for much of the inspection and the childminder ensured that she regularly checked on her.

The parents who completed and returned the Care Standards Questionnaires were very positive in their comments about the standard of care provided by the childminder. They all strongly agreed with the statement; 'Overall, I am happy with the quality of care my child receives in this service.'

Comments made included:

'I provide meals for my child, but Susan always has and encourages the children in her care to have a healthy varied diet by offering fruit and nutritious snacks.'

'My child has been to various places - such as going on the train, cinema, walks, visiting the library.'

'Susan is a very caring individual and I would have no concerns in recommending her services to others with children who require a childminder.'

'I have found Susan to be an excellent childminder who always places the child's needs and requirements first and foremost.'

'My child loves her walks and trips to the park.'

'Susan's service is great. I love my child being cared for by her.'

'There is plenty of outdoor space and toys in the garden.'

'I am very happy with my childminder - my son loves going to hers after school. I have every confidence in her ability to care for my son.'

The parents we spoke with during the visit were equally very positive in their comments. Parents described the childminder as being very friendly and approachable. Parents very much appreciated the feedback they got at the end of each day and valued the photographs they received of their children taking part in various activities.

Self assessment

The childminder had fully 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

The childminder was committed to providing a service of a very good standard and was proposing to complete further training to develop her skills and knowledge further.

The childminder was very attentive to the children who were present during the inspection. She made sure that they had appropriate toys and games to occupy them. There was lots of positive interaction, praise and reassurance provided.

As well as having a very good relationship with the children, the childminder had very well established relationships with their families. Parents and carers were very positive in their comments about the childminder and the individualised service provided to their children.

What the service could do better

The childminder should continue to keep up-to-date with current best practice and review and update her policies and procedures when necessary.

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

We found that the childminder provided very good care and support for the children. We were able to see that the childminder's practice supported very good outcomes for each child and we were able to gather information to support this.

The childminder explained that she had lived in the village for much of her life and as a consequence she knew most of the families before she started caring for their children. She had very well established relationships with them. She stated that she very much operated an open door policy and parents and carers were welcome to contact her at any time about her service. The comments parents and carers made in the completed care standards questionnaires and the comments we received from parents we spoke with during the inspection confirmed how well the childminder worked with families.

Information sharing took place informally when parents and carers came to collect their children. The childminder made use of texts and instant messaging to share information and photographs with parents and carers. She confirmed that she was registered with the Information Commissioners Office.

The childminder had in place clear written records and personal plans for each child, which contained relevant background information and details of the child's routine. She completed these records with parents and carers.

Involving parents and carers and the children in the ongoing evaluation of the service was important to the childminder. She explained that she tended to get most feedback informally when talking with parents and carers at the end of the day. She also made use of questionnaires. Comments in the completed care standards questionnaires supported this. Parents and carers were of the opinion that the childminder encouraged them to give any feedback they might have.

It was important to the childminder to involve the children in planning and deciding what they would like to do while they were with her. She stated that activities were very much child led and she was often only required to fulfil a supervisory role and offer appropriate praise and encouragement.

The children learnt about how to keep themselves safe, be healthy and active during various daily activities. The children learnt about road safety while out for walks and visits to the park and they learnt about healthy eating at snack time.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

We found that the environment was of a very high standard. The childminder ensured that children in her care were safe and healthy by maintaining her premises, equipment and toys to a very good level. The childminder explained that she completed visual checks of the premises and their contents on a daily basis before children arrived as well as throughout the day. Toys and equipment were cleaned on a regular basis. The childminder stated that the children were all actively encouraged to help tidy up at the end of the day.

The childminder made very good use of the space available both indoors and outdoors. The rooms she used were all very clean, bright, homely, welcoming and child friendly. There was a very good selection of toys and resources which were stored to allow easy access by the children. The parents we spoke with were very positive in their comments about the space and the range of challenging and fun activities available to the children.

As well as ensuring her premises and equipment were clean and safe, the childminder had appropriate risk assessments in place which she routinely reviewed and updated. There were clear written records in place. The childminder was very aware of the importance of involving the children in risk assessment and learning how to manage risk safely. She explained how the children took part in activities which involved risk assessment.

The childminder explained that she made very good use of her garden to give the children the opportunity to take part in games and physical exercise in the fresh air. She stated that all the children liked to spend time

outdoors every day. The childminder had a good range of outdoor toys and equipment. As well as using her garden for active outdoor play, the childminder also made use of local parks and walks.

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 managed the service to a very good standard and was very committed to ensuring that she had the appropriate knowledge and skills to meet the individual needs of the children attending. The childminder had completed training including child protection, first aid, food hygiene, anti bullying and autism awareness. She had also completed online training in relation to play development and learning, introduction to learning and development and the administration of medication and was proposing to complete further online training courses.

The childminder had in place a full range of policies and procedures which she routinely reviewed to ensure that they reflected current best practice. The childminder was very proactive in relation to keeping up-to-date with best practice. She got ideas as to how she could develop her service by reading various publications and routinely accessing various websites on the internet, including the Care Inspectorate 'Hub'. The childminder was a member of an online forum for childminder's which offered them the opportunity to discuss various topics and issues.

The childminder encouraged the children and their parents and carers to give her any suggestions as to how she could develop the service. She periodically circulated questionnaires to both the children and their parents and carers. She explained that she tended to get most feedback informally at the end of the day when parents and carers came to collect their children. The childminder also routinely asked the children for their comments and ideas. She stated that the children were very good at giving ideas for activities and whenever possible included them in her plans.

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: 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

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	
11 Jun 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
2 Sep 2009	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 May 2008		Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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