

Maxwell, May Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 8 August 2017

Service provided by:
Maxwell, May

Service provider number:
SP2007965841

Care service number:
CS2007156214

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.

May Maxwell is registered to provide a childminding service to a maximum of 8 children at any time under the age of 16 with no more than 6 children up to 12 years, no more than 3 not yet attending primary school and no more than 1 being under 12 months. This is inclusive of children who are members of Ms Maxwell's family.

At the point of inspection, Ms Maxwell was providing a service for seven children, all of school age. There were two children present during this inspection.

Ms Maxwell's childminding service is provided from her home in Dunipace, which is situated close to local schools, nurseries and other community facilities. Internally, the children have access to the lounge, kitchen and upstairs toilet. Externally, children can access the safely enclosed garden. The childminder's home and garden are well-maintained and well-resourced for children.

Ms Maxwell's stated aims and objectives reflected the principles of the curriculum for excellence and also, amongst others, included:

- providing quality care and stimulating learning experiences in a safe and secure environment.
- supporting children in all aspects of their emotional, social, cognitive and physical development.
- fostering positive partnerships with parents/carers, the local community and others that allow us to continually improve care provision and learning experiences for children.

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

We wrote this report following a short announced visit on 08 August 2017, between 10:30 and 13:30, when two minded children were present. The inspection was carried out by one inspector.

As requested by us, the childminder submitted an annual return. She also completed a self-assessment of her service.

During this inspection process, we spoke to the childminder and the children in her care. We observed how the childminder worked with the children and considered the experiences and activities available to them. We looked at a range of documents, records and photographs, which provided evidence of how the childminder managed her service and planned to meet the individual needs of children in her care. We considered how the childminder promoted positive experiences and outcomes for children.

We took account of the comments emailed to us by four parents/carers parents using the service. Their comments are noted in this report.

Views of people using the service

There were two children of school-age present during the course of the inspection. We observed the children to be happy, relaxed and confident in the childminder's care. Prior to our arrival, the children had been baking. They had chosen to bake banana muffins and lollipops and were excited to find out what the end result would be. They told us that they planned to decorate their muffins after they had cooled down.

It was clear that children were at home in the setting. They chatted constantly with the childminder, discussing their plans for the rest of the day and telling the inspector about how much they loved coming to 'Granny May's'. The children themselves had adopted this endearment due to the childminder also caring for her grandchild.

During the course of our inspection, the children happily chose what they wanted to do from the range of resources available. They particularly enjoyed playing outdoors in the safely enclosed garden. The childminder engaged warmly with the children, chatting and listening patiently to them. She supported their play appropriately, throughout the course of the inspection.

One child who was looking at the childminder's feelings board could not find a picture for being excited so she chose two happy pictures and told us she was 'double happy today'.

Parents had taken time to email their views on the service to the childminder with permission to pass them on to the inspector. Their comments included,

"The way May is with all the children in her care is excellent. The children have worked on a lot of projects throughout the year and have went on outings as well. May has been very kind to my family, always seems to know when something is wrong and takes time to listen. May is very accommodating as I sometimes get held up at work and she doesn't complain or make you feel bad. May is doing a remarkable job taking care of my grandchildren when we have to work. My grandchildren are very happy with her."

"May is fantastic with my two girls and they love going to her house. My husband and I are both shift workers in an emergency service so our shifts can change quickly. May is always very accommodating, even at short notice and we are very grateful. I would be lost without having such a fantastic childminder like May and it's very reassuring to leave your children with someone that you trust so much."

"We have used May as our childminder for the last 4 years. She has always been flexible and accommodating to our family needs and always treats our son like one of her own. ...We would not hesitate in recommending May as a childminder."

"May is a fantastic childminder...looking after my children for 4 years. Boys love her and they feel like it's their second home ... May has always helped and accommodated my needs, when I was ill and taken to hospital she looked after the boys until a family member arrived. She has a great attitude and patience towards kids."

This feedback helped to demonstrate the childminder's commitment to the children and families using her service. It showed that she respected and valued the children and their parents and that she provided a caring, flexible and responsive childminding service.

Self assessment

The childminder completed a self assessment form for her service. She gave us some information about what she did and this provided a useful insight into the service before we carried out our inspection.

What the service did well

The childminder continues to provide a very flexible, caring and responsive service, which meets the individual needs of children and which is highly valued by parents and carers.

The childminder was caring and attentive towards the children in her care throughout the course of the inspection. She provided the children with a warm, safe and nurturing environment, where they felt relaxed and happy. It was clear to us that children were listened to and their individual needs taken into account.

The childminder provided a wide range of opportunities, activities and experiences for children to play, develop and learn. She helped them to achieve new things and offered recognition, praise and encouragement at all stages. She supported their learning and awareness of being healthy, safe and active.

What the service could do better

The childminder should continue to use self-assessment, good practice guidance and feedback from parents and children to help her develop and improve the service where possible.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
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 graded the service as excellent for the consistently high quality of care and support provided to the children and families.

All four families who gave feedback on the service were highly satisfied with the service they received. They all agreed that this was a 'home from home' for their children. Without exception they told us that their children loved going and often wanted to stay on longer to play. Parents consistently used words such as, kind, helpful and accommodating when describing the childminder but qualified these more by referring to the additional support she provided in relation to individual circumstances. For example, we heard about how the childminder successfully:

- supported children with eating better and having healthy diets
- helped with speech and language problems using creative, practical and fun methods
- identified and supported children who had experienced bullying at school, and
- worked closely with families to support children through personal and family difficulties to lessen the potential negative impact on them.

The childminder clearly knew the children in her care very well. She had established close and caring relationships with them and the children were happy and confident in her home. During the inspection we heard the childminder and the children chat easily together about all manner of things, from what they were wearing, how they were feeling, their plans for the day, or about family and friends. We observed the childminder listen with patience and interest to what the children had to say and develop conversations appropriately. They reached decisions together, shared funny comments, sympathized or reassured each other and teased out things they would need to find out more about. In this way the childminder worked naturally and intuitively with the children in her care and supported them to feel confident in airing their views and suggestions.

The childminder took account of children's safety, health and well-being during their time with her and actively supported their learning. Children showed us their activity scrapbooks which evidenced that children enjoyed a wide and varied range of activities during their time there. The photographs provided clear examples of the excellent range of interesting and stimulating activities that children experienced and benefited from over time. These included indoor and outdoor activities; opportunities for imaginative role play, creative play such as craft, drawing and baking activities in the childminder's home. Children enjoyed regular outings and use of community facilities, Children regularly visited local playparks and experienced trips to country parks such as,

Muiravonside, the Helix and the Falkirk Wheel. The children spoke fondly of the trips and experiences they had with the other children who attended.

From viewing children's personal plans we could see how the childminder supported children's individual interests and helped with the new things they wanted to learn about.

The childminder maintained high standards of policies, procedures and record-keeping and employed best practice to keep children safe and well. She was confident in her responsibilities to protect children and this was supported through on-going training.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

All parents agreed that the childminder's home was a very safe and suitable environment for their children. They strongly agreed that there was a wide and varied range of resources and activities to stimulate and interest their children. They confirmed that their children had very good access to outdoor play and that they benefitted from activities, trips and outings in the community.

We found the childminder's home to be child-friendly, smoke-free, warm, bright and comfortable with attention given to safety, cleanliness and hygiene, throughout. The children present on the day of our inspection were relaxed in the childminder's home and we saw them choose from a range of activities, toys and resources, which were made available to them.

Policies and procedures identified how she would maintain a safe and secure environment for children in her care. These included, for example, health and safety, risk assessments, and emergency procedures. Medication, cleaning materials and hazardous substances were kept out of children's reach and stored securely.

The childminder paid attention to infection control through effective handwashing routines and management of childhood illnesses, for example following advisory exclusion periods. This supported children's learning about being safe, healthy and responsible.

From our discussions with the childminder and viewing some photographs and diaries of children's experiences, we could see that indoor and outdoor space was used flexibly to accommodate the needs and interests of all the children who attended the service.

Overall, we concluded that the childminder's premises continued to be suitable for home-based childcare, with appropriate areas identified for children to sleep, eat, rest and play. This meant that children were safe in the childminder's care and had good routines which supported their health and well-being.

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

Parents confirmed to us that they have absolute confidence in the service. They were very complimentary about the time and effort the childminder gave to caring for their children. They confirmed that they had very good relationships with the childminder and told us that their children loved going. They strongly agreed that the childminder treated their children with warmth, care and respect and that they found her to be approachable, kind, considerate and helpful.

The childminder promoted an 'open approach' and parents confirmed that they were confident to approach her about any matter relating to the service they received. Comments included:-

"May is doing a remarkable job taking great care of my grandchildren...She actually goes beyond her duties to ensure children and families are ok.

We found that the childminder consulted regularly with children and families using the service both formally and informally. She used their feedback to help evaluate the quality of her service and make improvements. This meant that the views of children and parents were valued and respected.

The childminder's policies and procedures were reviewed regularly to take account of good practice and changes as identified by the childminder, to improve practice and benefit children and families. The childminder had a clear complaints policy, which was made available to parents and families in their childminding information.

The childminder had personal plans for each child and stored their information securely and confidentially. This included child record forms, permission forms for taking children on outings, taking photographs and giving medication when instructed to do so by parents. Personal liability, childminding insurance was valid, as was business use, car insurance.

The childminder was committed to improving her service through access to relevant training and we saw certificates to support this. Most recently she had been working her way through an SVQ 3 in childcare and was using her recent studies to support her practice and bring further benefits to children and parents using her service.

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
8 Dec 2015	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>6 - Excellent</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div>
18 Dec 2013	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div>
6 Jan 2012	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div> <div>Not assessed</div>
17 Dec 2010	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>Not assessed</div> <div>Not assessed</div> <div>Not assessed</div>
18 Mar 2010	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>4 - Good</div> <div>4 - Good</div> <div>Not assessed</div>

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.