

McCrudden, Fiona

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 10 October 2017

Service provided by:

Service provider number:
SP2009975221

Care service number:
CS2009231480

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 registered in March 2010. Fiona McCrudden, referred to as 'the childminder' in this report, is registered to provide a care service to 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 the childminder's family.

At the time of the inspection the childminder was providing a service to 14 children aged between one year and seven years on a part-time basis. During the inspection three minded children were present aged between three and four years.

When working with Mr Gary McCrudden, the service may be provided to a maximum of 12 children at any one time under the age of 16, of whom no more than six are not yet attending primary school and of whom no more than two under 12 months. Numbers are inclusive of children of the childminder's family. Minded children cannot be cared for by persons other than those named on the certificate.

The service is provided from the childminder's terraced home in a residential area in Dunfermline, Fife. Children have access to the ground floor kitchen, sitting room and toilet. Children can also use the childminder's children's bedrooms on the first floor when they agree with this. There is an enclosed garden area to the rear of the property. The service is close to local schools, shops and public transport routes.

What we did during our inspection

We wrote this report following an unannounced inspection that took place during the afternoon of 26 September 2017.

We gathered evidence from discussion with the childminder and assistant, examining relevant records, observing the care given to minded children and observing the premises, toys and equipment. We discussed our findings with the childminder.

We took account of Getting It Right For Every Child (GIRFEC) which is Scotland's approach to supporting children and young people. It is intended as a framework that enables organisations who work on behalf of Scotland's children and their families to provide a consistent, supportive approach for all. The approach uses eight areas of wellbeing in which children and young people must progress in order to do well now and in the future - Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included (SHANARRI). These SHANARRI indicators are used to record observations, events, concerns (if there are any) and act as an aid in putting together each child's plan.

Views of people using the service

One Care Standards Questionnaires (CSQs) was returned to us by a parent before the inspection and two parents responded giving their views by email after the inspection.

Comments from parents included the following:

"I feel my kids are well planned for, cared for and thought about at all times."

"(Childminder and assistant) through modelling and a consistent approach of rules and boundaries encourage positive behaviour."

"(children) are thriving. I am 100% certain that (children) are safe at all times...I am very happy with the service...(children) are always happy, engaged in activities..."

"Offer a warm and nurturing environment."

"(childminder and assistant) very professional at all times... they are able to meet individual needs of children, their home is always very clean and children are always provided with a range of stimulating activities."

Parents confirmed they were regularly asked for their views about the service and that their children were included in planning activities and outings.

The minded children present during the inspection were very comfortable in the childminder's care and could easily ask for things they wanted. The children appeared happy and confident in the environment.

Self assessment

The service returned a completed self assessment document to us before the inspection. This identified things they thought they did well and also identified areas for development.

What the service did well

The childminder communicated regularly with parents about their child's day and had built and maintained good relationships with parents and children. She valued their views and changes were made to the service when this was requested and was possible.

The childminder kept the children safe and healthy and children were included in making choices about how they would spend their time with her. We observed that the childminder and assistant provided a nurturing, affectionate and fun environment for children.

What the service could do better

The childminder should continue to develop children's care plans to show how she is supporting them to achieve milestones and with any specific additional needs. These records should be shared with parents and older children and should be reviewed at least every six months.

The childminder should develop opportunities for children to take part in imaginative, creative and challenging play. More natural resources and loose parts play would support this.

The childminder should continue to keep up-to-date with current best practice guidance and legislation. She should evaluate the quality of all aspects of her service and should identify and undertake training opportunities to support her to meet the needs of the children she cares for.

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	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We found the childminder was performing to a very good standard in the areas covered by this statement.

During the inspection, we observed the childminder to be warm and affectionate towards the minded children she was caring for and that the children had developed positive relationships with her. Children had a voice in deciding how they spent their time in the service. Children were involved in helping to keep the premises clean and tidy and took part in daily domestic tasks. This very good practice helped children to feel included, to settle and to feel safe and nurtured.

The childminder ensured continuity of care and supported transitions to school and nursery for the children. She maintained similar routines to children's home routines as much as possible and worked in partnership with parents. Parents commented that the childminder had supported them and their children with such things as toilet training and managing behaviour positively.

The childminder maintained records for all children and care plans for the youngest children. We advised that care plans must be developed for all children and discussed the information that might be recorded in these care plans and that these should be shared with parents.

Good hygiene routines, such as hand washing were followed to support the children's health as did the provision of mainly healthy snack and meal choices. Appropriate procedures were used to inform parents of any accidents or incidents to children and records were kept.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder used very good methods to ensure that her home was safe for the children using her service. The house was comfortable and child friendly providing a homely environment.

Toys were easily accessible for the children and space was well used. The sitting room, kitchen and garden were used as the main play areas. There was a very good variety of age appropriate toys and resources in the service which the children could select from independently. The childminder provided a heuristic basket on occasion and we suggested this and other natural resources should be provided at all times. We saw that the children were busy and appeared to be enjoying themselves and having fun.

There were a variety of outdoor activities planned with the children, who enjoyed visits to local parks and library and to the seaside during school holidays.

The childminder undertook visual risk assessments for her home every day before the children arrived. These checks were also undertaken for outings. Any hazards identified and the action taken to resolve these should be recorded. Taking these measures would ensure she was aware of any changes in her premises and the places she visited with children. Children were included in discussion about road safety and being aware of younger children when playing together. The childminder should include the children more in learning about risk and learning how to keep themselves safe.

The childminder and assistant had undertaken first aid training to support them to care for the children in the event of any accidental injury. Appropriate procedures were in place to inform parents of any accidents. This system ensured parents were informed of any injuries, and therefore children would receive appropriate care and attention.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder's husband is employed as an assistant in the service. A PVG was undertaken for him and he has attended a variety of training events such as GIRFEC (Getting it right for every child), Child Protection and first aid training.

Planning and evaluation of the service was jointly discussed between the childminder and assistant regularly. They also discussed practice issues together and identified things they could improve.

The assistant enjoyed responsibility for various tasks with the children, for example planting and particularly enjoyed working with the older children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The childminder remained up-to-date with changes in legislation and best practice through her membership of Scottish Childminding Association and maintaining links with other childminders. This allowed opportunity to seek advice and share thinking to enhance practice.

Regular checking on the Care Inspectorate website would also support the childminder to keep up-to-date with current best practice and legislation.

A strong commitment to ongoing personal development and training gave consideration to the individual needs of the children to ensure positive outcomes and appropriate provision. Core training in first aid and child protection was refreshed, ensuring knowledge and skills were kept up-to-date to ensure appropriate action was taken if required, to maintain children's safety and wellbeing.

The childminder maintained positive relationships with parents and children who used the service. She consulted with children routinely in a variety of ways and used feedback to develop the service. The childminder listened to parents' views and took action to accommodate requests. She gave us examples of action she had taken in response to feedback from parents, thus demonstrating that she was committed to making improvements. Comments from parents indicated that parents were happy with her practice.

We suggest the childminder evaluate any training undertaken and identify the impact of this in contributing to developments in her service and improving outcomes for the children. She should also evaluate outcomes for

individual children as a result of opportunities she had made available for them. This process will help her to identify further areas for improvement and ongoing training needs.

The childminder was knowledgeable about the wellbeing indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included) and used the indicators to help her support children who used her service. This very good practice meant that people who used the service were included and their opinions were valued.

A comprehensive range of policies and procedures were in place and shared with parents. This meant that parents knew what to expect from the 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	
25 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good
12 Jan 2012	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
6 Jan 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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