

Sutherland, Lorraine Child Minding

Type of inspection: Unannounced
Inspection completed on: 11 September 2017

Service provided by:
Sutherland, Lorraine

Service provider number:
SP2004939488

Care service number:
CS2007152843

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.

Lorraine Sutherland is registered as a childminder to care for a maximum of seven 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.

Lorraine Sutherland provides a childminding service from her home in a quiet residential area of Thurso. She made use of the lounge, hall, kitchen and downstairs bathroom. The childminder made very good use of the fully enclosed garden, which contained a wide selection of age appropriate toys and equipment. The childminder also made very regular use of various local resources including forest walks, visits to the harbour, beach, play parks, the library and local toddler groups.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by one inspector. The inspection took place on 11 September 2017, between 11:00 and 12:45. 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. Three parents and carers completed and returned a questionnaire.

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 young child present on the day of the inspection. The child was very happy and relaxed in the care of the childminder. There was a great deal of positive interaction between the child and the childminder. The childminder made sure that they were engaged in age appropriate activities and were well supervised.

The three 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:

'Lorraine will always ask for my opinion and if there is anything else she can help with to aid with the children's development.'

'Lorraine discusses my child with me daily. I feel she knows my child very well and has a good understanding of her needs.'

'We review information regarding my child regularly through chats, care plans and working together on development plans.'

'Lorraine provides me with a daily diary which is very informative on what activities and accomplishments my children have achieved that day.'

'In the good weather Lorraine is always outdoors.'

'My children have been to the library, various walks to loads of different swing parks, nature trail walks and down to the harbour to see the fishing boats and lighthouse, and river walks to feed the ducks.'

'Lorraine provides my child with a healthy lunch/snack when needed and she encourages her to eat healthy.'

'Lorraine's home is safe, clean and very well set out.'

'Always lots of different things to do/play with.'

'Lorraine regularly takes my child to the library, walks around the river, shops, beach, swings and café.'

'She is a very kind and thoughtful person who will do anything for you. She just adores my children as does my children her.'

'I am one happy client.'

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 to the children and families she worked with.

The childminder was very attentive to the child 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 to the child.

The childminder was very proactive in keeping up to date with best practice.

The childminder made very good use of local resources including walks, swing parks, harbour, beach and library.

The childminder offered the children the opportunity to play and learn, to develop their imaginative play and to explore their surroundings. Learning about risk and taking part in various activities in the local area was also important.

What the service could do better

The childminder was very committed to ensuring that she continued to provide a service of a high standard to the children and their families. She explained that she would continue to be proactive in its ongoing development.

The childminder should continue to keep up to date with best practice guidance and access appropriate training.

The childminder should keep written records of all risk assessments completed.

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 worked with several of the families for some time and had very good 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 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 daily diaries, texts and instant messaging to share information and photographs with parents and carers. She explained how much parents appreciated and felt reassured by a quick message or photograph of their child happy and enjoying themselves. We discussed the need for the childminder to register with the Information Commissioner's Office.

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

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 our completed questionnaires supported this. Parents and carers were of the opinion that the childminder encouraged them to give feedback which, wherever possible, she acted upon.

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. She explained that she chatted to the children about the various activities they took part in and asked what it was they liked about the activity, what they didn't like so much and whether they would like to do it again.

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, the town, the harbour and the beach. Being outdoors was very popular with the children and provided opportunities for physical activity, fun and playing together. The childminder supported and encouraged the children to achieve simple skills such as the younger children putting on their shoes and jackets independently.

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. The childminder stated that the children were all actively encouraged to help tidy up at the end of the day and take responsibility for the toys and equipment.

The childminder made very good use of the space available both indoors and outdoors. The rooms she used were 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. Parents commented on how much their children enjoyed taking part in a range of fun activities, including arts and crafts, baking, story time, music and spending a large part of the day outdoors.

As well as ensuring her premises and equipment were clean and safe, the childminder routinely completed appropriate risk assessments. We discussed with her the need to have written records of all risk assessments completed. 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 to allow them to learn about how to keep themselves safe.

The childminder 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. The children spent much of their time outdoors. Outdoor play and learning was a priority for the childminder. The garden contained a very good range of resources. The childminder also made very good use of local resources including the harbour, beach, parks, forest walks and the local library. She stated the children all loved to spend time outdoors exploring their natural environment and taking part in activities together.

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. She recognised the importance of continuous self development to ensure that she met the changing needs of the children she cared for. The childminder had completed a range of training including child protection, working with ADHD and autism, parental involvement, successful learners confident children, outdoor play and infection control. The childminder was on the mailing list for the Scottish Childminding Association, Care and Learning Alliance and the local authority and received information from them about training events taking place locally. She explained that it was difficult to attend training when it was arranged for during the working day when she had children, therefore she was increasingly looking to online training.

The childminder had in place a full range of policies and procedures. We discussed the importance of routinely reviewing them 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. She also regularly met informally with other childminder's in the area which she found helpful.

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.

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

Recommendation 1

The childminder should develop a system to collate, audit and feedback the results of completed questionnaires and consultations to her children and parents.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the service.

This recommendation was made on 24 September 2013.

Action taken on previous recommendation

This recommendation had been fully met. The childminder explained that she continued to use questionnaires to get feedback and ensured that she fed back the results promptly.

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
24 Sep 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
9 Nov 2010	Announced	Care and support 5 - Very good Environment Not assessed

Date	Type	Gradings	
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Dec 2009	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
24 Mar 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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