

McIntyre, Amanda

Child Minding

Type of inspection: Unannounced
Inspection completed on: 21 September 2017

Service provided by:

Service provider number:
SP2003904118

Care service number:
CS2007158067

The service

Introduction

The service was registered with the Care Inspectorate on 1 April 2011.

Amanda McIntyre is referred to as 'the childminder' in this report and is registered to provide a care service to 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. The numbers are inclusive of the childminder's own family. Overnight service will not be provided.

The service is provided from the childminder's home within a residential area of Strathmiglo close to community amenities. The areas of the accommodation to be used for childminding are the lounge/diner, kitchen, bathroom and rear garden.

There were six minded children present during the inspection, aged three, five, six, ten and twelve years old.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 14.45 and 17.00 on 21 September 2017. The inspection was carried out by an early years inspector.

During this inspection we gathered evidence from various sources:

We spoke to:

- the childminder
- the children.

We looked at:

- the service's most recent self-assessment
- observations of the childminder and her interaction with the children
- observations of the children at play
- discussions with the children
- a sample of children's records of learning
- a sample of other documentation relevant to this inspection
- Certificate of Registration
- Certificate of Insurance
- examination of equipment, resources and the environment.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

The children present were chatty, happy and relaxed. They confidently interacted with the inspector and immediately became involved in activities on arrival at the house following school. A sample of children's comments can be found below;

"Playdough's my favourite."

"She's good at giving us snacks, I love melon."

"She's (childminder) good at throwing the ball for the dog."

"I remember when the horse put his head in the car window and I fed it."

"We gave it (bearded dragon) a bath."

We issued three Care Standards Questionnaires to the childminder to hand out to the parents of the children who used her service. Two completed questionnaires were returned to us. The response from these demonstrated that overall they 'agreed' they were happy with the quality of care their child received. Additional comments demonstrated they were very satisfied with the level of care provided. These can be seen below:

"We have regular discussions at drop off/collection, meetings twice/three times a year to discuss requirements for the year and holiday periods. Questionnaires throughout the year. After school children have access to a number of toys including drawing, craft, play dough, Lego, books and outside activities such as the swing and garden play. As children are in short after school agreement not always able to go out to the park or library but this would be good if possible."

"She always asks opinions about equipment/toys she will buy. She has a Facebook page with weekly updates. She asks my opinions about any issues and asks what I would prefer she does. Activities include school run with other kids in the childminder's car, visits to horses owned by the childminder, visits to the woods/walks etc, craft activities in the childminder's house. My children are happy there. She takes kids to the local library bus, occasionally to the park. Overall a good service and kids are happy to go which is the main thing."

Self assessment

The childminder submitted a detailed and fully completed self-assessment to us before the inspection took place. We were satisfied with the information provided which included areas of strength and areas for further development.

What the service did well

All requirements and recommendations from the previous inspection had been met. The relaxed atmosphere and strong relationships between children, the childminder and the childminder's own family ensured they felt relaxed and at home. Children were having regular opportunities to be outdoors and helping care for the various pets within and outwith the home. The childminder's flexible and reliable approach was valued by parents.

What the service could do better

We made two recommendations for best practice during this inspection. These focused on developing individual records for children and permission for walking back from school unsupervised.

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	4 - Good

Quality of care and support

Findings from the inspection

The children experienced warmth and belonging. Children sang freely throughout their play indicating how relaxed and comfortable they were. We saw they had developed positive friendships with each other which contributed to children's enjoyment. They chatted happily while becoming busy with activities. It was clear that the children present were very settled and had developed good relationships with the childminder and her husband. The children interacted well with both the childminder and her husband and the atmosphere was busy but calm and welcoming. The childminder ensured she sat with children and interacted in their play, ensuring they were supported and content.

Children's development and learning was effectively supported, as the childminder knew each child well. She was able to tell us about the children's interests and next steps. We saw how children's thinking was challenged and extended during conversations throughout play and independence promoted when dressing themselves and collecting their belongings. This approach ensured children were achieving and responsible.

Children spoke positively about the different pets the childminder had. This included visiting the horses and feeding them, caring for the bearded dragon, walking the dogs and demonstrating an interest in the cats. In addition to the childminders own pets children visited a friend's home where they enjoyed contact with chickens and collected eggs. These positive interactions with a range of pets helped teach children responsibility, built their confidence, promoted physical activity and built trust.

The childminder was confident in her ability to keep the children safe and told us what she would do if she had any concerns about a child, and who she would contact.

Photographs and videos seen demonstrated the wide range of activities and experiences children were involved in. Outdoor play was a regular feature supporting children to be active and healthy. Children were included as they had a say on planning themed activities for events such as Halloween, snack ideas and other activities. Children were confident in making requests for different resources during the inspection providing them with choice and control which respected their views.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Children's health and wellbeing was promoted because the childminder routinely cleaned the toys and resources they played with. The childminder followed the exclusion guidance for common childhood ailments to minimise the spread of infections. Hand washing was effectively promoted after toileting and handling pets to ensure children remained healthy.

The childminder's use of the local community included fortnightly visits to the library van, playgroup for younger children, use of the local park, walks and visits to care for the horses. These allowed children to identify with and feel part of their local community, whilst enjoying meaningful learning experiences that are relevant to their lives.

Children were encouraged to take care of resources, tidy up and respect the childminder's home. These opportunities to take care of the immediate environment increased children's sense of personal and group responsibility and empowered them.

Children had good opportunities to learn about keeping safe in the childminder's care. This was through planned activities, such as practising road safety, talking about stranger danger, bullying and regular practising of fire drills.

Systems for the recording and administration of medication and recording of accidents were robust. This ensured correct information was gathered and passed on for continuity of care.

Although risk assessments were being completed on a daily basis, we discussed developing these. The addition of further detail of the risk and minimising action was needed for some. These would then require review on a yearly basis or sooner if there were any changes to ensure a safe environment. Visual checks could then been carried out on a daily basis.

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 has been proactive in sourcing relevant learning and development opportunities due to the remote location of her home. She explained how she had sourced a number of eLearning courses and secured funding to complete these. Recent training had focused on infection control, 'building the ambition', first aid and child protection. The childminder was able to describe the impact this training had on her. In addition to this, the childminder described how relevant televised documentaries had prompted reflection and learning. She was also a member of the Scottish Childminding Association and made use of their publications, along with the Care Inspectorate magazines to stay abreast of developments in childcare.

Regular consultation with parents through verbal discussions, a closed Facebook page and meaningful questionnaires supported quality assurance. This meant the service could be developed to meet the needs of service users.

Detailed information was sought from parents at the beginning of the placement. This ensured that the childminder had a good understanding of the children's individual needs and how to offer appropriate care to them. This information was kept under regular review, ensuring up to date information was available in the event of emergencies.

Older children enjoyed a sense of freedom and responsibility as they walked back to the childminder's themselves following after school clubs. The childminder should ensure she holds written permission for those children who walk back to the childminder's unsupervised.

The childminder held notes of discussion with parents about individual children which should be developed into individual records of progress. These could include information about significant achievements, how these linked with the SHANARRI wellbeing outcomes and any identifiable next steps to help with the child's development. We reminded the childminder that information held for siblings needs to be kept separately for each individual. See recommendation one.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should put in place basic development records for all children. Their experiences and development should be recorded along with basic next steps. This information should be linked to SHANARRI, kept under regular review and used to plan appropriate experiences to support children to achieve. National Care Standards early education and childcare up to the age of 16. Standard 6 – Support and development.

Grade: 4 – good

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The childminder must:

- a) Develop a medication policy.
- b) Review parental permissions every 28 days or as required.
- c) Ensure that parents sign documentation to say that they are aware that the childminder has administered medication to their child.
This is to comply with:

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI / 210).

This requirement was made on 5 December 2013.

Action taken on previous requirement

The childminder was now using SCMA medication forms when required. These were signed by parents and the childminder was aware of the need to keep long term medication under review.

Met – within timescales

Requirement 2

When changing nappies the childminder must:

- a) Wear gloves and aprons.
 - b) Ensure that there is a suitable barrier between the nappy changing mat and the floor.
- This is to comply with:

Regulation 4 (1) (a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI / 210).

This requirement was made on 5 December 2013.

Action taken on previous requirement

The childminder had sourced appropriate resources for hygienic nappy changing.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider should develop risk assessment documents for all areas that the children have access to within her home and for when children are out accessing activities within the wider community.
National Care Standards, early education and childcare up to the age of 16, Standard 2:2 A safe environment.

This recommendation was made on 5 December 2013.

Action taken on previous recommendation

Risk assessments were now completed and kept under review. This recommendation is now met. We made further suggestions around risk assessments which can be found within the main body of the report under quality of environment.

Recommendation 2

The childminder should develop an unwell child policy which outlines exclusion times relevant to the illness. National Care Standards, early education and childcare up to the age of 16, Standard 3 Health and Wellbeing.

This recommendation was made on 5 December 2013.

Action taken on previous recommendation

The childminder had developed an appropriate policy . We advised of developing this further with reference to the H.P.N infection Control guidance document available on the HUB section of our website at www.careinspectorate.com This recommendation has been met.

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	
5 Dec 2013	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
9 Dec 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 Jan 2009	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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