

## Riddell, Louise Child Minding

Type of inspection: Unannounced  
Inspection completed on: 20 September 2017

**Service provided by:**  
Riddell, Louise

**Service provider number:**  
SP2005944840

**Care service number:**  
CS2005092879

## The service

### Introduction

Mrs Riddell (referred to as the childminder in this report) is registered to care for a maximum of six children under twelve years, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months.

From 27 June 2017 until 21 August 2017, on Mondays and Wednesdays, care may be provided to an additional child not yet attending primary school.

Minded children cannot be cared for by persons other than those named on the certificate. Stuart Riddell can have sole charge of minded children as a childminding assistant for a maximum period of 90 minutes per day.

Mrs Riddell operates her service from home in a residential part of Galashiels. The parts of her home used by minded children include the living room, dining room, kitchen, family bathroom and the rear garden.

The aims and objectives of the service include the following:

"I aim to provide a warm and welcoming atmosphere where children and their parents can come in and feel at home. I provide a safe environment for children to play and develop from a home to home situation."

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), 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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

### What we did during our inspection

The inspection was carried out by an inspector from the Care Inspectorate. The unannounced inspection took place on 20 September 2017.

As part of the inspection process we asked the childminder to issue care standard questionnaires to parents using the service. Two of these were returned to us prior to the inspection.

During the inspection we gathered evidence from various sources including talking to the childminder, observing children, looking at key information kept to ensure that children's needs were met. We walked round the home with the childminder and assessed the suitability of the environment and equipment used for childminding.

### Views of people using the service

There was one minded child present during our visit. This young child slept for the majority of our visit but on waking was very secure with the childminder who responded to the child in a nurturing manner.

Two parents returned the care standard questionnaire. These parents agreed that overall they were happy with the quality of care their child received in the service.

## Self assessment

The Care Inspectorate received a fully completed self assessment document from the childminder. We were satisfied with the way that they had completed this and with the relevant information they gave us for each of the headings we grade them under.

## What the service did well

The childminder spoke with confidence about each of her minded children. She understood their needs and age and stage of development. She had used good practice guidance and attended various training courses to further improve the outcomes for children.

## What the service could do better

The childminder should now develop the children's personal plans and document how she will support the children's next stage of development.

## 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

The childminder gathered a very good range of information to help her meet children's care and support needs. Contracts were in place and information gathered to make up a child's personal plan was in suitable detail and updated regularly. Parents confirmed that the childminder spoke to them about their child daily. We have asked the childminder to document any information needed to support the children to reach their next steps. The childminder had a folder for each child where she kept photographs and information demonstrating how their needs were supported taking into account that the SHANARRI wellbeing indicators.

The childminder had a very good understanding of the SHANARRI wellbeing indicators and used these actively in her service to assess how she was meeting children's wellbeing needs. She promoted health and wellbeing through a tailored settling in time for the children depending on their needs. She had a good understanding of promoting positive behaviour and encouraged physical play and good hygiene practices.

Parents provided all food for children. Through discussion the childminder evidenced a very good understanding of nutrition and how to encourage children to develop healthy eating habits.

The childminder had attended child protection training and she was aware of her role and responsibility in the safeguarding and protection of children.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

Children were being cared for in a comfortable, clean and safe environment. They played mainly in the living room where there was a good range of toys. Children could also use the dining room for craft and baking activities.

The garden to the rear of the property provided an area for children to have fun, develop confidence and learn about nature and the world around them. The childminder supervised the children at all times when outdoors. She described going out for walks to parks and local places of interest where children could have fun and benefit from physical exercise and fresh air. The childminder took children to a local childminding group where they could socialise with their peers and develop self esteem.

The childminder was aware of the records she needed to keep should there be any accidents or incidents when children were in her care. She was also aware of the permissions she should keep should she need to administer any medication.

The childminder had recently acquired a dog. Parents and children were asked for their views. The childminder had updated her policies and procedures to include a "pet policy". This included the safe storage of the dogs food, dishes and toys especially when minding young children.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

The childminder employed her husband as an assistant. His role in the service was, in case of emergencies. The childminder told us that the assistant generally did not work in the service due to their own work commitments.

The childminder told us that she would apply for a variation to have the assistant removed from her certificate.

### 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 was organised and showed commitment and enthusiasm to her job. She had a reassuring and friendly manner which was conducive to providing a good quality service.

The childminder evidenced a very good awareness of good practice documents. The childminder had undertaken a range of training since our last visit. This included attending courses, on line courses and reading. Through discussion with her she evidenced that she had a good understanding of current childcare issues and how these impacted on her practice. We told the childminder about the Care Inspectorate 'Hub' where she would be able to access good practice guidance and research documents.

Evaluations of the service took place through questionnaires and discussions with parents and children. The childminder asked the children about things they enjoyed, things they would like to do and planned activities taking this into account, making sure they were listened to and able to make choices. A complaints procedure was in place outlining the action parents could take if they were unhappy about the service provided.

### 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

It is recommended that Mrs Riddell ensures that she carries out a formal review of all children's placement with their parents at least once every six months and that next steps are identified during this process.  
National Care Standards Early Education and Childcare up to the age of 16.  
Standard 13 Improving the Service

**This recommendation was made on 23 October 2013.**

#### Action taken on previous recommendation

The childminder carries out a formal review of all paperwork at least every six months. Next steps were identified but these should now be formalised and written down.  
This recommendation is met.

#### Recommendation 2

It is recommended that Mrs Riddell keeps a record of risk assessment checks.  
NCS Standard 2 A Safe Environment

**This recommendation was made on 23 October 2013.**

#### Action taken on previous recommendation

The childminder keeps a record of risk assessment checks.  
This recommendation is met.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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 Oct 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
2 Mar 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 May 2008	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good

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