

Sutherland, Margaret Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 October 2017

Service provided by:
Sutherland, Margaret

Service provider number:
SP2003907638

Care service number:
CS2003013989

The service

Introduction

Margaret Sutherland has been registered since April 2002. The childminder is registered to provide a care service to a maximum of eight children at any one time under the age of 16, of whom no more than eight are under twelve, of whom no more than four are not yet attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of the childminder's family. The parts of the premises not to be used are the conservatory.

The childminder lives with her husband in a detached house in a quiet residential area of Wick. The children had access to the ground floor which included a very spacious living room and kitchen/dining area and bathroom. The children had use of the upper level of the house which was converted into a bright and colourful playroom. They also had direct access to a large enclosed garden to the rear of the home.

The aims of the service include:

'I am to provide a first class child minding service which is accessible to all parents and carers in the Wick and surrounding area'.

'To provide a safe caring and stimulating environment that parents feel safe and secure when leaving their child in my care'.

'Using the GIRFEC models wherever possible to ensure the child is central to the service.'

'To be a fair and cost effective service to parents'.

What we did during our inspection

We completed this report following an unannounced inspection, which took place between 9.15am and 12.50pm on 18 October 2017. Feedback was provided throughout the inspection. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke and interacted with the childminder and the two children present. We received questionnaires from three parents before the inspection. During the inspection we observed the childminders interactions with the children and evaluated the quality of care, environment and management and leadership. We looked at relevant documents and records; including children's records and relevant policies.

We check that 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 centre of Getting It Right For Every Child: 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

We spoke with two young minded children; the older of the two was very chatty during the inspection. They spoke about the activities they were doing and the toys they enjoyed using, which included;

"I like to draw with the pen".

"We had chicks here, but I didn't hold them. They were real chicks".
 "There was a creature in a shell, we had giant snails".
 "We go for a walk to feed the ducks; the big white one is noisy".
 "I like to feed them".
 "We look up and down" - when crossing the road".

The children were observed to be very happy, engaged in activities and confident in the care of the childminder.

We received three questionnaires from parents prior to the inspection. These indicated parents were very happy with the care provided.

Self assessment

The childminder completed a self assessment prior to the inspection being completed. This included information about how the service operates to meet the needs of the children and their families.

What the service did well

The childminder had a caring and friendly manner with the children who were present. She knew the children and their families very well and provided a very high level of care and support to meet their needs. Children had very good opportunities for creative indoor and energetic outdoor play.

What the service could do better

There were some areas we agreed the childminder could improve on. These included the need to review infection control procedures and follow current guidance. She also needs to further develop children's learning records and look at different ways for children to be involved in developing and maintaining them.

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

The quality of care and support provided was excellent.

We saw that the childminder provided excellent care and support to the minded children present. The children were very happy, contented and confident with the childminder who was caring and nurturing towards them. They had a trusting and positive relationship and had lots of fun during the inspection. She was supportive in her interactions with the children, and provided holistic care, comfort and encouragement when children need it. She

was clear about her role in supporting children, keeping them safe and protected. The childminder role modelled positive behaviours and encouraged children to be respectful of each other and take responsibility for the toys and activities.

Individual 'All about me' folders are in place for each child, detailing what they had been doing and learning, and a record in pictures and photographs of how the children progress. A daily diary is also in place for the youngest children and used as a communication book with the parents.

The childminder uses a variety of ways to communicate with parents including text messages, telephone calls and photographs, but her preferred method is talking with them daily. The childminder kept them updated about her service and the care she provides to their children. It was evident that there was mutual respect and extremely positive relationships between the childminder and families using the service and they value each other's views and opinions. She demonstrated a high level of understanding of each of the minded children's needs and personalities and what their likes and dislikes were. Children were listened to, respected and valued. They took responsibility for managing their play areas and were able to make decisions about which toys and activities would be available.

The childminder works closely with other local childminders to give children opportunities to build relationships with larger peer groups, also helping with transitions as children move from the childminders care to day care and school settings. This helps the children to develop more social relationships and friendships.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The quality of the environment was very good.

The areas used for childminding were bright, very colourful and welcoming, with activities arranged at children level. Risks within the home and garden had been taken into account and appropriate measures put in place to minimise them. Toys and resources available were appropriate for the age of children attending, enabling the children to safely explore all of the resources available.

The childminder listened to what the children wanted and ensured the toys were accessible for them. This gave children opportunities to play with activities they were interested in and could choose independently. The upper floor of the house has been converted into a child friendly playroom, set out with a large selection of interesting toys and puzzles, role play items, books, a sensory area and cuddly toys. We discussed the possibility of extending opportunities for play with more natural materials and toys, taking into account 'Loose Parts Play'. Equipment and toys were well maintained and children were very familiar with the resources and activities

available. At the time of the visit the children enjoyed reading stories, colouring in pictures and building characters with construction toys.

Children had access to an enclosed garden at the rear of the house. This was well laid out to allow children to explore, hide and run around safely. The children spoke about how much they liked to play outdoors. The childminder supported the children to lead healthy active lifestyles by ensuring all children had daily outdoor play and walks. The childminder explained how children would be supervised during outdoor play. On the day of inspection, the children went on a local walk to feed the ducks and look at the animals. The childminder and the children told us that they went for walks everyday and enjoyed making use of the local parks and attractions.

The childminder had an awareness of infection control guidance, however we discussed the need to access and make use of the current best practice guidance for hand washing and happy changing. We discussed the importance of hand washing before any snack or meal, and after playing outdoors and contact with animals. We also discussed the need to follow current guidance for nappy changing, including the need to wear a disposable apron and gloves. The childminder agreed to change her practice in line with guidance. **(See recommendation 1.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to keep children safe and minimise the spread of infection, the childminder should ensure that current guidance for infection prevention and control is followed.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A safe environment, Standard 3: Health and wellbeing and Standard 14: Well-managed service.

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The quality of management and leadership was very good.

The childminder was very enthusiastic about her job and motivated to provide the best outcomes for the children. She had attended a range of training courses since the last inspection and was able to explain how these had impacted on the service she provides. She linked with other local childminders and along with others,

had established a childminding group where practice and development could be discussed and allowed children to interact as part of a larger group.

A detailed welcome booklet, containing a full range of policies was available and shared with parents. Parents indicated they were aware of the policies for the service and could speak to the childminder at any time. They were also kept up-to-date about any changes at the service and appreciated the high level of communication.

We agreed that children's personal plans could be developed further, taking into account the SHANARRI wellbeing indicators and to make them easier to maintain. This should also include opportunities for children to be fully involved in developing them. Information about examples for recording these details can be found at:

<https://.education.gov.scotland/improvement/hwb30-making-links>

or

www.mindingkids.co.uk

The childminder was aware of most current practice guidance. We discussed the documents the childminder was not familiar with and how these could be used within the service. Information about current best practice guidance and other relevant information about childcare can be found within the Care Inspectorate 'The Hub':

<http://hub.careinspectorate.com/>

The childminder spoke with parents and children regularly about their preferences and actively sought their feedback. Children were supported to make choices about activities and decide if they enjoyed an activity or not. This helped to ensure parents and children were included in developing 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	
7 May 2015	2	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	6 - Excellent
17 May 2013	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed
28 Feb 2011	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed

Date	Type	Gradings	
30 Jun 2008		Care and support	5 - Very good
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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