

McCallum, Valerie

Child Minding

Type of inspection: Unannounced
Inspection completed on: 23 October 2017

Service provided by:
McCallum, Valerie

Service provider number:
SP2014986256

Care service number:
CS2014330353

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 registered with the Care Inspectorate on 17 November 2014.

Valerie McCallum runs a childminding service from her family home in a residential area of Campbeltown. The service is provided from a semi detached two storey house, with children having access to the ground floor and bathroom upstairs only.

Current registration allows the childminder:

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 no more than one is under 12 months. Numbers are inclusive of the children of the childminder's family.

The childminder's aims include:

"To provide a warm, welcoming, safe and secure environment for all service users. Ensure all children are allowed the opportunity to participate in group activities to aid their social skills".

What we did during our inspection

We wrote this report following an unannounced inspection, which took place between 12.15pm and 2.15pm on Monday 23 October 2017. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminder and the children present.

We observed the care given by the childminder and also looked at the following:

- Aims and objectives
- How the childminder communicated and involved children and their parents in her service
- Children's personal plans and records
- What training the childminder had undertaken
- The childminder's welcome pack and policy folder
- The environment and resources
- Confidentiality
- Complaints
- Child protection
- Risk assessments
- Accident and incident reports
- Attendance records
- Medication records
- Certificate of Registration
- The service's public liability insurance certificate.

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 (known as SHANARRI).

Views of people using the service

There was one child present at the time of the inspection aged under 3 years.

We observed the childminder being warm, caring and attentive in her approach. As a result, the child was happy and relaxed, enjoying their play and reassured in her care.

One parent returned a questionnaire to us. The response from this demonstrated that they were happy with the quality of care their child received.

Self assessment

The childminder had not submitted her self assessment as requested and agreed.

What the service did well

The childminder continued to build positive relationships with children and their families. She respected their views and valued their opinions. She continued to provide opportunities for children to enjoy activities in their local community, with outings to the playpark, soft play sessions and walks in the surrounding countryside.

What the service could do better

The childminder should:

- Complete the work underway to further develop children's personal plans using the SHANARRI wellbeing indicators.
- Update the child protection statement she shares with parents to ensure it accurately reflects the local area and national guidelines she follows.
- Finish the audit of her toys and equipment and replenish her resources to further enhance children's learning experiences and their fun.
- Address the two recommendations we have made in relation to improving the environment and reviewing her policies and procedures.

From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of environment	3 – Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 – Adequate

Quality of care and support

Findings from the inspection

The childminder continued to adopt a warm and caring approach and build positive relationships with children and their families. For example, each child was gradually settled into the childminding service at a pace that suited them and their parents best. She continued to work hard to ensure parents and children felt comfortable when they first visited her home. We were able to see the child present had formed a close attachment with her. She was sensitive to their needs and used praise and encouragement appropriately to promote their independence and build their confidence and self-esteem.

Work was underway to build each child's folder into their personal plan (using the SHANARRI Wellbeing Indicators) with photographs of the day and their achievements and developmental progress starting to be recorded. This was to further strengthen links with home and enable parents to be more fully involved in their child's development and learning, helping to review and support their progress and celebrate their achievements. The childminder confirmed she was clear any strategies to support children with for example, toilet training or their sleep routines would be included as part of their personal plan. We discussed how the Scottish Cot Death Trust's updated Safe Sleeping Guide should be used to review and further support safe sleeping arrangements for children. The childminder also confirmed children's information would be updated at least every six months, or more frequently if a change took place in a child's life or routine.

Comments we got back from a parent included:

"Excellent verbal communication and contact via phone. She has a good awareness of my child's needs and likes/dislikes."

Since the last inspection, the childminder had refreshed her knowledge and understanding of child protection by completing the relevant modules as part of her SVQ 3 qualification in social services, children and young people. She knew what to do and who to contact should she have any concerns. She now needed to update the child protection statement she shared with parents to ensure it accurately reflected the local area and national guidelines she followed.

No children were being given medication at the time of the inspection. We discussed our current guidance "Management of Medication in Daycare and Childminding Services" which the childminder confirmed she was going to use to inform the ongoing review of her policies and procedures.

The childminder continued to provide a balanced range of healthy snacks for the children if needed, while they were in her care, as well as keeping everyone healthy and active by going for walks in their local area, to the play park and soft play sessions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The environment used for childminding was warm and homely. We were able to see the child present enjoying their lunch, resting comfortably and playing with toys that interested and stimulated them.

The parent who responded to our questionnaire strongly agreed:

- The childminder's home was safe, secure, hygienic, smoke free, pleasant and stimulating.
- There was enough space for their child to play and get involved in a range of activities.
- There was a suitable range of equipment, toys and materials for their child.

The childminder knew the importance of:

- Children being given a wide range of opportunities to be active and independent in their play and learning both inside and outdoors. This would enable them to build resilience, be responsible and explore, experiment and make discoveries with a range of different materials, natural and sensory resources, messy and muddy play.

We discussed our recently published guidance "My World Outdoors" and how this could be used to further support positive outcomes for children.

- Reviewing and refreshing her practice to ensure children were safe and their wellbeing was being protected.
- Ensuring the environment was safe and free from clutter. On the day we inspected she was in the process of reorganising her toys and equipment (with a view to purchasing and replenishing resources). This was to further enhance children's learning experiences and their fun. She confirmed she would finish the audit of her resources as a matter of priority.
- Keeping a written record of all the risk assessments she undertook to monitor and review their effectiveness. She confirmed all new outings would be risk assessed prior to the children going out and that she would also carry out risk assessments for individual children's wellbeing, in consultation with their parents, when necessary.

The childminder confirmed no one was permitted to smoke within the home.

A daily record of each child attending the service was available along with a record of any accidents or incidents and a suitable Public Liability Insurance certificate. The childminder was aware of her responsibilities in relation to notification reporting to us and knew the importance of keeping all her records up to date.

At the time of the inspection, there was no floor covering in the bathroom due to a leak. The bath panel had been removed as work was underway to repair the leak. The childminder stated the timescale to reinstate the bath panel and lay new flooring would be two weeks. The childminder also confirmed all cleaning materials would be stored safely away out of the reach of children. We have made a recommendation about this below.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should complete the work to reinstate her bathroom furnishings in the timescale stated and ensure all cleaning materials are stored safely away out of the reach of children.

NCS Early Education and Childcare up to the age of 16, Standard 2.1, A safe environment.

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Since the last inspection the childminder had completed her SVQ 3 qualification in Social Services, Children and Young People. She knew about the new Health and Social Care Standards My support, my life and was familiarising herself with the local authority's learning and development framework 0-5 years guidance document.

She was in the process of developing a questionnaire to involve children and their families in the ongoing evaluation and review of her service and to ask for their ideas and feedback.

We discussed how our recently published sharing good practice guide "My Childminding Experience" and our learning and development resource "Your childminding journey" could be used to assist with the evaluation and review of her service and completing the self assessment document for us.

The parent who returned a questionnaire to us strongly agreed that they were happy overall with the quality of care that their child received and that the childminder would involve them and their child when making improvements or changes to the service.

Although the childminder had not made the progress she had hoped from the last inspection, she remained committed to improving and developing her service. Work was underway to further developed children's personal plans using the SHANARRI wellbeing indicators. She agreed she should also use the knowledge and skills she had gained from her studies to complete a comprehensive review of her policies and procedures. This was to ensure they were up to date and in line with current good practice. We have made a recommendation about this below.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should complete the review of her policies and procedures to ensure they are up to date and in line with current good practice.

NCS Early Education and Childcare up to the age of 16, Standard 14, Well-managed service.

Grade: 3 - adequate

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	Gratings	
24 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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