

Roberts, Christina

Child Minding

Type of inspection: Unannounced
Inspection completed on: 31 October 2017

Service provided by:
Christina Roberts

Service provider number:
SP2003903482

Care service number:
CS2003005869

The service

Introduction

The childminding service is run from the childminder's home in the Scotstounhill area of Glasgow. The children have use of the front lounge, kitchen, upstairs toilet and back garden. During this inspection the childminder told us due to some work needing done in the back garden the children did not have access to it. A condition of registration was that the children did not have access to upstairs bedrooms.

The childminder is registered to provide a care service for 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 of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder's aims and objectives for the service include, "to create a warm, fair, stimulating, and happy environment where the children feel welcomed." A full copy of the statement of aims and objectives can be obtained from the childminder.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Wednesday 3 October 2017 between 1pm and 3pm. We returned to complete the inspection and give feedback on Monday 23 October 2017. The inspection was carried out by one inspector from the Care Inspectorate.

We issued three questionnaires to the childminder to distribute to the parents of children who use the service. All three were completed by parents and returned to us prior to the inspection. We also spoke with one parent by telephone.

We check services are meeting the principles of Getting it right for every child (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. GIRFEC supports children and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI).

During this inspection process we gathered evidence from various sources, including the following:

Discussion with: the childminder about the care provided, child protection procedures, understanding of the wellbeing indicators and risk assessments.

We looked at:

- aims and objectives
- medication policy
- complaint's policy
- risk assessments
- children's records, including personal plans
- certificate of registration
- childminding insurance
- resources
- accident records

- medication records
- emergency policy

Views of people using the service

Two children were being cared for during the first day of inspection. The children were happy and confident in their interaction with the childminder and were engaged and comfortable within their environment.

We received feedback from four parents, some of the comments made included:

- 'We are delighted with our child's care'
- 'Our child adores her childminder and is always happy in her care'
- 'We are very happy with the service our childminder provides'
- 'Our childminder is very motivated and enthusiastic'
- 'I feel so lucky to have found our childminder'
- 'Already I have noticed how well my child's development is coming on'
- 'I like how well the day is planned'
- 'I had seen the childminder before I started using the service and was always impressed with how she cared for the children, she treats all the children equally'
- 'My child has bonded and really likes to go to their childminders'

Self assessment

We received a completed self assessment in which the childminder highlighted areas where the service was performing well. Some areas for improvement had been identified through our discussion.

What the service did well

The childminder was thoughtful and nurturing in the way she cared for the children. She supported and encouraged the individuality of each child in her care. The childminder's patient approach helped children to feel safe and confident to try new activities which resulted in better outcomes for them. The childminder supported the children to learn and develop at their own pace whilst enjoying a broad range of learning opportunities and experiences.

What the service could do better

The childminder currently has several recording formats which show how the children are learning and achieving within her care. To allow the recording to be more concise the childminder now plans to introduce a more streamlined personal plan format and link it to the SHANARRI wellbeing indicators.

The childminder should take forward plans to continue her professional development to keep both her knowledge and skills up to date.

We have advised the childminder that the Care Inspectorate must be notified of any alterations to the premises at least three months prior to the work commencing.

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

The childminder provided a very good standard of care and support.

Parents/carers told us they were very happy with the quality of care their child received. The childminder had established strong and trusting relationships with parents which had led to effective partnership working. A parent told us I have 100% trust in our childminder who makes sure as a parent I am happy with the care given to my child.

The childminder was caring and supportive in her interaction with the children. The children were comfortable in the setting and played happily throughout our visit. They had easy access to a range of toys and play equipment and choose what they wanted to play with. They enjoyed being read to, playing with jigsaw puzzles and singing songs.

The childminder had records which showed that regular and meaningful observations were used to inform children's next steps in their learning and development. This helped the childminder to be responsive to children's individual needs and provide activities that were of interest to them and increased their learning.

We discussed with the childminder how she would safely administer medication and make sure that parents completed appropriate consent forms before medicines were given. As a result of this discussion the childminder now plans to review the medication policy and consult with parents during this process. The childminder has accessed the Care Inspectorate good practice guidance on The Management of Medication in Daycare and Childminding Services to support her practice and assist in the review of the policy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder provided lots of opportunity for children to engage in healthy activities both indoors and outdoors. Good use was made of the amenities within the local area which allowed the children to socialise with other children and develop an increased sense of confidence and inclusion within different settings.

Children had lots of opportunity for outdoor play. The childminder understood the importance of outdoor activities in building children's confidence and increasing the quality of their learning experience within a natural environment.

Resources, routines and space within the home was effectively organised to ensure children were given a good balance of active and restful play.

Current public liability insurance was in place and displayed.

We discussed with the childminder the benefits for the children having access to the back garden. She confirmed that the minor repairs needed would be attended to within the coming weeks.

The childminder has recently reviewed the format for recording risk assessments and is aware of the need to update them as and when there are changes to the environment and the needs of the people who use the childminding service.

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 ensured parents had access to the service's policies and procedures which underpinned the delivery of the service. Parents told us they were encouraged and supported to participate in the evaluation of the service delivery through regular reviews of their child's personal plan and daily updates to care routines. This provided evidence of the quality of the responsive care provided by the childminder to meet the needs of the children.

The childminder aimed to keep herself up to date with childminding matters through her membership of the Scottish Childminding Association. She also made good use of online learning by using the Care Inspectorate website and has accessed information about Getting it Right for Every Child and the associated SHANARRI wellbeing indicators.

The childminder knew the importance of parental involvement to promote children's learning and as such encouraged and supported their participation in evaluating the quality of the service. We discussed the GIRFEC Wellbeing Wheel and the childminder's plans to use this as a tool to help review how well children's needs were being met. The childminder also plans to introduce a regular newsletter which along with personal plan review and daily updates strengthened and supported effective communication with parents/carers.

We saw that the childminding certificate of registration was on display which meant parents were aware of the conditions of registration.

The childminder demonstrated a sound understanding of child protection and her role in keeping children safe. To continue her professional development the childminder now plans to source training in child protection and update first aid training.

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	
25 Mar 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
15 Jan 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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