

## **Nixon, Elaine** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 14 March 2017

**Service provided by:**  
Nixon, Elaine

**Service provider number:**  
SP2003904329

**Care service number:**  
CS2003007347

## The service

### Introduction

This service was registered with the Care Inspectorate on 1 April 2002. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The childminder provided a large childminding service from her detached home situated in a residential area of Kirkcaldy, close to local amenities. The parts of the premises used for childminding were the ground floor areas and enclosed garden.

The childminder provided a service to a maximum of eight children at any one time under the age of 16 years, 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.

Overnight care will not be provided.

Minded children must not be cared for by persons other than those stated on the registration certificate.

The parts of the premises not to be used for child minding purposes are the bedrooms on the upper floor.

The service may operate between 7am and 8pm Monday to Friday.

### What we did during our inspection

We wrote this report following a short notice inspection that took place on 14 March 2017.

As requested by us, the service sent us a self assessment document and an annual return before the inspection.

We gathered evidence from various sources, including the relevant sections of policies, procedures and records. We observed the care given to minded children and observed the premises, toys and equipment. We talked with children present during the inspection. We discussed our findings with the childminder during the inspection.

Two care standards questionnaires were returned to us by parents before the inspection. Parents indicated they were very happy with the quality of care given to their children.

At the time of the inspection there were 8 children aged between 1 year and eleven years registered to attend the service on a part-time basis. Three children aged 3 years, 5 years and 1 year were present during the inspection.

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 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.

## Views of people using the service

The children present during the inspection were very comfortable in the childminder's care and could easily ask her for things they wanted. One child had commented as follows in her 'all about me' form - "I feel very happy because (childminder) is very comforting and warm to me and everyone that comes."

Parents told us they strongly agreed that they were happy with the quality of care provided. They told us the childminder worked in partnership with them and that children were happy and safe in her care. One parent told us they found the childminder to be very approachable and that they trusted her completely with all aspects of their child's care.

## Self assessment

A self-assessment was submitted which provided us with some information about how the service operated which was helpful to the inspection process. Future self- assessments should focus more on outcomes for children and identify some areas for development of the service.

## What the service did well

The childminder provided a warm and welcoming environment for children and their parents. She knew the children well and responded to individual needs. A very good range of activities, both indoor and outdoor was provided. The childminder communicated daily with parents about their child's day and maintained very good relationships with them. Parent's and children's views were valued and changes were made to the service if asked for and when this was possible.

The childminder kept the children safe and healthy and children were included in making choices about how they would spend their day. We observed that the care of the children was nurturing and affectionate and that having fun and laughing was encouraged.

## What the service could do better

The childminder should maintain the very good quality of care currently provided for the children and continue to keep up to date with best practice guidance and current legislation.

She should identify areas for development and improvement when assessing the quality of the service she provides. The childminder should access training opportunities relevant to the field of childcare and use her knowledge and skills to ensure improved outcomes for the children she cares for.

## 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

We found the childminder was performing to a very good standard in the areas covered by this statement.

Children and their parents/carers were listened to and they could influence the way in which care was provided. This means parents feel involved in the care of their children.

Children's opinions were valued and they could influence the way they spend their time at the childminder's. The childminder spoke to them in gentle tones and was calm, warm and affectionate towards them. She praised the children and encouraged them in their play. We saw that she knew the children well and understood their individual needs. She encouraged the children to learn each others different needs when they were deciding on the suitability of different activities.

A diary system was used to record care plans for individual children.

The childminder used observation and feedback from the children, so that she could provide things children enjoyed. These strategies enabled her to support children to achieve their potential, and also respected their wishes.

Appropriate permissions from parents were in place to allow the childminder to give medication, to take children on outings, to take photographs and for particular activities. Accident and Incident records were maintained and shared with parents. This meant parents were consulted and included in the care of their children.

The childminder was confident about keeping the children safe and protected. She was clear about the action she would take if she had any child protection concerns. She had previously undertaken training on first aid and child protection and she had a policy outlining what was expected of her. This was shared with parents.

The children benefited from guidance from the childminder about good infection control practices and how to keep healthy.

### Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of environment

### Findings from the inspection

The childminder used very good methods to ensure that her home was clean for the children using her service. The house was warm and comfortable and child friendly providing a homely environment for the children. The childminder routinely cleaned the toys and resources they played with.

Toys were easily accessible for the children and space was well used. The sitting room was used as the main play area with a good variety of toys and resources. The children could select from these independently. The toys were age appropriate and we saw that the children were busy and appeared to be enjoying themselves throughout the inspection.

The childminder undertook visual risk assessments for the premises and for outings. These measures meant that she was aware of any changes in her premises and the places she visited with children. This helped keep children safe as she could take extra precautions to protect them by minimising potential hazards. The childminder could involve the children more in identifying risks and hazards in the home and when on outings and discussing how these could be minimised. This would support them to learn about how to keep themselves safe.

The childminder should record any hazards she identifies and the action she has taken to minimise these. This would allow her to make appropriate changes and lead to improved outcomes for children. Records would also show how the childminder was keeping children safe.

The childminder encouraged children to develop good hygiene routines that helped them to begin to understand how they could keep themselves healthy, for example, by washing their hands properly before they ate their lunch and snacks, or after they had been playing. These very good measures helped keep children healthy because it reduced the likelihood of germs being passed on.

The childminder had a system in place to record any accidents and incidents. This system ensured parents were informed of any injuries and therefore children would receive appropriate care and attention.

Children had daily access to outside and energetic play with walks and visits to local parks and the woods where children enjoyed looking for deer and squirrels.

Parents who gave us feedback indicated that the childminder's home was a safe environment, that there was enough space for play and that children made good use of resources in the community. They also made the following comments:

"...range of small world toys, paper and colouring pencils etc. Good space, free from hazards. Garden area recently developed."

Parents said they would be happy for the children to be involved in things such as messy play and baking.

## 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

We discussed how the childminder finds out about best practice guidance and changes to legislation. She was a member of the Scottish Childminding Association and discussed issues with other local childminders. She was also aware of the Care inspectorate website, providing up to date information about current legislation and best practice. She considered that this supported her to keep up to date with best practice guidance, legislation and training opportunities. She should continue to develop her knowledge and understanding of best practice in her field. This will support her to make improvements in the service and lead to improved outcomes for the children in her care.

During the inspection, the childminder was able to explain why she did things and the benefits to the children that were associated with her actions. We found that the childminder was keen to learn and make improvements, as this was important to maintaining the quality of care within her service. She told us she planned to attend a first Aid training course this year and had undertaken child protection training in 2014.

The childminder should develop her knowledge about the SHANARRI Wellbeing Indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, Included). This knowledge would support her to identify areas of strength and areas for further development within her service.

The childminder should also continue to develop the ways she gains feedback from people who use her service and use this feedback to make improvements.

A child protection procedure was in place which outlined how child protection issues would be addressed. The childminder demonstrated through discussion, that she was aware of her role and responsibilities in relation to children's safety and child protection.

The childminder kept paperwork and records in a very organised way. Policies and procedures should be reviewed and updated as necessary and shared with parents.

Parents who gave us feedback about the service agreed that they and their children were involved in developing the service, for example, by giving their ideas and feedback.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - 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

The provider should share more information with new families prior to starting their placement. This would allow them to make a more informed choice and to evaluate the service provided.

National Care Standards Early Education and Childcare up to the age of 16. Standard 14 - A well-managed service.

This recommendation was made on 5 April 2016.

### Action taken on previous recommendation

Childminder shared information with new parents about the day to operation of her service and then by regular discussion.

## Recommendation 2

The provider should review all care plans when the provider is requested to do so by the service user or if there is any change to contact details etc and any significant change to a child's health, welfare or safety needs. These records should be reviewed at least once in every six month period.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.

**This recommendation was made on 5 April 2016.**

### Action taken on previous recommendation

The childminder was now reviewing the information she kept as required.

## Recommendation 3

The provider should look at methods for gathering the views and opinions of the people who use her service, for recording this feedback and the action taken to make improvements.

National Care Standards Early Education and Childcare up to the age of 16. Standard 13 - Improving the service.

**This recommendation was made on 5 April 2016.**

### Action taken on previous recommendation

The childminder gained views through informal discussion. We advised her to continue to develop methods to ensure all who use her service can contribute.

## Recommendation 4

The provider should review and update her confidentiality policy to ensure it makes clear that in the event of a child protection concern, confidential information may be shared with relevant agencies.

National Care Standards early education and childcare up to the age of 16. Standard 2 - A safe environment.

**This recommendation was made on 5 April 2016.**

### Action taken on previous recommendation

The childminder had updated this policy as requested.

## 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                  |               |
|-------------|--------------------------|---------------------------|---------------|
| 17 Feb 2016 | Announced (short notice) | Care and support          | 4 - Good      |
|             |                          | Environment               | 5 - Very good |
|             |                          | Staffing                  | Not assessed  |
|             |                          | Management and leadership | 3 - Adequate  |
| 19 Feb 2014 | Announced (short notice) | Care and support          | 4 - Good      |
|             |                          | Environment               | 4 - Good      |
|             |                          | Staffing                  | 4 - Good      |
|             |                          | Management and leadership | Not assessed  |
| 8 Nov 2011  | Announced (short notice) | Care and support          | 4 - Good      |
|             |                          | Environment               | 4 - Good      |
|             |                          | Staffing                  | Not assessed  |
|             |                          | Management and leadership | Not assessed  |
| 11 Sep 2009 | Announced                | Care and support          | 5 - Very good |
|             |                          | Environment               | 5 - Very good |
|             |                          | Staffing                  | 5 - Very good |
|             |                          | Management and leadership | Not assessed  |
| 26 Sep 2008 | Announced (short notice) | Care and support          | 5 - Very good |
|             |                          | Environment               | 4 - Good      |
|             |                          | Staffing                  | 4 - Good      |
|             |                          | Management and leadership | 4 - Good      |

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