

Chapelcroft Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 29 November 2017

Service provided by:
Scott, Suzanne

Service provider number:
SP2013984529

Care service number:
CS2013315196

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 was registered with the Care Inspectorate on 19 June 2013.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

The service is known as 'Chapelcroft Childminding Service' and is provided by Mrs Scott from her family home in the village of Cambusbarron, Stirling. The service is well located to access a range of amenities such as; schools, nurseries, library, community centre and local walks.

Mrs Scott is registered to provide for a maximum of six children at any one time under the age of 12 of whom no more than three are not yet attending primary school and of whom no more than one child under 12 months. Numbers are inclusive of childminder's family.

At the time of the inspection Mrs Scott had eight children on her register ranging in age from 15 months to nine years of age. The children attend the service part-time. On the day of the inspection two minded children were present; a two year old and a child who is almost three years old.

Aims and objectives are available for parents/carers to view.

What we did during our inspection

We wrote this report following a short announced inspection carried out by an inspector on 29 November 2017 from 10:00 am to 12:30 pm. We provided feedback to Mrs Scott on the same day.

We sent questionnaires to Mrs Scott to distribute to parents and two completed questionnaires were returned to us. Comments provided about the service were very positive.

During the inspection we gathered evidence from a variety of sources including discussion around how the childminder has developed her service since her last inspection. We discussed relevant policies and records. This included activities undertaken with the minded children, medication and children's personal plans. We observed how the childminder interacted with the children present. We considered the general environment and the equipment used in the provision of the childcare service.

Views of people using the service

Parents comments:

Both parents who completed a questionnaire said they were very happy with the quality of care their child received.

One commented "Susanne is an outstanding childminder who has surpassed our expectations". Another commented, " she is fantastic at balancing the learning time with fun time and combining the two".

Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider.

The provider identified what it thought the service did well and gave examples of these areas. The self-assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this.

What the service did well

Strong, caring relationships with parents and children has provided a culture of trust and has supported Mrs Scott to provide a very good service.

Children are provided with a stimulating, fun and learning environment.

Mrs Scott is committed and passionate about her service and there is clear evidence in the service provided.

What the service could do better

Ensure that risk assessments are completed in all areas of the service.

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

From the evidence gathered during our inspection we assessed this theme as very good.

Comments received from parents told us one of the key strengths of the service is the close working relationship the childminder had with parents. Parents commented that Mrs Scott was very welcoming and approachable and had strong interpersonal skills. These encouraged parents to provide suggestions and comments on the service provided.

Mrs Scott gained the views of parents and children through many ways and used this information to link into children's care plans. This helped Mrs Scott plan for the individual needs of children.

Parents provided their child's meal and Mrs Scott provided a variety of healthy snacks. She encouraged children to help and prepare snack, for example, butter crackers and pour their own milk. This promoted children's independence and extended their knowledge on healthy eating.

We could see that children were provided with a wide variety of activities and resources and this supported their interest and development. Parents told us that "children played lots of learning games to help them grow socially". We saw there were many games for children to play and from what parents told us they were kept well informed on what their child was doing throughout the day.

Getting It Right For Every Child (GIRFEC) was woven into Mrs Scott's daily practice. Information kept on each child was linked into each child's care plan. We found care plans were of a high standard and well-presented and showed how she planned and provided for children's interests. Care plans were regularly reviewed with parent's input.

Mrs Scott followed publications guidance on the Care Inspectorate Hub, such as, nappy changing and infection control procedures. This very good practice helped keep children healthy and safe.

During our visit both children engaged positively with Mrs Scott and enjoyed taking part in activities. The childminder had a lovely, caring relationship with the children. Her caring and professional approach supported children to be happy and learn in a nurturing environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Overall, the quality of the environment provided was very good. Mrs Scott gave children a balance of being indoors and outdoors and this supported children to be confident in different environments.

Children had access to a homely pleasant environment, such as a playroom.

There was lots of cosy, relaxing areas for the children to sit and be comfortable and to be able to choose appropriate resources.

Children could also use a sitting room when they required quite time; again, this area was comfortable and relaxing. Children had space to socialise, or to be alone. Mrs Scott respected that children needed varied space to relax.

There was a suitable sleep programme in place that was agreed with parents. Mrs Scott had an area of the house she used when a child required a sleep or a rest.

The garden provided an area that children played and had access to stimulating and interesting resources.

Children had the opportunity to access places away from the childminders home, such as community centres, soft play area, museums and parks. This provided children with further fun learning opportunities and an opportunity to socialise with other children.

There was a variety of risk assessments in place that helped to keep children safe. To ensure there is a full robust risk assessment in place, we asked that Mrs Scott include the family pet in these and all outings that take place, for example, when using other facilities.

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

Overall, the quality of management and leadership provided was very good.

All relevant paperwork and information was shared with parents and they were very comfortable sharing information with Mrs Scott.

Mrs Scott had very good systems in place to involve parents and children in improving the service. She regularly asked parents and children to share feedback of their experience with her.

Since the last inspection Mrs Scott has reviewed parent's questionnaires to ensure she is providing a service that is relevant to the parents and child. She continues to review and update policies and procedures in line with best practice. She recently brought to the attention of parents, changes to the Care Inspectorate Complaints Procedure. This showed how Mrs Scott valued parents and her professional approach to childminding.

Mrs Scott is a member of the Scottish Childminding Association (SCMA) and kept up to date with best practice and legislation through regular reading and online resources. She referred to the Care Inspectorate, 'Hub', and this has helped build her knowledge in childminding.

She met up with other childminders and this has helped to clarify current practice and provided an opportunity for professional dialogue. This also enables minded children to socialise with other children providing them with a broader learning experience.

We concluded, that provided Mrs Scott offered a service which promoted children's health, safety and wellbeing and supporting them to reach positive outcomes.

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	
20 Mar 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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