

Caroline's Childminding Service

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 28 November 2017

Service provided by:
Clelland, Caroline

Service provider number:
SP2014985842

Care service number:
CS2014325260

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 13 November 2014.

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.

There are eight wellbeing indicators at the heart of getting it right for every child. They are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators, we use these indicators at inspection, to assess how services are making a positive difference for children.

Mrs Clelland operates under the name of 'Caroline's Childminding Service' from her home at Kilbryde, on the outskirts of Dunblane. The service is very well located to access a range of amenities such as; schools, nurseries, library, community centres and local walks.

The service is registered to care for a maximum of eight children at any one time under the age of 16, of whom no more than six children will be under twelve. There should be no more than three that are not yet attending primary school and no more than one child under 12 months old. Numbers are inclusive of her own family. The childminder's daughter is also employed as an assistant.

At the time of the inspection Mrs Clelland had 10 children on her register ranging in age from 16 months to 7 years old and all are part-time. On the day of the inspection one minded child aged 2 years old was present.

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 28 November 2017 from 9:15 am to 11:15 am at her home in Kilbryde. We provided feedback to Mrs Clelland on the same day.

We sent questionnaires to Mrs Clelland to distribute to parents and four 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 the 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 child present in her home. We also visited a local community centre where the minded children were taking part in a childminding group. We considered the general environment and the equipment used in the provision of the childcare service.

Views of people using the service

All parents said they were very happy with the quality of care their child received. One parent commented "Caroline is great and always looks for my opinion. My children love their time with her and my 3-year-old son calls her 'my Caroline'. She does some great trips with them and I know they feel confident speaking with her if they are upset".

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

Mrs Clelland's innovative approach to childminding has created a culture of deep and meaningful engagement with parents and children. She has a strong relationship with parents and children.

Children were inspired and motivated to have fun and learn in exciting and challenging ways.

Mrs Clelland is passionate and committed to providing memorable learning experience for children and to achieve positive outcomes for children in her care.

What the service could do better

We request that Mrs Clelland review children's information. This is to ensure she has details of all relevant people.

Once parents have reviewed their child's care plan this should be signed by all parents.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
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 excellent.

One of the key strengths of the service was a successful partnership with parents and carers. Mrs Clelland had clear systems in place to ask parents opinions. She valued their contribution to the service. This was clear in a recent service newsletter.

We noted a display board that was placed in the hallway. This helped her share information and ideas with parents. This also let them know what was happening in the service. Parents commended that they liked this idea.

The childminder referred to and included in her service several published good practice guidance, such as, 'My World Outdoors', 'Loose Part Play' and 'My Childminding Experience'. She directed parents to these publications to raise their awareness of positive learning experiences for children.

Since the last inspection Mrs Clelland has formed and chair's the Dunblane Childcare Group. This operates from a local centre and is open to childminders, nannies and foster carers. We visited the group when it was in operation. Childminders told us it was an opportunity to meet and have a dialogue with other childminders, share ideas and support one another. Children had the opportunity to take part in a fun, stimulating programme of activities.

We found care plans to be of a high standard and showed she planned and provided for children's interests and individual needs. These were reviewed with parent's input.

Children were provided with meals and snacks and the childminder referred to the publication 'Setting the Table'. This supported Mrs Clelland to provide healthy meals and drinks. The programme of activities encouraged children to be active and they regularly accessed the outdoors and their local community. This provided children with a wide range of fun, learning experiences.

Infection control was extremely important to the childminder. Children were reminded of the importance of good hygiene and washing their hands. The childminder followed the published guidance on the Care Inspectorate Hub regarding nappy changing. Her practice helped keep children safe and healthy.

Mrs Clelland continues to create a culture for children to experience new learning. This took place at her home or in the local community. She was in tune with children's distinct personalities, physical and learning needs.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

From the evidence gathered during our inspection we assessed this theme as very good. On arriving at the service children were encouraged to hang their coat and belongings on a child size coat hook. This supported their independence and provided a sense of belonging and self-worth.

Mrs Clelland's home provided a fun, pleasant environment for children. They had the use of different areas in the house which enabled them to have time on their own, or to play with other children.

The rooms used were well laid out and had suitable toys that children could easily play with. The playroom provided children with toys and activities which they could choose from. The room was changed regularly to keep children interested in play.

Children's work was attractively displayed with photographs of them taking part in many types of activities. We found the use of these images supported children to revisit their learning and parents also enjoyed viewing the photographs.

The garden had a variety of suitable resources for children to climb and be challenged. Examples included, builder's pipes and rain water provided exciting problems to be solved. Risk assessments supported Mrs Clelland to provide children with a challenging programme of activities and keep them safe.

The childminder obtained a grant to develop the Dunblane Childcare Group. The group bought child size chairs and tables for children to use while attending the group. This has enabled the childminders to focus on areas that provide children with positive learning experiences, such as developing children's snack time experience.

Overall, Mrs Clelland gave children a balance of being indoors and outdoors and this supported children to be confident in different environments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Mrs Clelland's daughter is registered as Mrs Clelland's assistant. We met her on the day of the inspection and had a full discussion on her role and responsibilities. She supported her mother when she was available and during school holidays.

Miss Clelland is a Childcare Practitioner and works in a local authority nursery. She had access to relevant childcare training, such as child protection and the publication, Building the Ambition. It was apparent she put her childcare knowledge into practice.

We confirmed through discussion, Miss Clelland was clear about her role and responsibilities.

She spoke regularly to her mother on learning and development. They shared current practice. She told us how she was supported to develop her knowledge and skills as a childminder assistant, for example through the Care Inspectorate Hub and membership of the Scottish Childminding Association (SCMA).

She spoke fondly of the children and clearly enjoyed her role. The child present was very comfortable in her company. Overall, we found Miss Clelland to be very professional in her approach to childminding.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Overall, the quality of management was very good. Mrs Clelland showed a professional and caring approach.

All relevant paperwork and information was shared with parents. This ensured open channels of communication and very good relationships. She involved parents and children in improving the service. She regularly asked parents to share feedback on their experience with her.

Since the last inspection she now provides parents with a newsletter. This helps keep parents informed, such as training and conferences attended, signposting parents to good practice guidelines.

We suggested that Mrs Clelland review children's information to ensure she has full details of all relevant people. We also asked that when parents review their child's care plan this is signed by the parent.

The childminder was committed to developing and improving her service. She was 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. We suggested written procedures in regard to an assistant could be further developed, for example, written records of her training/support meetings.

Mrs Clelland has established links with other childminders and the SCMA, Quality Improvements Officer and shared best practice and ideas. She met up with others and this has helped to clarify current practice and provided an opportunity for professional dialogue.

We concluded, that Mrs Clelland 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	Grading	
18 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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