

Hay, Wilma Child Minding

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

Service provided by:
Wilma Hay

Service provider number:
SP2003904439

Care service number:
CS2003007472

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all services is available on our website at www.careinspectorate.com.

Wilma Hay is referred to as the childminder in this report and is registered 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 2 are not yet attending primary school and of whom no more than 1 is under aged 12 months. Numbers are inclusive of the children of the childminder's family. The part of the premises not to be used for childminding purposes is the main bedroom (located next to the bathroom). Overnight service will not be provided.

The childminder provides the service from a well-maintained maisonette, located in a residential area of Kirkcaldy. The family have a pet dog and budgie.

At the time of the inspection the childminder was providing a service to 10 children aged 9 months to 8 years, including her grandchild, on a part time basis.

The aims and objectives of the service state:

"The service I aim to provide is a friendly, warm, clean, no smoking environment following the guidelines in the 'Keep it Clean and Healthy' booklet.

What we did during our inspection

We completed this report following a short notice inspection, which took place on the afternoon of Tuesday 14 March 2017.

The inspection was carried out by a Care Inspectorate Early Years Inspector.

During the inspection, we spoke with the childminder and observed the care given to two children aged 9 months and 4 years. We looked at a number of documents including health and safety records, planning information, children's records and the methods in place for evaluating the service. We also looked at the childminding environment and considered the experiences of the children.

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 happy and relaxed in the childminders care.

We sent care standards questionnaires to the childminder to give to families who use the service. One questionnaire was returned before the inspection and indicated satisfaction with the care provided. Comments from a parent included the following:

"We chat, every time we visit, about my children, how they are doing and what focus they need. ...children have a good variety of activities...indoor and outdoor play. ...can talk comfortably with (childminder) in an honest manner about any concerns."

Self assessment

We received a completed self-assessment from the childminder before the inspection. The childminder identified what she thought she did well.

What the service did well

We found the childminder provided a safe, caring and nurturing environment for children. She provided a very good standard of care and support to children and their families, whilst meeting the children's individual needs. The childminder spoke to the children in gentle tones and was warm and affectionate towards them.

What the service could do better

The childminder should continue with the very good quality of care currently provided. She should consider how she evaluates all aspects of her service. We suggested she consider using the SHANARRI Wellbeing Indicators to assess how well she is meeting the needs of the children. We also encouraged the childminder to keep up to date with best practice guidance and current legislation and suggested she use the Care Inspectorate website, The Hub for this purpose.

From this inspection we graded this service as:

Quality of care and support	4 - 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 good standard in the areas covered by this statement.

During the inspection, we observed the childminder to be warm and affectionate towards the minded children she was caring for and that the children had developed a positive relationship with her. Children had a voice in deciding how they spent their time in the service. This very good practice helped children to settle and to feel safe and nurtured.

The childminder ensured continuity of care and supported transitions to school and nursery for the children. She maintained similar routines to children's home routines as much as possible and worked in partnership with parents.

The childminder maintained records for all children and care plans for the youngest children. We advised that care plans must be developed for all children and discussed the information that might be recorded in these care plans and that these should be shared with parents.

The childminder should become familiar with the SHANARRI Wellbeing Indicators (Safe, Healthy, Active, Nurtured, Achieving, Respected, Responsible, Included) and use these to help her identify how she is meeting individual needs. She should develop her knowledge about these indicators and use them to identify any areas where she could make improvements in outcomes for the children.

Good hygiene routines, such as hand washing were followed to support the children's health. The childminder had attended child protection training in 2012. She agreed that refresher training in this area would support her to safeguard the children she cared for.

One parent who returned a care standards questionnaire indicated they strongly agreed that they were happy with the quality of care provided by the service. The parent also told us that the childminder provided healthy meals when required and that children had regular access to fresh air and physical activities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

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

The house was child friendly, providing a comfortable and homely environment. There were specific areas for different types of play such as messy play and quiet play. A well laid out designated play room gave children opportunity to select activities of their choice. This meant children were respected and their opinions were valued.

There were lots of outdoor activities planned with the children, who enjoyed visits to local parks and play areas and outings to places such as the harbour, the beach and to the farm. Children were encouraged to learn about their environment and about being responsible. Enjoying fun and nonsense was an important part of children's experiences with the childminder. She also supported children's specific areas of interest such as learning about the life-cycle of the butterfly and playing outside. The childminder had an interest in learning about bird life and shared her enthusiasm for this with the children.

The childminder had undertaken First aid Training to support her to care for the children in the event of any accidental injury to them. Appropriate procedures were in place to inform parents of any accidents.

The childminder was aware of things that were hazardous for children and she was vigilant in supervision of the young children. She undertook visual risk assessments for the home every day and also for outings. Any hazards identified should be noted with detail of the action taken to minimise risk. This would mean any problem areas could be identified and appropriate action taken to keep children safe. Children should be included in discussion about identifying hazards and assessing risk so they can learn about how to keep themselves safe. This will provide further opportunity for children to develop independence and confidence.

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 maintained positive relationships with parents and children who used her service and took their views and opinions into account when planning her service.

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 read her monthly newsletter and other information from them. Discussion with other local childminders also supported her to learn about current best practice initiatives.

We suggested the childminder could check the Care Inspectorate website, 'The Hub' on a regular basis to provide her with further information about best practice guidance in her field and information about any changes to legislation. This additional method could further increase her knowledge and understanding and support her to make improvements in the service and lead to improved outcomes for the children in her care.

Throughout 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 very good quality of care provided to the children in her service. The childminder should look for training opportunities to further enhance her knowledge and skills in her field. In particular she should undertake refresher child protection training.

We saw that the childminder consulted with children and their families routinely in the service and used their feedback to develop activities and make changes where possible. The childminder evaluated her service using the views of the children and their parents. One parent confirmed the childminder asked for their views. They also confirmed they received information about the service and were kept up to date with all issues affecting their children.

The childminder kept accurate attendance records for the children and this showed she was working within the condition of her registration regarding numbers of children attending the service.

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

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
22 Jan 2013	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership Not assessed
8 Mar 2012	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
31 Aug 2010	Announced	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
29 Sep 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
27 Aug 2008	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership 4 - Good

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