

# Gray, Heidi Child Minding

Type of inspection: Unannounced  
Inspection completed on: 14 December 2016

**Service provided by:**  
Gray, Heidi

**Service provider number:**  
SP2009974240

**Care service number:**  
CS2009228182

## The service

### Introduction

Mrs Gray is registered to provide a care service to a maximum of 8 children at any one time under the age of 16, of whom a maximum of 6 may be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's own family. At the time of the inspection the childminder was providing a part time service to a total of five children.

The service operates from the family home in the Carndean area of Rosyth. The ground floor of the family home was predominantly used for childminding and the garden to the rear of the property provided opportunities for outdoor play. There were two minded children present during the inspection.

The childminder's aims and objectives included:

To provide a good quality childcare service which enables children, parents/carers to feel welcome, safe and secure.

To have open and honest communication, also work in partnership with parents/carers on all aspects of their child's needs, routines and care.

### What we did during our inspection

We completed this report following a short announced inspection, which took place between 1:30pm and 3:45pm on Wednesday 23 November 2016. The inspection was carried out by a Care Inspectorate early years inspector.

During the inspection we spoke to the childminder. We observed the care given by the childminder and looked at a number of documents including 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

On the day of this inspection there were two minded children present, the older child played happily during our visit. Observing the interaction between them and the childminder we saw that they appeared comfortable in her care and the childminder was very attentive throughout our visit.

We asked the childminder to pass on our contact details to parents who used her service so that they could give us their feedback on the service they received if they wished.

## Self assessment

A good self assessment was submitted. For future inspections the childminder should take into account the national well-being indicators, to demonstrate how she is improving outcomes for children using this model.

## What the service did well

We found that children were appropriately challenged and stimulated because the childminder knew them well and was able to provide learning experiences to meet their needs. Working closely with parents enabled the childminder to support each child and provide them with continuity in their care.

## What the service could do better

The childminder should increase her knowledge and understanding of the national wellbeing indicators as described above and begin to reflect how she is supporting children using these. The childminder should also begin to use 'Building the Ambition' to support her practice.

## 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 quality of care and support to be very good within this service. We agreed this after speaking to the childminder and watching the interaction between the her and the children in her care.

The childminder had a very good 'settling in' process which encouraged new families to visit at a time when the service was quiet and the childminder could give them her full attention. This made parents and children feel respected because the childminder demonstrated that she understood the anxieties many parents felt leaving their child in the care of another person. She described how she used this time to get to know the new child in a relaxed environment, where they could play together and get to know each other.

This helped the child feel safe and more settled when they came into her care, because they had already met.

Parents had many opportunities to share information about their child, through informal methods, such as chatting at drop off and pick up times, text messages and phone calls. The childminder discussed the importance of parents sharing information with her because it enabled her to provide their child was the care and support they needed. This demonstrated to parents that the childminder respected their right to be as fully involved in decisions relating to the day to day care of their child.

The childminder had very good systems in place for gathering information at the point of registration; such as what the child liked, their medical needs, comforters and care routines. She told us it was important to have this information as it helped her to meet each child's individual needs. Reviewing the information frequently meant that the childminder had an accurate picture of the changing needs of the children in her care.

Children were achieving well because the childminder was very good at tracking the progress they were making. She described how she used this information to identify any gaps in their development and took the necessary action to support children. For example, if children were not making progress the childminder spoke with their parents and agreed on how she could promote their child's development. If she felt a child would benefit from more specialist help, such as Speech and Language Therapy (SALT) she asked parents to seek advice from their Health Visitor. Ensuring that children get the appropriate help at the right time to maximise their life chances and increases their opportunities to reach their full potential.

The childminder demonstrated a very good understanding of the pre-indicators of abuse and gave us very good examples of how she safe-guarded children. Discussion confirmed that the childminder knew it was important to report any concerns to the relevant authorities. This helped keep children safe and protected because the childminder would take immediate action to minimise any further risk.

Active play opportunities, which helped keep children fit and healthy were routine part of the service. We noted that children regularly walked back from school and accessed local parks, where they could run off excess energy and take part in the more physical activities, such as playing on the large climbing frame and on the chute. Children were learning about their role and responsibility for keeping themselves healthy because the childminder understood the importance of increasing their understanding of how healthy living contributed to their overall well-being.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder offered a home from home environment for the children in her care, where they could relax and take time to themselves if they wished.

She described how she provided children with a wide variety of activities and games to play with. Promoting their right to choice, helped children to feel at home and contributed to them feeling included because the childminder was very good at providing resources which she knew they were interested in. The younger children were learning about respecting their environment because the childminder had clear rules about looking after the toys and clearing each activity away, before they chose something else.

Behaviour was managed well within the service and the childminder told us how she set firm, but fair boundaries, using lots of simple language to help children understand how their actions affected others. The childminder demonstrated a very good understanding of why it was good practice to praise positive behaviour and ignore the negative. As a result of this practice children were beginning to develop a sense of responsibility for the impact their behaviour had on others.

Accidents and incidents were managed effectively. If a child had a serious accident then parents were informed and asked how they wanted the situation managed. Involving parents in this way gave them some control over the situation and showed them that the childminder respected their right to be kept informed of more serious events within the 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

Parents and children were informally involved in assessing her service and the childminder told us that parents knew they could approach her at any time to make suggestions about the service she provided. It is important for parents to feel they give feedback about the service they receive as it shows them that the childminder respects their right to have a say in how she runs her service.

Discussion with the childminder confirmed that she had understood why it was important to accurately maintain information she held in relation to individual children. We advised her that care plans should be reviewed on a six monthly basis or sooner depending on any changes to a child's care needs. This was acknowledged by the childminder.

Speaking to the childminder identified that she was aware of GIRFEC and the wellbeing indicators. We suggested that she begin to reflect how she is improving outcomes for children against these indicators. The service was also in the early stages of using 'Building the Ambition' (this is the newest best practice document developed by the Scottish Government to support all practitioners who are delivering early learning and childcare in different settings and areas of Scotland). Information relating to this can be found via the following link: [http://www.educationscotland.gov.uk/earlyyearsmatters/b/genericcontent\\_tcm4838406.asp](http://www.educationscotland.gov.uk/earlyyearsmatters/b/genericcontent_tcm4838406.asp)

Through discussion the childminder demonstrated a good understanding why it was important to undertake training relevant to her role, because she knew it helped improve outcomes for the children in her care. We suggested to further support her service that the childminder consider accessing the 'Hub' on the Care Inspectorate website to keep herself up-to-date with new practice and best guidance as it became available.

## 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](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	
23 Nov 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
11 Nov 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
10 Nov 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed
10 May 2010	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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