

# Noble, Paul & Kate Child Minding

Type of inspection: Unannounced  
Inspection completed on: 20 December 2017

**Service provided by:**  
Partnership, Paul & Kate Noble

**Service provider number:**  
SP2003905395

**Care service number:**  
CS2003009989

## The service

### Introduction

The service is provided from the childminder's property in Coupar Angus.

The home was in a good state of decoration and repair throughout.

The childminders are registered to provide a care service to a maximum of seven children at any one time under the age of 16, of whom a maximum of six will be under 12, 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.

The parts of the premises not to be used are one bedroom on the lower level and all of the upper level.

The service was registered in 2002 and the childminder has approximately 25 years experience as a childminder having also been registered prior to the inception of the Care Commission and Care Inspectorate.

### What we did during our inspection

We visited the service as a short notice inspection on Wednesday 20 December 2017 from 16.00 - 17.30. Feedback was given at the end of the inspection visit.

The service is provided by Paul and Kate Noble. In general Paul provides the main care and Kate assists and covers when he is not available. There were five minded children present for the duration of the inspection and they were cared for by Paul. Kate was not in attendance during the inspection.

We observed the childminder working with the children. We spoke with each of the children and looked at the environment where they were playing. We discussed documents including:

- registers
- accident and incident records
- children's personal records
- medication records

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. GIRFEC 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 GIRFEC. 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.

## Views of people using the service

The children chatted to us confidently and their comments included:

"We had music this morning. We like Christmas music. Let's put the music on."

"Sometimes we have a mad time and have lots of food here at Paul's."

"We get good snacks."

"On a normal day we are allowed crisps for snack. Today it's like a party day for food. We have food then do whatever."

"X comes later by bus - park and stride. He's antisocial and likes to play on his tablet."

We sent out three questionnaires to parents and carers using the service in order to gather their views about the service and we received all three replies. We saw how much the parents and carers valued what the childminder was doing for their children. Comments included:

"Paul consults us when we drop off or collect our child."

"We would feel happy to raise any concern in person when we drop off or collect our child."

"We have always been happy that all toys and equipment are safe and appropriate."

"They enjoy trips to the park etc. We are very happy with the activities provided."

"Very happy with the service. Good communication. Flexible and meets our needs of before/after school care."

"We discuss proposed changes openly."

"Communication before /after drop off is excellent. Childminder will always update me about issues, concerns, positive behaviour, what my child has said/done."

"Excellent communication. I'm happy to discuss any issues or concerns with my childminder."

"Toys are often pulled out and displayed though my child is now at an age where she prefers the company of other kids to playing with toys. Very happy with what is available. Encouraged to go out to the garden when it is nice. May watch a small bit of TV or own ipad."

"Fruit is always available as a snack. We provide meals."

"Once a year review. I have no concerns and don't see the need to do this more often unless our circumstances change."

"We discuss day to day issues and my childminder knows my child well and I'm happy with the care given."

"Paul and Kate have welcomed my children into their home and provide a safe environment that feels like a home for them when I am at work."

"I could not ask for more."

"Paul will help with the homework and challenge them with games."

"When they have a full day with the kids they go to the park, cinema etc."

"Paul will always ask if he can do anything more with the children to help and asks my opinion on any issues with them."

"Every day we have a quick chat about the kids."

We spoke to two parents during the inspection. Each was very satisfied with the service. Comments included:

"We like the fact that x gets on so well with Paul."

"He seems so happy here and we have no problems."

"Everything's fine. I'd recommend Paul and we've been coming for years."

## Self assessment

We did not receive a completed self assessment document from the childminder prior to this inspection.

## What the service did well

The childminder provided a homely environment where children played happily together and had fun. This experienced childminder knew each child well and recognised when they needed the opportunity to play quietly after a busy day at school or provided opportunities to be active or play with friends. He communicated well with parents and carers verbally in order to ensure that they were satisfied with the service he was providing.

## What the service could do better

The childminder should ensure that registers are completed throughout the day to maintain an accurate record of who is in attendance. Medication forms should be completed and signed prior to the medication being administered. The childminder must have paper copies of the children's emergency details in case of emergency without relying on technology to access a copy. The childminder should try to keep up to date with changes in best practice documents and legislation.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

We found that the quality of care and support was good.

In discussion with parents they confirmed that the childminder provided good support for the children's care needs. We saw a very relaxed, homely environment where the childminder devoted his time to each child in his care. The childminder's relaxed, easy going personality with children at the heart of the service ensured that they could say what they wanted to do. In this respect the children led the service in the way they wanted to.

The childminder encouraged the children to plan their care around their likes and dislikes ensuring that there were opportunities for activities to suit their interests. During the inspection we saw that each child was happy, confident and well settled. They had very good relationships with the childminder who met all their needs well throughout our visit. The childminder helped the children to develop their independence and self help skills and provided lots of opportunities to encourage sharing and taking turns and as they played and achieved.

"I'll be mother" and "I'll be father" today we heard the children say as they rushed to organise the food for the party snack.

The childminder provided a very nurturing environment encouraging the children to be respected and responsible. His respectful relationship with the children helped promote and uphold the rights of each child in his care.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

We found that the quality of the environment was good. Children were cared for in a safe, clean and comfortable setting which contributed positively to them being nurtured and respected.

We saw that children arrived into a welcoming environment and quickly became involved in their chosen activities. There was a good range of toys and equipment, appropriate to the stages of development of the children attending to support them as they played.

The childminder made effective use of the space in his home and garden to meet the needs and the interests of each individual child in his care.

Parents supplied children's meals and the childminder provided snacks. We saw that the childminder used these times to encourage the children to develop their independence and social skills.

We heard that the childminder provided a range of experiences which supported the children to be safe, healthy, active and included in the community. These included trips to the park and cinema.

The house and the toys and equipment were clean, and in good condition. However, the childminder expressed the importance of it being a "home" and wanting it to be a home from home for the children so children were not restricted from utilising the environment to the full to promote their games and to relax when they felt like it. The family dog was very popular with the children and played a big part in the service with the children very fond of it.

The childminder should always remember to promote good hygiene practices for the children and encourage them to wash their hands before snack and meals.

## Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We found that the quality of management and leadership was good.

This was supported by parents' comments within the questionnaires provided by the Care Inspectorate where they expressed confidence in the service and in the quality of care their children received.

The childminder had an up to date First Aid certificate which showed that he had recently undertaken training to help ensure that he would know what to do to deal with minor first aid issues should they arise. He should be alert to other training opportunities as they arise in order to keep up to date with changes childcare issues and in legislation.

The childminder was a member of the Scottish Childminding Association (SCMA).and benefitted from receiving publications, such as SCMA magazines and he received the Care Inspectorate's Care News.

We suggested that the childminder use the Care Inspectorate hub to access publications such as Building the Ambition and 'My World Outdoors' and look at related best practice scenarios for ideas to supplement the experiences he was giving the children. This can be found at: <http://hub.careinspectorate.com/improvement/my-world-outdoors/>

We also sign posted the childminder to some current good practice documents to help inform the further development of his service such as Ready to Read  
<http://hub.careinspectorate.com/media/0816/> ready to read.pdf

Children's individual records were only available on the computer, with emergency numbers on the mobile phone. The childminder should be able to take the child's details to hospital with him in the event of an emergency.

We saw that attendances were also only being recorded on the childminder's computer at the end of each week. See recommendation 1

### Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that all attendances are appropriately recorded.  
This is in order to comply with:  
National Care Standards Early Education and Childcare up to the age of 16- Standard 14 A well managed service

**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	
25 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
26 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 3 - Adequate Not assessed
18 Oct 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory Not assessed
17 May 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
13 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed Not assessed Not assessed
29 Mar 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
31 Mar 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed



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