

Wiseman, Denise Child Minding

Type of inspection: Unannounced
Inspection completed on: 26 February 2018

Service provided by:
Wiseman, Denise

Service provider number:
SP2008968228

Care service number:
CS2008168735

The service

Introduction

Denise Wiseman is registered to care for a maximum of six children at any one time under the age of 16 years, of whom a maximum of six children are under the age of 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months of age. Numbers are inclusive of children of the childminder's family.

This service registered with the Care Inspectorate in April 2011.

The childminding service operates from a modern semi-detached house situated in the west side of the city in the St. Mary's housing estate in Dundee. There is a secure garden to the rear of the house, which was suitable for outdoor play.

The aims of the service include working in partnership with parents and offering a safe, caring, clean and happy service.

There was one minded child aged three years six months present during the inspection visit.

What we did during our inspection

We wrote this report following an unannounced inspection on Monday 26 February 2018 between 08.40 and 10.45. A Care Inspectorate Inspector carried out the inspection.

During the inspection, we spoke to the childminder and the minded children present. We observed the care given by the childminder, her interactions with the minded children and looked at a number of documents including children's information and health and safety records.

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 parents to work with the 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

There was one minded child present during the inspection, aged three years and six months. She was happy and relaxed around the childminder and was involved in a variety of activities throughout the inspection.

We sent out care standard questionnaires to the childminder to distribute to parents. We received one completed questionnaire before the inspection visit. The parent strongly agreed that overall they were happy with the quality of care their child received in the service.

The parent commented:

'Childminder always asks about my child's likes and dislikes and asks if it is okay to go somewhere or do an activity.'

Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included under each heading that we grade the services.

What the service did well

The childminder is caring and nurturing with the children in her care. She provides a warm and safe environment where the children feel relaxed and happy.

The childminder promotes positive and supportive relationships with the children so that they feel very much at home in her care. Children are listened to and their individual needs taken into account.

What the service could do better

The childminder should continue to identify her training needs and access relevant professional development opportunities to support her in further developing knowledge, skills and practice.

The childminder should continue to encourage parents and children to assess her service and feedback their thoughts, views and opinions.

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

The caring and nurturing childminder had built very good relationships with the children and families attending her service. She had gotten to know children very well and supported their needs and interests. She gathered information about the children's health, wellbeing, routines and interests when they first attended the service and ensured this information was kept updated through six monthly reviews. She recorded observations of children's development and progress and shared these regularly with parents.

Daily discussions at drop off/pick up times ensured the childminder and parents shared information about the children which would be beneficial to the childminder and parents. The childminder provided daily sheets that gave a summary of the children's day at the service and used text messaging to share information with parents about the children and service.

Scrapbooks with photographs of the children involved in a variety of activities and experiences were also shared with parents and gave the children the opportunity to revisit their learning by looking at the photographs.

The minded child was happy and content during the inspection. We saw her choose various activities to play with, such as stampers and puzzles. The childminder supported her well, encouraging her language, vocabulary and thinking through open-ended questions and warm interactions.

The childminder was aware of her responsibilities in keeping children safe and protected. A medication policy was in place and shared with parents. We asked the childminder to update this and included her actions should a child spit out or refuse medication. We signposted the childminder to the current best practice guidance 'Management of medication in daycare of children and childminding services' accessible on the Care Inspectorate Hub. Although no medication was being administered presently a hand written medication record was in place. The childminder had undertaken child protection training in the past and was confident of the procedures she would follow should she be concerned about a child. A child protection policy was in place and shared with parents in the welcome pack. The childminder should update the policy and include the current contact details for the local child protection team.

Healthy lifestyles were encouraged at the service through nutritious snacks and lunches and daily opportunities for active play. The child chose grapes and bananas for snack during the inspection visit. She told the childminder she would like homemade soup for lunch. The childminder took into consideration the children's likes/dislikes and nutritional guidance when planning snacks and lunches. The children had access to physical play and fresh air daily through playing in the garden, visiting parks, jumping around in soft play centres and having fun at Piperdam on the outskirts of Dundee.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home was warm, well maintained and homely. We saw that the minded child was very comfortable and relaxed in the childminder's home.

Daily cleaning chores ensured the childminding environment was clean and tidy for the minded children attending daily. The childminder visually risk assessed the environment before the children attended and had written risk assessments in place that were reviewed regularly to ensure they remained current and relevant.

A range of age/stage appropriate resources were easily accessible for children to independently choose what they wanted to play with. The childminder knew the children's needs and interests and toys, resources and activities supported these.

A fully enclosed garden was available for the children to have a run a run around in and have fun playing with the toys and equipment. The childminder discussed her plans for the continued development of the back garden.

Infection measures were in place at the service. The children were encouraged and supported to wash their hands regularly; toys were washed often or as needed. The childminder wore disposable gloves and aprons when nappy changing and dealing with bodily fluids to minimise the spread of infection and cross contamination.

Accidents and incidents were recorded. Parents signed the record to confirm the childminder had informed them of the accident and treatment or the incident and action taken. They received a copy of the record for their own information.

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 was a member of the Scottish Childminding Association (SCMA) and received regular communications from them, which helped her keep up to date with best practice and legislation. Care Inspectorate emails and magazines also provided information to update her knowledge, as did her researching online and discussions with local childminders.

The childminder had refreshed her first aid training since the last inspection. We discussed the benefits of accessing professional development and the various methods that were available to develop knowledge, skills and practice. We asked the childminder to look for child protection training, as this had not been refreshed for some time. We also asked her to identify training that would benefit her and support her in caring for and supporting the children who attended her service. **(Please see Recommendation 1)**

Policies and procedures were reviewed annually or as needed. We suggested the childminder put a system in place to manage the review or update of her policies and procedures. The childminder was aware of the Care Inspectorate Hub, where all best practice guidance and legislation is accessible.

Parents and children were encouraged to give their feedback on the service through informal chats and formal questionnaires. We discussed the use of the self assessment, 'Building the Ambition' and 'How good is our early learning and childcare' as evaluation tools to support the childminder in evaluating her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should identify and access training opportunities that will continue to support the development of her knowledge, skills and practice.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 12: Confidence in staff

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	
19 Feb 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
12 Apr 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
6 Aug 2009	Announced (short notice)	Care and support	2 - Weak
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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