

Marshall, Paula Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 16 February 2018

Service provided by:

Service provider number:

SP2005943086

Care service number:

CS2005086857

The service

Introduction

The childminder provided a service from her family home in the Torry area of Aberdeen. The premises was a flat with children having access to the living/dining area, and bathroom. The children did not use the garden area. The childminder took children to local parks for outdoor play.

Current registration allowed the childminder: To provide a care service to a maximum of 6 children at any one time under the age of 16 with no more than 6 children up to 12 years, no more than 3 not yet attending primary school and no more than 1 being under 12 months.

What we did during our inspection

We compiled this report following an unannounced visit to the childminder's home on the afternoon of Friday 16 February 2018. Feedback was given to the provider on the telephone after the inspection. The inspection was carried out by one inspector.

We sent the childminder questionnaires to give to parents currently using the service an opportunity to give their views on the quality of service they receive. We did not receive any completed questionnaire from parents before the inspection.

During this inspection we spoke with the childminder. We observed the care given by the childminder and looked at a number of documents including health and safety records, personal plans and insurance. We walked to school with the childminder to drop them off at school.

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 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 (known as SHANARRI).

Views of people using the service

We spoke to the children who used the service. They told us they liked going to [Paula's](#) house. They told us they had fun when they were there; they like playing with the toys and games.

Self assessment

The childminder was not asked to submit a self assessment before the inspection.

What the service did well

The childminder provided a happy, secure and nurturing environment for children and young people. She had developed good relationships with the children being cared for during our inspection and effectively supported them. She knew all of the children in her care well and gave us examples of where she changed and adapted to

meet their differing needs and personalities. She worked closely with parents and shared information regularly. This helped her to meet children's needs.

What the service could do better

The childminder should ensure the outdoor area is suitable for children to play in. She should ensure she continues to develop her personal plans.

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

The childminder discussed how she gained information from parents of the minded children she had cared for. The parents shared the children's individual routine and particular needs.

The childminder demonstrated at inspection, that she knew the minded children well. It was clear she knew their individual personalities and their likes and dislikes and their particular skills and talents. This helped the childminder to nurture the children and celebrate their achievements.

During the inspection the two children played with a wide variety of toys and equipment that was available to them. The childminder told us that she regularly asked the children what they wanted to do. This tells us that the childminder has listened to the children and looked for ways of taking forward their ideas and suggestions.

The childminder confirmed that, depending on the needs of the children she was caring for, she made good use of local resources in the community, for example she had taken the children to a local parks and beaches. This gave children opportunities to be active, to be included in groups and to socialise. The childminder told us, at home the children enjoyed drawing, arts and crafts for example gluing, stickers and play dough.

The childminder discussed how she would make sure that children were safe, for example when on outings through road safety. The childminder had an appropriate child protection policy in place.

The childminder had developed personal plans. She had began to work in conjunction with parents and children to gathered information about their likes and dislikes and should review these every six months with parents. She should ensure she continues with this work. **(Please see recommendation 1.)**

The childminder told us she had not administered medication to children. She should refer to the 'Management of medication in day care and childminding services' and ensure she is following best practice guidance in relation to storage and administration of medication.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should further develop individual personal plans for each child, these plans should be reviewed every six months or when there is a significant event in the child's life.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3: Health and Wellbeing.

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the childminder's home continues to be a warm and welcoming environment for children. The childminder demonstrated an understanding of risk factors. Children therefore benefited from having access to a safe environment.

Children were supported to stay active and healthy through opportunities for physical play and spending time in their local community resources. These activities gave the children opportunities to be active.

Children played in the lounge. They had their snack and lunch at the table in the lounge.

The childminder should ensure the outdoor area is suitable for children to play in before they access it. She should continue to use local parks to allow children to have outdoor physical play.

The childminder had accessed Public Liability Insurance.

The childminder was aware of the importance of appropriate infection control methods being in place to keep children safe and healthy. She should ensure she follows the good practice guidance set out in 'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)' in nappy changing by wearing gloves and aprons when changing children's nappies. The childminder agreed to ensure gloves and aprons were used.

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

The childminder kept up-to-date with good practice in different ways. Some examples of this included discussion with other childminders and through internet sites. We discussed the HUB a Care Inspectorate website as a good resource for information and good practice. We also discussed seeking an Independent Learning Account to fund further training. The childminder agreed to look into both of these.

As previously mentioned the childminder confirmed that she had discussions with parents, about the service, each day that they bring their child in order to respect and include their views in her service. The childminder had also used questionnaires, this provided an additional way for parents to feedback their views and to influence service improvements.

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

Requirement 1

The childminder must ensure all the required records are in place before children start using the service.

This is in order to comply with Scottish Statutory Instrument 2002/114 Regulation 19 (1).

Timescale: Within 24 hours of receipt of this report.

This requirement was made on 7 January 2014.

Action taken on previous requirement

Information on children is now available.

Met - within timescales

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	
7 Jan 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
8 Nov 2012	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
29 Sep 2011	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
30 Nov 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed Not assessed Not assessed
18 Feb 2010	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
31 Mar 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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