

Hannah Ingram Childminder Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 15 March 2018

Service provided by:
Ingram, Hannah

Service provider number:
SP2012983640

Care service number:
CS2012308833

The service

Introduction

This service has been registered with the Care Inspectorate since 22 June 2012.

The service 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 three are not yet attending primary school, and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

When the childminder is present with an assistant: to provide a care service to a maximum of eight children at any one time under the age of 16, of whom no more than six are not yet attending primary school, and of whom no more than two are under 12 months. Numbers are inclusive of children of the childminder and the assistants' families.

The service is provided from the childminder's home in the town of Kirkcudbright, close to local shops, parks, nurseries and schools. The areas used to provide the service were the kitchen/dining area with designated play area and downstairs bathroom. Children also had access to a secure garden to the rear of the house.

What we did during our inspection

We wrote this report following an announced (short notice) inspection that took place on Thursday 15th March between the hours of 0915hrs and 1200hrs. The inspection was carried out by a Care Inspectorate Early Learning and Childcare inspector.

Prior to the inspection, we issued three care standard questionnaires to gather the views of service users.

During the inspection, we spoke to the childminder and her assistant, and the children present. We observed the care given by the childminder and her assistant and looked at a number of documents including health and safety records, planning tools and certificates of training. There were four children present during the inspection.

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 enjoyed playing with the toys available to them and were secure and confident in the environment. Children told us they were happy in the service and that they enjoyed the lunch provided for them. One child told us, "I like to play with Hannah"

Three parents returned questionnaires to us. The responses demonstrated that they were very happy with the quality of care and support their children received. One parent commented:

"A super friendly and well organised establishment. Excellent staff who have the welfare of the children in their care at the centre of what they do"

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder.

The provider identified what the service did well and gave examples of how she had developed personal plans for each child. The self-assessment identified some areas that the provider believes can be improved and showed how the service intends to do this. The provider told us how the parents and children had taken part in the self-assessment process and how their feedback directed the development of the plans for improving the service.

What the service did well

We saw that the childminder and her assistant provided a warm, caring, nurturing environment for the minded children. They were friendly and approachable and the children present were seen to be relaxed and comfortable in their care throughout our inspection.

She shared information with parents on a daily basis.

The childminder demonstrated a very good knowledge of the children she cared for and she had developed processes for gathering their views.

What the service could do better

The childminder should develop a programme of regular training for herself and her assistants that will support them in developing the service.

The childminder should develop risk assessments for transporting children by car and for contact with her pet dog, including permission for contact with the pet dog from parents.

The childminder should plan for more regular access to outdoor play for the children in her care.

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	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We saw that the childminder had encouraging and supportive interactions with the minded children. She listened attentively to the children, offering praise and encouraging good manners. During the inspection, the children presented as happy and relaxed in the care of the childminder and her assistant, confident that their needs would be met. The childminder told us that she provides a variety of healthy meals for the children. This was reflected in parents' questionnaires; one parent commented on a "well balanced and good range of food" and "lots of homemade soups for lunch. We saw evidence of this during our inspection.

The childminder could demonstrate that children and their families are included as active participants; they are listened to and offered choices. The childminder had daily discussions with the minded children's families, in person and via text messaging. She told us that, if a child had been upset, she sent photographs of the child once settled in order to reassure the parents. We saw that the childminder had also introduced a consultation book for the older children which encouraged them to suggest activities for the school holidays. This helps children feel respected and included in the service.

The childminder was confident in her role and responsibilities for protecting children and keeping them safe and healthy; she had a child protection policy in place and had attended training. Children who were unwell did not attend the service.

Our discussions with the childminder demonstrated that she knew the children well. She had gathered a range of information on each child. We found that personal plans were in place for every child and the childminder had begun to introduce SHANARRI indicators to her plans. She told us that she intends to use the indicators to detail how she will support each child to be safe, healthy, nurtured, achieve, be respected, responsible and included. We saw that the childminder had also introduced a 'Development Rainbow' for each child, which she had used to record children's level of development and identify next steps. She should continue with her plans to develop these, and record dates in personal plans to reflect regular reviews with parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

We found that the childminder's home environment was child-friendly, well maintained, clean, warm and welcoming for children attending the service. The childminder used her kitchen/dining area for the minded children with access to a secure outdoor area. A range of resources were provided, including a table and chairs and comfortable armchairs for the children to relax. We saw that there was sufficient space that children could choose to play by themselves or with others.

There was a good range of toys and resources available that children could easily access; we found these to be clean, in good condition, and appropriate for children's individual age and stage of development. On the day of inspection, we saw the children selecting toys they wanted to play with, allowing them to make choices and to promote their independence. The children were also confident to request toys that were stored outwith the kitchen play area.

To ensure that she provides a safe environment for the children, the childminder told us she cleans her home environment on a daily basis. The bathroom used by the children was clean and cleaning products were securely stored in the kitchen. The childminder provided individual paper towels for children to dry their hands on, reducing the risk of infection. A procedure for recording accidents and incidents was in place; completed forms had been appropriately shared and signed by the parent.

There was a secure back garden area that children could access for fresh air and energetic play. We found the back garden of the accommodation to be tidy and secure. The childminder told us that the children accessed the garden areas when the weather permitted. We suggested that the childminder review her outdoor provision to allow the children more regular access; she agreed to do this.

The childminder advised us that she used buggies for children to sleep in. We signposted her to recent guidance of safe sleeping and suggested that she share this with parents.

The childminder had some risk assessments in place for the premises. However, we asked that the childminder complete risk assessments for transporting children by car and for contact with her pet dog. We also advised that the childminder should seek written permission from parents for contact with the pet dog.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of staffing

Findings from the inspection

We found the quality of staffing within the service to be good.

The childminder employed two assistants who were members of her family; one assistant was present during the inspection. We found that the assistant had good relationships with the children present and was responsive to their needs. She knew the children very well, and they were observed to be confident, comfortable and secure in her care. During our inspection, we saw the children having fun while engaged in craft activities with the assistant. We are confident that the childminder's assistants play an important role in the service and that the children's wellbeing is well supported through consistent care routines.

The childminder told us that she had completed child protection training along with one of her assistants, and both assistants were kept up to date with child protection procedures and their responsibilities in safeguarding children. This told us that the childminder understood her role in keeping children from harm. The childminder told us that she verbally shares any new policies or guidelines with her assistants. We suggested that the childminder plan and keep a record of any training identified and shared with assistants. This would assure parents that the childminder monitors her staff's practice in line with current guidance and best practice; she agreed to do this.

The childminder told us that she has regular conversations with her assistants, while working together, to discuss the children's needs. This ensures consistent care and support for the minded children. The childminder and assistant advised that they knew the children and families very well due to living in a small community. However, we suggested that the childminder allocate time with her assistants to discuss the minded children's current needs, next steps in development and any areas of the service that they need to evaluate and develop. This would ensure that the childminder established clear plans for making improvements.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

We found the quality of management and leadership to be good within this service.

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and legislation. The childminder told us she keeps up-to-date with best practice through a variety of ways, including being a member of the Scottish Childminding Association. She told us that she mainly uses the Internet and has begun to access the Care Inspectorate knowledge 'Hub' to keep abreast of recent childcare developments. During discussion, the childminder demonstrated her awareness of the most recent publications in relation to daycare of children. We felt that the childminder was developing a balanced approach to keep her skills and professional knowledge current. She should continue to access online support and the 'Hub' and to ensure that she keeps up to date with current good practice guidelines.

We asked the childminder if she had undertaken any training since her previous inspection. The childminder told us that, as well as accessing recent practice guidelines, she had completed child protection training. However, she told us that she did not have any further training planned. We asked that the childminder plan a programme of regular training that would help to enhance her knowledge and skills; she agreed to do this.

We found that the childminder had processes in place to evaluate her service. She told us that, for younger children, she uses daily diaries which allow parents to record any comments. The childminder had also issued questionnaires to children and parents which had asked their views on activities, snacks and the service provided. She had also started to use a consultation book for older children which allowed them to make suggestions on activities and outings. We asked that the childminder continue to develop self-evaluation processes and share any changes made as a result of feedback with children and parents.

The childminder had a complaints policy which was made available to parents and families in her policy and procedure pack. In the questionnaires we received from parents, they confirmed that they would be happy to approach the childminder in person if they had any concerns.

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

Recommendation 1

The childminder should review nappy changing facilities and procedures to ensure that facilities are hygienically safe for babies and children.

National Care Standards Early Education and Childcare up to the age of 16: Standard 2 – A Safe Environment.

This recommendation was made on 3 February 2016.

Action taken on previous recommendation

The childminder had reviewed her nappy changing facilities following the previous inspection. We saw that spare nappies, wipes and PPE were stored securely in sealed plastic boxes. Coat hooks had been moved away from the nappy changing area. This recommendation had been met.

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	
3 Feb 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	4 - Good
6 Jun 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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