

Woods, Liza **Child Minding**

Type of inspection: Announced (short notice)
Inspection completed on: 14 March 2018

Service provided by:
Woods, Liza

Service provider number:
SP2006958018

Care service number:
CS2006117513

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The service is currently registered to provide a childminding service to a maximum of six 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 childminder employs an assistant to support her on busier days. When the assistant is working, the care service can provide care for a maximum of 12 children at any one time under the age of 16, of whom a maximum of 12 will be under 12, of whom no more than six are not yet attending primary school and of whom no more than two is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is provided from the childminder's home in the town of Dumfries, which is situated in a residential area and close to local parks. The house is within walking distance of shops and the local primary school. There was a large secure garden surrounding the property, which is used for energetic games, play and gardening.

What we did during our inspection

We wrote this report following an announced (short notice) inspection which took place between 1200hrs and 1615hrs on Wednesday 14th March 2018. The inspection was carried out by a Care Inspectorate Early Learning and Childcare inspector.

During the inspection, we spoke to the childminder and her assistant, the children present and one parent when they arrived to drop off their child. 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.

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 to come to the service; they told us that they liked to play outside. One child told us, "I like going to Drumlanrig Castle"

One parent returned a questionnaire to us and we spoke to one parent during the inspection. The responses demonstrated that they were extremely happy with the quality of care and support their children received. One parent commented:

"I would not dream of anyone else in Dumfries looking after (our children). We used a more formal setting for our last child but (our children) get so much stimulation from Liza, it is incredible how much they are developing. They are always happy going to her house - it is almost like they (the childminder and assistant) are an extension of our own family"

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 worked closely with parents to ensure that she met the care needs of every child. The self-assessment clearly identified how the childminder seeks feedback from children and families. She told us that she uses this to examine how the service can be improved.

What the service did well

We saw that the childminder provided a warm, caring, nurturing environment for the children, making excellent use of the local and surrounding area. She provided an excellent standard of care and support to the children and their families, while meeting their individual needs.

What the service could do better

The childminder should continue with her plans to develop personal plans to ensure that they consistently reflect the involvement of parents. The childminder should keep a record of any training shared with assistants and monitor their practice.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We found that children experienced excellent care and support from this service.

The childminder worked extremely hard to ensure that children were happy and secure within the service. From our observations and discussions, it was evident that she knew the children and their families very well. Children were involved in developing the service and had many opportunities to influence their time at the childminder's home. There was an extensive range of activities available to the children and the childminder told us that the older children could make decisions about future activities and outings. This helps them to feel respected and included in the service.

We found that the childminder had encouraging and supportive interaction with the 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 their needs would be met. The childminder told us that she encouraged the provision of healthy meals for the children by sharing nutritional guidance with the parents. We saw evidence of this during inspection.

We felt that the opportunities for outdoor play and learning were a particular strength of the service. We saw ample evidence of children accessing the local and wider community. The childminder told us that she took the children out daily and made use of local parks, beaches, forests, and Mabie Farm Park. This allowed children to enjoy energetic physical play and learn about assessing and taking risks. The childminder had also taken the children further afield, for example to Edinburgh Festival and New Lanark, and parents had been regularly included in excursions.

We saw wide ranging evidence that the childminder shared informative information daily, with the parent's about their child's experiences while in the service. The childminder made use of social media and had set up a 'secret group' to regularly update and consult parents. This allowed parents to share their views and offer suggestions for future activities. This helps them feel included in their child's learning and care routine. Care plans were also in place for each child and reviewed with parents; we discussed how these could be improved further.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

We found that the childminder provided a very good environment for the children in her care.

The childminder's home environment was child-friendly, well maintained, clean, warm and welcoming for children attending the service. She used her playroom and kitchen for the minded children with access to a secure outdoor area. A table and chairs were available for children to sit together for meals. A sofa was available in the sitting room or a cushioned area in playroom if children required a rest.

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.

On the day of inspection, we found that extension work was being carried out in the childminder's home. She had systems in place to restrict children's access to the area. However, we asked that the childminder risk assess the building work to ensure that any related risks were reduced or removed.

The children could access fresh air and energetic play in the garden area. We found the garden to be tidy and secure. Some building materials were in garden due to the building work being carried out but we saw that the childminder had restricted access to these. This ensured a safe environment for the children. The childminder had also created a small 'building site' for the children which allowed them to relate to the work being carried out and take risks in a safe environment.

A procedure for recording accidents and incidents was in place; completed forms had been appropriately shared and signed by the parent. Some risk assessments were in place but we asked that the childminder develop these to include risk assessments for car outings and contact with her pet dogs and horse. She should also obtain permission from parents for contact with the animals. The childminder agreed to do this.

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 to be very good within the service.

The childminder employed one assistant who was present during the inspection. The assistant had relevant background experience in working with children and all required background checks had been completed. This told us that the childminder understood her role in protecting children from harm. She told us that she worked in partnership with the childminder to provide care and support for the minded children.

We saw that the childminder and assistant worked well together as a team. We found that one would interact with the children while the other carried out care taking duties. These roles interchanged seamlessly between the childminder and assistant. We saw that the assistant had good relationships with the children present and was responsive to their needs. The children were observed to be confident, relaxed and comfortable in her care. On the day of inspection, the assistant introduced frozen 'dinosaur eggs' to the children. She encouraged them to think about how they could help to 'hatch the dinosaurs'; we saw that the children had great fun with this activity.

The childminder told us that she has regular discussions with her assistant to review the minded children's needs, and to evaluate areas of practice in order to make improvements. This ensures consistent care and support for the minded children and ensures clear plans for improving the service.

The childminder allowed the assistant to lead activities that related to her own strengths. For example, the assistant told us that she led craft activities such as origami and baking activities. The childminder shared important guidance and information from training courses with the assistant. The assistant told us that read any guidance that was shared with her. She also told us that she planned to attend first aid training in the near future. We suggested that the childminder plan and keep a record of any training identified and shared with the assistant. This would assure parents that the childminder monitored her staff's practice in line with current guidance and best practice; she agreed to do this.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership was very good. We concluded this after reviewing a range of paperwork and through discussions with the childminder.

The childminder told us that she keeps up to date with best practice through a variety of ways, including using the Internet, the Care Inspectorate knowledge 'Hub' and being a member of the Scottish Childminding Association. This allows her to access relevant training and keep in touch with childminding initiatives. She also told us that she meets with other childminders in the area who share the same values to discuss best practice and organise larger group experiences for the minded children; we saw photographic evidence of this during our inspection.

Throughout discussions, the childminder demonstrated her awareness of the most recent publications in relation to daycare of children. We felt that the childminder had taken a balanced approach to keep her skills and professional knowledge current.

During our inspection, we saw that the childminder communicated with children about what they would like to do and what equipment and resources they would like to play with. She knew the children well and followed their likes and dislikes. She told us that she regularly reflected on her practice through informal discussions with her assistant and more formal monthly meetings. She should continue to develop this.

The childminder told us that she was committed to evaluating and improving her service. She gave children and their parents opportunities to provide feedback on her service. We found that she had consulted with the older children to plan trips and activities during the school holidays. This helps children to feel respected and included in the service. One parent told us that the childminder seeks regular feedback through "one to one conversations" and "is always asking for ideas/feedback on social media". We could see that the childminder used the feedback to make improvements and shared any resulting changes, through her newsletters, with people who use the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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 child minder should develop personal plans for children. She should refer to guidance given by the Care Inspectorate and SCMA (Scottish Childminding Association) to support her to do this and to inform her of what should be in a personal plan.

Once personal plans are developed, she should continue to build on the information she has gathered about children to record their individual needs, stages of development, progress and achievement.

National Care Standards Early Education and Childcare up to the age of 16, standard 6: Support and Development.

This recommendation was made on 28 September 2015.

Action taken on previous recommendation

We noted that the childminder had developed personal plans for all children in her care. We found that she knew the children, and their individual needs, well. However, we asked that she further develop plans to reflect consistent involvement of parents. We concluded that this recommendation had been met.

Recommendation 2

The child minder should consider all the potential risks and hazards within her environment. She should develop risk assessments that effectively state how she intends to minimise any risks. Risk assessments should be reviewed and updated regularly.

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

This recommendation was made on 28 September 2015.

Action taken on previous recommendation

We found that the childminder had risk assessments in place, using templates from SCMA (Scottish Childminding Association). However, she had overlooked some key risk assessments, such as risk assessments for contact with her animals, being transported by car and for building work being carried out in her home. We concluded that this recommendation has been partially 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	
28 Sep 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
14 Nov 2011	Unannounced	Care and support	Not assessed
		Environment	6 - Excellent
		Staffing	5 - Very good
		Management and leadership	Not assessed
19 May 2010	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Jan 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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