

# Hunter, Anita Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 18 January 2018

**Service provided by:**  
Anita Hunter

**Service provider number:**  
SP2003901982

**Care service number:**  
CS2003003728

## The service

### Introduction

Mrs Hunter operates her childminding service from the ground floor of her terraced property within Bearsden, East Dunbartonshire. Mrs Hunter uses the living areas in her home and a private garden, to the rear of the property with secured gates, for outdoor play. The registration enables the childminder to care for a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. The childminder aims to provide a safe and stimulating environment in which children will feel happy and secure.

### What we did during our inspection

We wrote this report after a short notice announced inspection was carried out by an inspector from the Care Inspectorate. The inspection took place on Thursday 18 January 2018. As requested by us, Mrs Hunter completed and submitted an annual return to us.

During the inspection, we spoke to:

- the childminder.
- two minded children.

Throughout the inspection, we gathered evidence from many sources including the relevant sections of policies, procedures, records and other documents including:

- accident and incident recording.
- aims and objectives.
- behaviour management policy.
- certificate of registration.
- certificate of insurance.
- child protection policy.
- children's records and plans.
- complaints policy.
- medication recording policy and system.
- settling in policy and procedures.

We also observed the interactions between the childminder and minded children.

### Views of people using the service

Two children were present during the inspection. We observed the childminder interacting very well with the children and providing good care and support. We issued three care standards questionnaires to the childminder to distribute to parents/carers. Two completed questionnaires were returned prior to the inspection.

Parents provided very positive comments;

"Both of my children have gone to this childminder since they were 1 and I returned to work. They are both very happy there and me and my husband have always been very happy with the childminding service. They have always been well cared for and enjoyed a range of activities and experiences.

We are delighted that we chose Anita to be our children's childminder and you can tell she really cares for our children and it is more than just a job to her."

"My children adore their childminder and are excited to go there. They are extremely well cared for and I couldn't ask for someone better. We are on the same page with regards to their care, routine, diet etc. She gives varied activities and cares about their education. She is a good friend as well as childminder and I trust her implicitly."

## Self assessment

We discussed the self assessment and the childminder intended to update this following the inspection.

## What the service did well

The childminder demonstrated a very good knowledge of the children she cared for. She provided very good extended support to children and families and shared information with parents on a daily basis. The childminder reflected on strong relationships with the families she provided care for.

## What the service could do better

The childminder should continue to develop her service as planned.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

We found that the childminder provided very good opportunities for parents and children to be involved in the development and improvement of the service. Parents and children were openly communicated with and their views sought.

Examples of how the childminder gathered parents' and children's views and ideas to help improve the service included:

- daily discussion with parents and children.
- regular informal contact with parents by telephone and text.
- regular opportunities for minded children to contribute to activity planning.

Since the last inspection the childminder had further developed methods of communication and was successfully using whatsapp and a personalised, private facebook page for parents to share and exchange information and photographs. This approach ensured that the parents and childminder had formed a very good working partnership to ensure continuity of care and support for the children attending the service.

Children's folders included development information, photographs and written information and were based on the wellbeing indicators from GIRFEC (Scottish Government guidance, Getting it Right for Every Child). It was evident that the childminder was well aware of children's interests and preferences and was very knowledgeable about families and children's needs.

Parents and children could visit the service before the children started. The number of visits was dependant on the needs of the family. During this time the parents, children and childminder got to know each other. The childminder asked parents to complete written information about their children and she used this information to shape the children's day-to-day care and experiences.

The childminder ensured that the children had regular opportunities for fresh air and exercise. Children regularly used the back garden and visited the park and enjoyed local walks. The children also visited the library and made contact with other childminders. There was very good interaction between the childminder and the children she was caring for. The children were cuddled and praised throughout the visit. This approach contributed to the overall ethos of respect in the childminding service.

We discussed child protection procedures. A child protection policy was in place. The childminder was able to explain to us what she would do if she had a child protection concern. The childminder knew who she would contact to discuss these concerns. Parents provided snacks and drinks in line with children's dietary requirements. The childminder was familiar with guidance on nutrition and ensured that children enjoyed healthy options. She had discussed the types of food children like to eat with the parents.

The childminder had a medication policy and procedure in place that she shared with parents. Parents gave written permission to the childminder to administer medication. The childminder kept appropriate records of medication administered to the children. We found that the childminder provided child-centred care and she was highly motivated to involve the parents and children in the development and improvement of the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder provided the service from her family home. She made best use of the space available in her home taking account of the children's ages and stages of development. Children had the use of the ground floor living accommodation and back garden. We found the home to be welcoming, warm and inviting.

Through observation, we found that the childminder was responsive to the individual needs of the children she was caring for. The children were encouraged to make decisions about their play and the activities they took part in. The childminder used this information and daily discussions to help plan the children's day-to-day activities.

The childminder provided very nurturing care. This confirmed to us that the children were respected and included and that the childminder helped encourage the children to become more independent and responsible for making decisions. The childminder always discussed outings and play experiences with the parents. Children enjoyed regular outings to local parks and play areas and also to the library.

She was familiar with infection prevention and control procedures; for example, washing hands prior to eating food and after toileting. She had completed training on infection control.

The childminder had risk assessed her home and cleaned it on a regular basis to ensure that it was clean and tidy. The childminder shared information about accidents and incidents with parents. She did this by making a record of the accidents and incidents and discussed these with the parents when they collected their child.

Appropriate insurance and registration certificates were up-to-date. The childminder kept a record of attendance of children.

### 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 managed her service very well. She kept up-to-date with best practice in childcare in a variety of ways, for example, she was a member of Scottish Childminding Association and she regularly read their publications and the Care Inspectorate Care News.

She used the internet to access good practice information. She liaised with other experienced childminders to discuss and share good practice.

The childminder was keen to continue to develop her skills and knowledge. We discussed how she could do this using the Care Inspectorate Hub, a resource library containing information and guidance documents. We signposted the childminder to relevant guidance documents that may help her to further develop her service. She also planned to look at other websites, such as [childcare.co.uk](http://childcare.co.uk) to access online training and information.

Since the last inspection the childminder had completed training in GIRFEC, First Aid, Building the Ambition and Fire Scotland. We agreed with her intention to update training on Child Protection and encouraged her to do this. The childminder regularly discussed the children's care, support and development needs with the parents. We found that the childminder was very supportive of the families she cared for and listened to the ideas and feedback given from the children and parents to help improve the service.

Overall, the childminder provided a service that was tailored to the individual needs of families.

## 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 provider should continue to develop methods to enable children to assess and improve the quality of care and support.

National Care Standards Early Education and Childcare up to the age of 16, Standard 13: Improving the Service.

**This recommendation was made on 31 January 2014.**

#### Action taken on previous recommendation

This recommendation had been addressed.

#### Recommendation 2

The provider should formally record maintenance and repair of premises and equipment.

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

**This recommendation was made on 31 January 2014.**

#### Action taken on previous recommendation

This recommendation had been addressed.

### 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	
31 Jan 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
31 Mar 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
27 Mar 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed



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