

Pinkerton Child Care Child Minding

Type of inspection: Unannounced
Inspection completed on: 7 March 2018

Service provided by:

Alison and Antony Richardson a
partnership

Service provider number:

SP2012011898

Care service number:

CS2012310736

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.

Pinkerton Childcare registered as a childminding service in October 2012. Conditions of the registration state that a care service can be provided to a maximum of seven children at any one time under the age of 16, of whom no more than five are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's own family. Other conditions state that children must be cared for by the named persons on the certificate and no overnight care should be provided.

Pinkerton Childcare was a partnership between Alison and Antony Richardson. They will be referred to as the childminders throughout this report. Situated in a small residential area near Dunbar, the service benefited from being surrounded by the countryside with only a few neighbours close by. It was a quiet rural area with lots of nature sounds and farm animals in neighbouring fields. The areas used for the service included a large livingroom, a smaller playroom and a downstairs toilet.

The children could only access the kitchen when supervised. The premises had a gravel area to the back of the house used for car parking and a large area to the side. This was part grass, part paving and housed small football goals.

The aim of the service was to "make sure the children are happy and enjoying themselves while they are in our care".

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children. The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are- safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

What we did during our inspection

We carried out an unannounced inspection on Wednesday 7 March 2018, 10.30-13.00. Both childminders and three children were present during the inspection.

During the inspection process we:

- observed the interaction between the children and the childminders
- saw the areas used by the service, both indoors and out
- read the children's files with the childminders
- looked at the service policies and procedures of which a copy was also taken away.

Views of people using the service

The three children present during inspection were all under three years, therefore had limited language to tell us about the service. Observing the children we could see that they were very comfortable in their environment. Two older children moved freely around the space, playing in the playroom and bringing toys to the livingroom to play with. They had lots of physical contact from the childminders and eventually took their naps cuddled up beside them. This suggested secure relationships. The younger child stayed with the childminders as comfort and reassurance was her greatest need that day.

We asked the childminders to give care standard questionnaires to parents prior to the inspection. Five completed questionnaires were returned. All parents strongly agreed that they were happy with the quality of care their child received at the service. Comments from parents are included throughout the report.

Self assessment

A self assessment was last requested in March 2017 and was completed by the childminders.

What the service did well

Wellbeing needs were a priority for this service and so children were nurtured and included. Positive attachments were formed offering security and reassurance to both parents and children.

What the service could do better

The service should consider its role in helping the children to achieve through introducing challenge and increasing the range of experiences provided.

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

Children settled easily into the service as the pace was determined by them and their parents. The children's needs were met in a responsive way as the childminders worked closely alongside the parents. The childminders could consider how to use their current recording methods (daily diaries and photos) to ensure the children's ever changing needs continue to be recognised and met. This would also allow them to easily share and review progress with parents every six months.

Parents told us they felt happy with the communication and responsiveness. Comments were: "We regularly

Speak and keep up to date with any changes to the children".

"If we have any views on the information then they will take them on board for the next time".

"Good verbal communication. I know both Alison and Tony will do as I want".

The service had procedures in place for managing medications for children and a policy which supported these. We advised the childminder that any medication which could potentially be administered should have forms completed by the parent giving permission and instructions.

The children experienced care from warm, nurturing adults who were calm in their approach. They were assisted to practice social skills and responsibility by sharing and thinking about their friends' feelings. They were encouraged to play together and there was also a recognition that some children liked to play alone. The children benefited from an ethos of inclusion. Regardless of age, all children were assisted to join in with group play if they so wished. Parents saw the benefit of this ethos and told us:

"Being alongside other children helps my child improve her skills".

"My child has made lots of new friends there".

"I find my boys can approach the childminders about anything from day to day things to personal things. Very comforting".

A range of toys were accessible for the children to choose from and move freely around the space. We suggested that the toys could be stored and displayed in ways which would encourage children to explore and discover them in an enticing way. We discussed why basic drawing materials were essential for the children's learning and self-expression. The childminders should consider how they could provide a range of materials which the children could use as they wish in a creative and imaginative way during their play. Best practice guidance Our Creative Journey would assist with this and is available on the Care Inspectorate's website.

The older children should now be involved in thinking about how to increase choice and variety of experience. The childminders should ensure the older children in particular are offered opportunities for challenge and learning new skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The children enjoyed spacious bright rooms with comfortable cosy areas for relaxing in a home from home environment. The separate playroom offered some freedom for the children to play semi-supervised, encouraging independence and responsibility. Younger children were assisted by the childminders in this as it was a new development for some.

Measures had been taken to ensure children were safe to move around the space independently. The childminders told us that risks and hazards were discussed with the children to raise their awareness and ability

to assess their own risk. Children were also involved in regular fire drills to prepare them for such events. An accident and incident recording system was in place however no forms were completed for incidents which the childminders spoke of. We discussed the importance of giving parents a copy of an accident or incident form to ensure children's wellbeing was monitored after leaving the service for the day.

Teaching about gentle touching and being respectful of animals was observed. An example was given of how a stepped approach to introducing the childminders dog helped a child with a fear. Whilst we acknowledged the benefits of animals to children's emotional health, we encouraged the childminders to have and regularly review a risk assessment of this. The assessment should take into account the often unpredictable nature of younger children and animals.

Due to the location of the premises, the children benefited from visits to the local farm where they could learn about the animals there. Daily walks in the countryside offered fresh air and freedom to explore the natural environment. Children also had access to a secure large garden area. A range of resources were available to encourage physical skills and playing together. The children had opportunities to plant, grow and pick fruit and vegetables. This introduced the children to the achievement of growing healthy food. The childminders could consider ideas from documents such as My World Outdoors and Space to Grow to help extend what they currently provided.

Parents commented about the environment.

"I feel the childminders home is suitable with enough toys and space for my child to play and feel safe".

"After nursery my childminder has taken my child on walks, to the garden centre and the shop".

"On school holidays they have trips to parks, beaches and countryside adventures".

"There is a big variety from board games, crafts, lego, quiet space and outdoor play. I'm very happy".

"They have a lovely garden with a secure gate and a swing set. My son loves to play so outside it is great".

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

Parents were invited to review the service annually through the use of a questionnaire. The childminders were able to demonstrate how they have used this feedback to change parts of their service. Children's views were also sought more informally and responded to. This let the children know that they were being listened to.

Parents had this to say:

"If I ask my childminder to do something then they will always take it on board and tell me about it at the end of the day".

"Tony and Alison are very approachable so I could speak to them at any point".

"They always ask if they can improve things to make it better for us".

The service had a full range of policies and procedures which were given to parents at registration. We discussed some small changes required to give clarity to parents.

Both childminders had renewed their first aid training within the last year. This allowed them to bring their first aid box into line with best practice. They both reported feeling more confident in dealing with any first aid emergencies which may arise with the children. Both childminders had also completed an online child protection refresher course this year. This raised their awareness of the different ways children could communicate any issues to them and the importance of sharing information with each other.

It was clear that the childminders were committed to providing a safe and nurturing service for the children. They were open to ideas for being even more responsive and were happy to discuss aspects of their service which could be reviewed. The childminders demonstrated how they reflected on their practice with each other and we encouraged this good approach. We signposted the childminders to a number of best practice documents available on the Care Inspectorate's website and The Hub. Using these documents would ensure the childminders consider a range of approaches to best suit the children's needs. The documents would also offer up to date ideas and inspiration for developing the experiences offered to the children as discussed earlier in this report.

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

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	
5 Jul 2013	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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