

Findlay, Christine

Child Minding

Type of inspection: Unannounced
Inspection completed on: 11 April 2018

Service provided by:
Findlay, Christine

Service provider number:
SP2003903962

Care service number:
CS2003006714

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

Mrs Findlay was previously registered with the Care Commission and her registration was transferred to the Care Inspectorate on 1 April 2011.

Mrs Findlay is registered to provide a care service to a maximum of six children under the age of 16, of whom no more than three are not yet attending primary school and no more than one is under 12 months. No overnight care can be provided. There are currently seven children accessing the service.

Mrs Findlay provides her childminding service from her home in East Kilbride. The service is well located for local amenities including nurseries and schools. Children attending the service have access to the ground floor level of the premises only. An enclosed back garden provides opportunities for children to enjoy fresh air and energetic play.

We checked the service was meeting the principles of Getting it Right for Every Child (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 parents to work with the services that help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Wednesday 11 April 2018 between 9:30am and 12:00pm. The inspection was carried out by a Care Inspectorate Early Learning and Childcare Inspector. We gave feedback and grades to the childminder on the same day.

During the inspection visit, we spoke to the childminder and the children in her care. We considered the experiences and activities available to children. We looked at some procedures and records that gave some indication of how the childminder managed her service and planned to meet the individual needs of children in her care. We considered how the childminder promoted positive outcomes for children linked to the GIRFEC wellbeing indicators.

Views of people using the service

There were two children present during our visit. The siblings were relaxed and confident in the childminder's home. The older child told us that she liked coming to the service and especially enjoyed doing arts and crafts. She explained that she had recently made hedgehogs and jumping chicks which was fun.

We issued three parental questionnaires to the childminder to distribute to parents using her service, one of which was returned prior to inspection. The parent confirmed that they were very happy with the quality of care provided. Comments included:

"Christine has been invaluable to us over the years."

"She gives us the flexibility we need and goes above and beyond to help us out and keep the kids happy and in a routine."

"Both kids have settled well right from the beginning and feel happy and safe with Christine and her family."

"She has become like an extended member of the family and we would recommend her to anyone."

Self assessment

We received a fully completed self-assessment document from the childminder before the inspection. We were satisfied with the way the self-assessment had been completed. The childminder told us through her self-assessment how she operated her service and worked with parents and children.

What the service did well

The childminder provided a flexible and reliable care service for children. She had created a relaxed, welcoming and friendly environment where children were respected and included.

What the service could do better

The childminder should continue her professional development by accessing a range of training courses and show how this impacts on improving the service and learning experiences for the children.

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	4 - Good

Quality of care and support

Findings from the inspection

The childminder knew the children in her care very well and planned care routines and learning experiences to meet their individual needs. She had developed personal plans that focused on supporting children to make progress, achieve new skills and meet milestones. She shared these with parents and worked in partnership with them to promote consistency and continuity of care where appropriate. The childminder had recently introduced a well-being folder for each child using the indicators from GIRFEC. This allowed her to monitor, evaluate and support the children to be safe, healthy, active, nurtured, achieving, responsible, respected and included.

The childminder provided experiences to support younger children with their speech, language and communication skills for example by attending the local library for various activities and storytelling at home. We

saw the young child requesting and listening really well to a story. To support children to develop social skills with their peers and to learn to share and take turns, she took the younger children to a local childminding group. This supported children to learn about fairness and respect for others. Older children were encouraged to learn new skills through their enjoyment of arts & crafts.

The childminder promoted and encouraged positive behaviour. In discussion with the children House Rules had been written and displayed. This approach ensured that children felt safe, respected, responsible and included within the childminder's home.

The childminder had a good understanding of her role and responsibility in protecting the children in her care. She shared with the Inspector the action she would take if concerned about a child's wellbeing. She had developed a child protection policy which was shared with parents. As it had been some time since she had attended child protection training it was suggested this might be beneficial to undertake to ensure she had the most up to date information and was following local and national guidelines. The childminder agreed to do this.

The childminder had a copy of the best practice document Management of Medication in Daycare and Childminding Setting. Using this document had ensured that the childminder administered, recorded and stored medication appropriately.

As the childminder provides the children in her care with a variety of snacks we advised her to contact her local Food Standard Agency to register her service with them.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Through our questionnaire the parent strongly agreed that the environment was safe and there were always plenty of toys and arts and crafts materials.

Children were thriving in a warm, welcoming and homely environment which was organised well to enable them to make choices and develop their independence.

The childminder had developed and implemented a sickness policy to ensure that the children were protected from illness. Systems to manage the risk of the spread of infection were effective, children were involved in the process. They understood the importance of washing their hands in keeping themselves healthy. In addition to this, the childminder ensured the environment was kept clean and hygienic, checking her home daily for potential hazards and taking appropriate action when required. She had recently attended first aid training therefore she was aware of how to care for children in the event of an accident.

To further extend children's learning opportunities and encourage them to be active the childminder's back garden was used. Children enjoyed planting flowers and taking care of them while they grew. The childminder had accessed a copy of the best practice document My World Outdoors and planned to use this for future development.

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

Although the childminder had been operating her service for many years, she was still committed to providing a quality service to the children and their families. She had made effective changes over her time as a childminder and continued to develop her service including parents and children in the process. This helped everyone to feel included and respected.

Daily discussions with parents and the use of questionnaires kept them up to date with what was happening in the service and the care given to their children. It also confirmed that the childminder valued their suggestions and feedback.

The childminder had used the Scottish Childminding Association (SCMA) and Care Inspectorate websites to keep her up to date with any changes in childcare practice. She had sourced a range of best practice documents which she had read to further develop the learning experiences for the children in her care. We signposted her to the new document, My Creative Journey for future reference.

Children were involved in evaluating the service through the use of a questionnaire. This had been adapted so younger children could participate by using a happy or sad face approach. This ensured that the views and suggestions of everyone using the service were valued and actioned.

Although the childminder had accessed First Aid and Food Hygiene training since her last inspection, we discussed how she should continue to attend a range of training courses which would extend her knowledge and skills. This would further improve her service and the experiences for the children attending.

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 rear garden area should be accessed and available for the children year round.

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

This recommendation was made on 4 April 2014.

Action taken on previous recommendation

This recommendation has been actioned by the childminder.

Recommendation 2

Mrs Findlay should notify us within 24 hours for example when a serious accident/incident results in a visit to hospital.

National Care Standards for Early Education and Childcare up to age 16. Standard 14: A Well-managed Service

This recommendation was made on 4 April 2014.

Action taken on previous recommendation

The childminder is now fully aware of the notification process.

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	
4 Apr 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
22 Apr 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
23 Mar 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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