

Lullaby Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 23 February 2018

Service provided by:
Beck, Jess & Sharon

Service provider number:
SP2009974733

Care service number:
CS2009229916

The service

Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to 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 Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Lullaby Childminding consists of Sharon Beck, Jess Beck, referred to as the childminders throughout this report. They provide their childminding service from their home in the East Lothian town of Gullane which is close to local amenities and transport links. The areas of the home used for childminding purposes are the playroom, living room, downstairs toilet and garden.

The service is registered to provide a care service to a maximum of eight 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 four are not yet attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of children of the childminders' family.

Minded children cannot be cared for by persons other than those named on the certificate. Fiona Beck may act as an assistant.

The aims and objectives of the service include the following:

"We aim to provide children with a 'home from home' where the children feel safe and relaxed. We have a dedicated playroom and provide a variety of toys and activities such as painting, gluing, baking and messy play. The children will be encouraged to participate in everyday activities such as shopping, walking the dog and gardening. We feel that this is important in achieving the 'home from home' we wish to create. We take the children to local parks and the beach wherever possible, we also take them to local cafes which helps the children to recognise local faces and build links within the community."

What we did during our inspection

During the inspection we spent time in the childminder's home observing the quality of the interaction between them and the two children present during the visit. We talked to the childminder's about aspects of the service

they provided and about their future plans. We looked round the parts of the childminder's home and garden used by minded children.

Views of people using the service

Before the inspection took place we sent three Care Standards questionnaires to the service for distribution to families using the service. All three were returned to us before the inspection took place. Two of the families strongly agreed and one agreed with the statement "Overall I am happy with the quality of care my child receives in this service. Additional representative comments included the following:

"Our child very quickly settled in and felt very comfortable with Jess, Fiona and the other children. For us the key things that we wanted from a childminder were a safe, happy, loving and fun environment and Tess and Fiona deliver this."

"Our children, now aged 7 and 4 have been going since they were both 7 months old. They love it, next to my parents I trust them more than anyone to take care of my children. They are both happy and contented at Lullaby. They helped and supported my children and us."

"I rely wholeheartedly on Jess and Fiona for the care, support and development of my child. I trust them implicitly and value the fact that they engage not only in play but in the whole well being, discipline and development of my child. Their care for my child's developmental needs has been outstanding. They go above and beyond every day."

Self assessment

The service completed a self assessment identifying strengths and areas for development within the service before the inspection took place.

What the service did well

The childminder's were committed to ensuring that the children in their care were nurtured and cared for in a family environment. Children's views and interests were used as the basis of activities that took place.

What the service could do better

Areas for improvement are identified in the body of the report.

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

Since the last inspection took place the childminder's had developed a closed face book page which they found to be an effective way of sharing information with families and of receiving comments and feedback. The page contained information about the service along with photographs of children taking part in a range of activities. This was a useful addition to the daily conversations which took place when children were picked up and dropped off. Private meetings could be arranged in addition to the six monthly reviews of children information. A parent told us "Jess and Fiona have been caring for our child since they were six months old. They are now nearly 6 so they are well aware of our views regarding their care. We talk every day, they share details of the days activities, progress, behaviour, eating and so on."

The childminders demonstrated their awareness of the needs of the individual children in their care. Where necessary they had worked collaboratively with families and other professional services to ensure children received the support they needed to ensure positive outcomes in all areas of their development. Children's interests formed the basis of all of the activities children took part in. We saw an example of this in the anti bullying project work some children had chosen to take part in. The childminder's showed respect for the children by involving them in putting together the simple house rules supporting and managing positive behaviour.

The childminders provided breakfast snacks and drinks for the children which were based on the NHS Scotland document Setting the Table, parents provided main meals. Children followed good hygiene procedures including hand washing at regular points in the day they included meals times, after using the toilet and after contact with any of the family pets. This helped to embed good habits for life and to prevent the spread of infection.

The administration of medication and of accidents and incidents was recorded. We saw that parents were not asked to give signed confirmation that their children had been given the first dose of any medication. We asked the childminder's to add this information to their medication procedures and directed them to the document 'Administration of Medication in Daycare of children and Childminding Settings'. They agreed to do this and told us they were about to change all of their record keeping systems to those provided by the Scottish Childminding Association as they felt this would bring consistency to their record keeping system.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We walked around all the parts of the family home used by minded children. We found they were safe, clean and well maintained providing a comfortable, welcoming home environment for children. A formal written risk assessment of the home was in place. This was supported by a daily visual check. Where concerns were noted they were dealt with immediately. Families were shown around the parts of the childminder's home their children would use before they took up a place in the service. This was also an opportunity to tell parents about how they kept their home clean and safe. A parent told us "Jess is meticulous about cleaning and very careful about safety"

When they were indoors children spent most of their time in the playroom. They were encouraged to take ownership of this room by getting involved choosing the colours for the annual redecorating of the space. The childminder's showed their respect for the children by involving them in making decisions about the purchase of new toys and resources. A parent told us "The nursery is full of developmental learning materials and toys." The quality toys and resources were stored where children could see and access them for themselves. This helped to ensure that children found their interests reflected in the activities and resources available to them. The living room was used occasionally if children wanted quiet space to play, or if the needs of the age range of children would be met by providing an alternative space. Children had opportunities for fresh air and active play in the childminders garden and by using resources in the local community.

Parents were positive about the range of opportunities their children were offered comments included "The routine is good, a mixture of structure and flexibility. Our child is active and enjoys being outdoors. The childminders allow the routine to be tailored to their wants and needs as much as possible." "My kids love arts and crafts, we always get lovely drawings home. They get a lot of outdoor play." and "The children are always learning new songs, games, drawings and creating things. They are also supported with reading and writing homework."

Accidents and incidents were recorded accurately. Parents were given information about accidents involving their child and any first aid treatment given.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The assistants named on the certificate of registration are part of the childminder's own family. They shared a mutual interest in childcare and decided to work together to provide their service in response to local demand. Protection of Vulnerable Groups (PVG) checks have been carried out on the assistants as part of the Care

Inspectorates registration process. Families using the service confirmed that they were aware of the assistants and the role they played in the care of their children.

Children ranged in age from pre school to those who attended before and after school and during school holidays. The childminders told us that having assistants meant the children did not always have to be together as a group. This allowed them to be flexible and provide a wider range of activities to meet individual needs, they found this particularly helpful for older children who they found were more likely to have their own specific interests. A parent told us "I couldn't wish for a better group of carers they go above and beyond every single day. They engage not only in play but in the whole wellbeing, development and discipline of my child."

The childminders were responsive to individual needs. They described daily meetings that took place before children arrived where they reflected on the previous day and used information from children and their families to provide a flexible daily plan of opportunities for the children. We asked the childminders to keep a record of these meetings, they agreed to do this. We will follow this up at the next inspection.

We were aware that one of the childminders also worked on a free lance basis for Education Scotland and had in the past shared her training in GIRFEC and in the Curriculum for Excellence. However since the last inspection took place the childminders had not taken part in any formal training. They were aware that updates in first aid, food hygiene and child protection were now needed. The childminders discussed their plans to update these training courses in the coming year. We will follow this up at the next inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The views of parents and children were important to the childminders in maintaining and improving the quality of their service. Parents confirmed that they had good relationships with the childminders and were positive about the opportunities they had to comment on the service. Comments included "Very open and communicative." "We speak at pick up but I feel I could call and speak to Jess at any time" and "They nurture an open relationship with parents."

As members of the Scottish Childminding Association the childminders had access to online support and information. They received the organisations regular magazine which included information about best practice documents, changes in legislation and ideas for activities.

A complaints policy was in place and was included in the information given to families about the service when they took up a placement. Families confirmed that they were aware of the complaint policy which included information on how to contact the Care Inspectorate should they wish to do so.

The childminders were aware of some of the documents which informed best practice and used them in their daily work with children and families. We reminded the childminders about the HUB. This is part of our website which includes information on best practice, new documents and changes to policies and procedures. We signposted recent documents including 'Our Creative Journey', 'My childminding Experience' and 'My World Outdoors'. Familiarisation with these documents would help in continuing to improve the quality of children's experience. The childminders agreed to look at these documents. We will follow this up at the next inspection.

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	
20 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good 6 - Excellent
14 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent Not assessed
30 Jan 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent Not assessed
15 Apr 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed

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