

# Karen Parsons Childminding Child Minding

Type of inspection: Unannounced  
Inspection completed on: 26 April 2018

**Service provided by:**  
Parsons, Karen

**Service provider number:**  
SP2013985480

**Care service number:**  
CS2013321917

## The service

### Introduction

Karen Parsons, (referred to as the childminder throughout this report), is registered to provide a 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 of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

The service is provided from the childminder's home in the west of Edinburgh. The house is located in a quiet residential street. It is close to local amenities and good transport links. The areas of the property used by minded children are the large kitchen/dining area, the downstairs toilet, front lounge and an additional ground floor playroom. There is direct access from the kitchen area to a large secure garden.

Aims and objectives of the service included:

"I will provide a welcoming, safe, friendly, fun and stimulating environment to allow children to develop and reach their full potential by providing them with a variety of learning experiences in a home based environment."

### What we did during our inspection

We carried out an unannounced inspection on Thursday 26 April 2018 between 11:00 and 13:30. On the day of the inspection there were two minded children present. Both children were not yet attending primary school.

During the inspection, we observed the interactions between the childminder and the children. We spoke to the childminder about the service she provided and observed the children in their play and at lunchtime. We walked around all areas of the home used by minded children. We looked at the resources available and the use of space. We looked at relevant paperwork and documents related to the service and the children who used it. We discussed the childminder's policies and procedures, as well as looking at any quality assurance information.

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 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. Getting It Right For Every Child 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 Getting It Right For Every Child. 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.

### Views of people using the service

Children presented as happy and relaxed throughout the inspection visit. They were engaged in their chosen activities and were happy to show us the toys they enjoyed.

We issued three Care Standard Questionnaires (CSQs) for parents prior to the inspection. All three questionnaires were completed and returned to us. All three respondents strongly agreed with the statement "Overall, I am happy with the quality of care my child receives at this service". Some comments received within the CSQs included:

"I am very happy with the service Karen provides. She is professional and I have no concerns when my child is in her care. She provides a stimulating, caring environment and my child is always happy to go to her in the mornings".

"Karen's home is welcoming, clean, tidy and safe for young children".

"She always tailors my child's care according to our needs. Karen always goes the extra mile in order to promote the best care possible."

## Self assessment

We received a detailed self-assessment from the childminder. It considered what the service did well and identified areas for development.

## What the service did well

Children were nurtured and included as the childminder had a very warm and caring approach. The childminder knew children well and offered a continuity of care that effectively met individual children's needs. Children benefitted from a wide range of experiences that supported them to be healthy, active and included. Children were safe and respected as the childminder's home provided a very comfortable and homely environment for them.

## What the service could do better

The childminder should continue to access training and learning that will support her to continue to provide children with quality play experiences. The childminder should continue to develop resources that support children to explore and develop their natural curiosity and creativity.

## 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

Children presented as happy and relaxed throughout the inspection. They sought comfort from the childminder who was warm and caring in her approach. It was clear children had developed positive attachments with the childminder contributing to them feeling secure and nurtured. Children received positive praise and encouragement. This helped them to develop confidence and self-esteem.

Children were content, as the childminder was very responsive to their changing needs, for example as they became hungry or sought out a different activity. The childminder knew children very well meaning she could consistently meet their needs. She gathered detailed information that helped her to provide a very good continuity of care. Personal plans were in place and this helped the childminder review children's care and development. Using the SHANARRI indicators, the childminder supported children to make progress in all areas of their development. Progress was shared with parents, which ensured they were included and respected by the childminder.

Children were active and achieving as the childminder provided a range of experiences that reflected children's needs and interests. The use of skilful questions when interacting with children helped them to develop their play and imagination. Children had access to the large secure garden. This gave them daily opportunities for physical, energetic play.

Children were learning how to be independent, for example at lunch time children were encouraged to open their own packaging or peel fruit. Snacks provided by the childminder were varied and healthy. The childminder followed best practice guidance 'Setting the Table' (NHS, Scotland) to plan snacks and support children to develop healthy eating habits. A parent told us, "Karen offers fruit and either breadsticks, toast etc. We are very happy with the snacks Karen provides."

Children were safeguarded, as the childminder knew how to record and report any child protection concerns. The childminder had undertaken child protection training that enhanced her knowledge in this area. Children were safe and healthy as the childminder had undertaken first aid training and was confident in respect of how to deal with any accidents or emergencies. There were clear procedures in place for managing medication and ensuring it was administered safely.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

Children were safe and healthy as the childminder's home was clean, tidy, and very well organised. The childminder carried out daily visual checks to assess the environment and ensured any hazards were

appropriately managed. Children were supported to wash their hands regularly, for example before meals and after using the toilet. This kept them healthy and helped the prevention and control of infection.

A chalk mural representing each of the children within the service and family was visible in the indoor porch area of the childminder's home. This provided a warm welcome for children as they entered the house each day. The layout and use of space within the childminder's house provided a very safe and nurturing environment for children to play, relax, and socialise. We concluded that children felt included and respected because we saw that they moved freely around the childminder's home. They could make independent choices about how and where they played. The large spacious kitchen included an area with resource boxes that children could access meaning they could develop their play ideas and add items to their play as required.

Children benefitted from a wide range of resources that reflected their needs and preferences. The childminder had introduced some natural materials that supported children to experiment, explore, and be creative in their play. Tactile resources such as sand and water supported children to develop their problem solving skills.

Children were active and healthy as the childminder made very good use of the outdoors. Children engaged in a variety of experiences that allowed them to access fresh air and nature. This included regular trips local parks, the zoo and further afield to various farms. Children were included in their local community as they attended playgroups, the local library, and rhyme time sessions. One parent told us, "Karen provides a really varied daily routine. She attends local playgroups and often trips to the zoo, park, or library. These types of experiences supported children to be healthy, active, and achieving.

## 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

Children were nurtured and healthy as the childminder had a very good system in place for recording their personal information. Any information held was reviewed and updated every six months or earlier if required. This information was kept in an organised and secure way meaning families were respected. Regular updates, daily discussions and relevant photos, informed parents about what their child enjoyed and helped them to be included in their child's learning. Children were benefitting from a very good level of care, as communication between the childminder and parents was open, consistent, and positive.

The childminder had relevant policies and procedures in place to support children's well-being. These also helped ensure positive and transparent relationships with parents. Policies reflected current legislation and best practice meaning parents could be confident that children were safe, respected, and nurtured whilst in the childminder's care. Within her child protection policy, we asked the childminder to include that it was her duty to inform the Care Inspectorate of any child protection incidents or referrals made. This is to ensure parents are fully informed about this step in the procedure. We were confident the childminder would make this addition to her policy and will follow it up at the next inspection.

Children and parents were included in the development of the service. Parents regularly received questionnaires and we saw their feedback was valued by the childminder. A parent told us, "She always gives us questionnaires to get feedback about the service." Children were consulted and activities were planned based on their suggestions. This promoted a sense of inclusion and respect between the children and childminder.

Children were active, nurtured, and achieving as the childminder was confident and knowledgeable with regards promoting positive outcomes for children. The childminder was aware of the Care Inspectorate Hub and other relevant sources of information. We discussed new best practice guidance such as 'My Childminding Experience' and 'Our Creative Journey', both of which are available on the Care Inspectorate Hub. The childminder was aware of these resources and we were confident she would use these to further develop the service provided to children and families. Training in relation to the best practice document 'Building the Ambition' (The Scottish Government) had supported the childminder to offer fun, interesting and child led experiences.

## 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

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](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	
12 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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