

Marjoribanks, Susanne **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 16 April 2018

Service provided by:
Marjoribanks, Susanne

Service provider number:
SP2008969217

Care service number:
CS2008172700

The service

Introduction

The childminding service is provided by Susanne Marjoribanks, referred to as the childminder in this report. The service is registered to provide a care service to a maximum of six 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 three are not yet attending primary school and of whom no more than one is under two months. Numbers are inclusive of children of the childminder's family. Minded children cannot be cared for by persons other than those named on the certificate. Overnight service will not be provided.

The service is provided from the childminders home in a residential area of Currie near Edinburgh. The childminder uses the kitchen/diner and lounge for indoor activities and the garden to the rear of the home for outdoor physical play. The home is near a number of local walks, parks and local amenities.

The childminder had developed aims for the service which included:

'I will keep the service user informed to how the child/children are getting on and will encourage regular feedback.

I will encourage positive behaviour at all times and will respect each child as an individual and each child will be treated equally.'

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

What we did during our inspection

The inspection was carried out by an inspector from the Care Inspectorate. The unannounced inspection took place on 16 April 2018.

As part of the inspection process we asked the childminder to issue care standard questionnaires to parents using the service.

During the inspection we gathered evidence from various sources including talking to the childminder, talking to children, looking at key information kept to ensure that children's needs were met. We walked round the home with the childminder and assessed the suitability of the environment and equipment used for childminding.

Views of people using the service

There was one minded child present during our visit. They told us they loved coming to play with Susi and clearly had a warm and fun relationship with the childminder and the childminders children.

We issued three care standard questionnaires as part of the inspection process. Three parents commented very positively about the service they and their child received from the childminder. Comments included:

'We are very happy with the service. Susi is friendly, energetic and approachable. She is also flexible and helps us with unplanned childcare where she can.'

'We recommend Susi to everyone. She is brilliant at her job. Caring, thoughtful, innovative and very professional at all times.'

Self assessment

The childminder had completed the self assessment fully identifying how her service provided children with positive outcomes. Areas of strengths were identified including the methods she used to communicate with parents and gain the views of children. The childminder had identified some areas where she wished to develop her practice through information from good practice documents.

What the service did well

The childminder provided a very good range of group and out of the home activities balanced with home time to ensure that children were able to relax and receive a high quality of home care.

What the service could do better

The childminder was performing very well and was encouraged to continue with her professional development and implement this in the provision of her service.

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

The information gathered to make up a child's personal plan was comprehensive and reviewed in line with current guidance. A very good range of information was collected on younger children to help track development and prompt discussions with parents. The childminder talked positively about children and evidenced that she knew children in her care well. This helped her to meet individual needs and provide tailored care.

The childminder had a good understanding of the approach Getting it Right for Every Child and the principles of the well-being indicators safe, healthy, achieving, nurtured, active, respected, responsible and included. The childminder used the well-being indicators to plan her day and experiences for children. We discussed how this could be further shared with parents by including reference to the wellbeing indicators in photos she shared with parents.

Communication from the childminder was said to be very good and professional by parents. One parent commented that: 'We get a lot of information when we collect our child. We also know that Susi would call us if she needed to talk to us in private.' The childminder had set up a closed Facebook group for parents. This was

used along with verbal communication, e-mail and text. Parents had all been given information on the remit of the Facebook group and the closed nature of it. Good thought had been given to the safety levels of social media for sharing information.

There was one child present during our visit. This child was happy, relaxed and appropriately confident with the childminder. She told us that she liked coming to play and spoke warmly to the childminder giving and receiving cuddles. The childminder responded with fun and energy making the child feel special and evidencing a nurturing approach.

The childminder talked about the balance between making sure that children had an interesting and fun time with her and need for periods of homecare and self motivated play. She was aware of children's individual needs and preferences with regards to activities and groups and had arranged her service to reach a good balance of group activities and playing at home. She attended regular groups and used local parks and walks with children. Strong links had been made with other childminders in the area which enabled group play and outings.

All parents commented on the richness of the experience children received when at the childminders. They commented on the time the childminder took to plan the wide range of activities indoors and in the garden. The child present on the day of our visit said that they had 'loads!' of things to do. We could see from evidence on the childminders closed Facebook page that a rich learning environment was provided daily.

Parents provided meals and some snacks for their children. The childminder provided water throughout the day to ensure that children were well hydrated and provided fruit as an additional snack if children requested it. The childminder was aware of good nutritional practices and current guidance. Children ate at the dining table to promote a social element to meal times and good eating habits and practices.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The areas which were used for the childminding service were bright and very well maintained. There was ample space for children to play together or individually and older children could have some privacy and independence whilst being appropriately supervised. On the day of our visit the home was safe and secure with a good range of risk assessments carried out to promote safety.

The childminder used the garden to the rear of her home for outdoor play. This area was safe and secure for children to use for a range of activities. When the garden was not used local walks and trips to the park were offered to promote outdoor physical activity.

The childminder had developed several policies and procedures which were shared with parents to tell them how she kept their children safe. Procedures such as child protection had been enhanced by training the childminder had attended. Medication and infection control procedures had been updated using good practice guidance to ensure that they were current and meaningful.

The childminder had undertaken training which was used to keep children and the environment safe. The childminder had a current first aid certificate and had attended food hygiene training.

Parents said that the environment was always well maintained and provided their children with a 'lovely place to be'.

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 was proactive with regard to training and her professional development. She had an understanding of childcare issues and current good practice documents. She shared her practice with other childminders and shared ideas and information with them.

The childminder used good practice guidance and information provided from the Care Inspectorate and the Scottish Childminder Association to influence her practice. Where possible the childminder accessed additional courses to enhance her professional knowledge. We suggested looking at some of the online information to update child protection training if a suitable course could not be found.

The childminder regularly sought feedback from parents. This was generally verbally but questionnaires had been used in the past. Parents said that the childminder was open and frequently requested feedback on the service she provided. Children were regularly asked about activities they wanted to do and were able to some extent have an influence on the pace of the day.

Parents who responded to the care standard questionnaire commented on the professional nature of the childminders service. On the day of our visit we found her to be enthusiastic about childcare and committed to providing very good outcomes for children in her care.

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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
3 Apr 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
25 May 2010	Announced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
27 Aug 2009	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	Not assessed

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