

Duncan, Audrey

Child Minding

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

Service provided by:
Duncan, Audrey

Service provider number:
SP2003905944

Care service number:
CS2003012218

The service

Introduction

Audrey Duncan is currently 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 are under 12, 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 children of the childminder's family .

An additional named child not yet attending primary school may be cared for every two weeks on a Wednesday between the hours of 12 noon and 4pm.

This will revert back to a maximum of eight children at any one time under the age of 16 of whom no more than six will be under 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months once a pre-school child starts primary school or stops using the service using this time period. Numbers are inclusive of the childminder's family

The childminder is currently caring for nine children on a part- time basis. The childminder does not have any children of her own under 16.

The childminder operates her childminding service from her family home in the Midlothian area. Children have access to the downstairs rooms in the property and the back garden
The service is close to amenities, parks and schools.

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 Getting it right for every child: 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. We visited the childminder to carry out an unannounced inspection on 23 April 2018 at 13.30pm.

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

One minded child was asleep when we visited the service. Another child arrived during the inspection. They were comfortable with the childminder and appeared at home in their environment.

Three parents returned the care standard questionnaire prior to our inspection. All agreed that they were happy with the quality of care their child received from the childminder. Comments are noted below:

"My child considers Audrey as an extended part of the family. She loves going to Audrey's and always wants to stay longer to play with the other children. Audrey goes out of her way to support us as a family and I know I can rely on her to take good care of my child. I don't know how I would cope without Audrey. My child loves her time there and this is great for me at work knowing my child is safe and happy".

"I couldn't recommend Audrey more - she is passionate about her job. She is the right person in the right job. I trust her 100%. Always looking at the kids and parents needs. Very flexible and open minded".

"I would recommend Audrey to anyone looking for childcare. She has been fantastic with both my children, particularly with my youngest who she currently cares for. My child had issues settling but Audrey worked closely with me to help my child feel very safe and secure. My child really is a different child and has come on leaps and bounds. There is no doubt in my mind that is down to Audrey and the wonderful care she has taken of her".

Self assessment

The childminder should ensure she completes the self assessment when requested by the care Inspectorate to do so. This should evidence how they promote positive outcomes for the children attending the service.

What the service did well

The childminder had established very good relationships with the children and their families and offered a service that met their needs. The childminder had developed a calm environment and children were happy to attend.

What the service could do better

The childminder should continue to develop the children's personal plans and include strategies of support if necessary.

She should submit a self assessment when requested to do so by the Care Inspectorate and display her most recent certificate of registration.

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 were being cared for by a warm and caring childminder who wanted to provide a good service for children and their families. She had built strong relationships with parents and could describe how she used the information they gave her to care for children.

The childminders knew each child as an individual and could describe each child's needs and interests. Parents confirmed that they felt the childminder knew their child well and provided a good level of communication. The childminder kept information on each child. We found that the childminder met the child's individual care and support needs on an on-going basis. We have asked her to develop the children's personal plans. This should include the support she will provide if a child's stage of development, need or circumstances changes. This had been a recommendation made at the last inspection. She has agreed to do this and we will follow it up at the next inspection.

The role of the family in children's lives was respected and recognised as an important part of understanding the child as a whole. The childminder had built supportive relationships with families over the years. This included events for families to join their children in the service which helped them to feel included and respected by the childminder. A parent commented "Audrey goes that extra mile with the children. She has a yearly Easter egg hunt in the park with a big picnic".

The childminder ensured continuity of care and supported transitions to school and nursery for the children. She maintained similar routines to children's home routines as much as possible and worked in partnership with parents.

Healthy lifestyles were encouraged through healthy eating and active play. The childminder provided all meals and snacks for children and these were mainly home-made. Children went with the childminder to the local shops to get the food for snacks and meals. A parent commented "every week the kids have fresh fish from the fish shop". Children also had access to variety of physical and active play experiences which supported them to have daily access to fresh air.

Through discussion, we established that the childminder had good knowledge of safe guarding children in her care. She knew who to contact for guidance and to report concerns which helped to protect children and keep them safe.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The house was comfortable and child friendly providing a homely environment. A very good variety of play opportunities was provided for the children who had free access to the resources available. The childminder used very good methods to ensure that her home was clean for the children using her service. Parents commented "My child comes home with fabby things she has made at Audrey's" and "Childminders house is the cleanest house I have ever seen. It is maintained very well".

The childminder demonstrated a very good awareness of how fresh air and exercise helped to promote children's all round development and helped keep them fit and healthy. Children were often out and about in the local community, getting access to fresh air daily and engaging in active, physical play opportunities. Use of local parks, wooded areas and countryside walks allowed children to engage in risky play experiences which encouraged children to be responsible and keep themselves safe.

By attending local toddler groups and other community activities, children were developing their social skills and building relationships with other children. Using the local community helped children to feel included as well as developing respect and responsibility for their immediate surroundings.

The childminder promoted good health by reminding children to wash their hands before eating, after toileting or playing outside. She also told us how she took precautions to minimise the spread of infection within her service. This reduced the risk of cross infection and kept children safe and healthy. All children's resources were clean and fit for purpose.

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 good at supporting the children and families in her care. She knew each child and their family very well and this allowed her to make changes to her service to meet their needs. The childminder was sufficiently organised with regard to paperwork necessary for the provision of the service. The range of information about children and the service was not excessive but meaningful and effective.

Parental participation was encouraged through regular and open communication. Parents were asked for their views about aspects of the service. The childminder should develop the range and ways of involving parents and children in evaluating all aspects of the service.

The childminder had undertaken some training since our last visit. This included first aid and child protection training. She had knowledge of Girfec and the SHANARRI indicators. She described keeping children safe, healthy and ensuring they are treated as individuals. The childminder should review any training undertaken and

identify the value of this in contributing to developments in her service and improved outcomes for children. This process will help her to identify further areas for improvement and on-going training needs.

The childminder worked with a group of local childminders which gave them opportunity to discuss practice issues and any changes to legislation. This ensured that the service was able to keep up to date with recent developments and provide a quality service for children. We also introduced the childminder to Your Childminding Journey, which aims to support childminders with both self-reflection and provide best practice guidance. The childminder had access to a selection of learning materials such as the Care Inspectorate's magazine Care News, and Scottish Childminding Association magazines. These provide good support and helped share information and good practice. We encouraged her to access the Care Inspectorate website on a regular basis to further support this and to keep herself informed of new initiatives.

The childminder did not provide an updated self assessment. She told us that she had IT difficulties. She agreed to provide a self assessment when requested by the Care Inspectorate. This would evidence how she promoted positive outcomes for children. The childminder also agreed to update her registration certificate to the most recent copy.

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

Recommendation 1

The childminder should further develop children's personal plans to include the wellbeing indicators from GIRFEC (Getting It Right For Every Child) and identify next steps for each of the children in relation to these National Care Standards : early education and childcare up to the age of 16 years . Standard 4:Engaging with children

This recommendation was made on 15 March 2016.

Action taken on previous recommendation

The childminder had a range of documents that contributed to a personal plan. She should continue to develop them to include clear strategies of support as and when required. She agreed to do this and we will follow this up at the next inspection.

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
18 Apr 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good Not assessed 5 - Very good

Date	Type	Gradings	
1 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
21 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
4 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
23 Jul 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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