

Findlay, Anne Child Minding

Type of inspection: Unannounced
Inspection completed on: 2 July 2018

Service provided by:
Findlay, Anne

Service provider number:
SP2004933287

Care service number:
CS2004078272

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

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Anne Findlay 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 12 months. Numbers are inclusive of children of the childminder's family. No overnight care will be provided. The childminder is currently caring for three minded children on a part-time basis to suit individual families needs. She also cares for some of her grandchildren on a flexible basis throughout the week, but total numbers and age groups remain within the conditions of her registration.

The childminder operates her service from her family home, which is a semi-detached property in the Coatbridge area of North Lanarkshire. There are schools, nurseries, shops and parks nearby.

The children have access to the downstairs of the property which includes a living room and kitchen which leads on to a large enclosed back garden. The children access the bathroom which is upstairs in the property.

The childminder's aims include:

'To provide quality affordable childcare for children aged between 0-16 during the hours of 07:30 and 18:00, Monday to Friday. To provide this service from home in a safe, secure, happy environment to develop and learn through play.'

What we did during our inspection

We wrote this report following an unannounced inspection. One inspector carried out this inspection on Monday 2 July 2018 between the hours of 09:30 and 11:30 when one minded child was present.

We observed the care, support and interactions between the childminder and the child, the activities and resources available to the children over the course of the week and sampled some documentation. This included two children's personal plans, certificates of registration, insurance and training. We discussed routines and practices within the service, outcomes for individual children and some areas for improvement.

We check services are 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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

There was one minded child present over the course of the inspection. Although quiet, we could see they were happy and confident in the care of the childminder.

We sent three questionnaires to the childminder before the inspection to distribute to parents whose children experienced care at the service. All three were returned before the inspection. The high quality of care and support was noted by all three parents. Comments included:

'Anne is a fantastic childminder who cares for my child as though they were one of her own. I have a great deal of trust in her and the care she provides for my child. She also provides instrumental learning experiences to support their development. They have grown so much in their time there. Thanks to Anne their confidence and social skills amaze me. Anne is reliable and flexible and has been a great support to our family.'

'Anne has played a huge part in helping raise our children. We feel very blessed to have found a very special lady who has supported and cared for our children to the extent she has over the years. She works extremely hard to ensure the safety and happiness of all children in her care. She is kind, empathetic, patient and supportive to kids and parents alike.....we love her for loving them and will always be hugely thankful.'

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder prior to the inspection.

The childminder listed what she thought she did well. We advised that future self-assessments should be expanded to include outcomes for children and identified areas for improvement.

What the service did well

The childminder demonstrated warm and nurturing care and support to the minded child throughout the inspection. Through conversations and documentation, it was clear she had established strong bonds with all of the children and families who experienced care at her service and knew their individual care and support needs very well.

What the service could do better

The childminder should ensure that all children's personal plans are reviewed with parents at least once every six months in line with legislation, to ensure they are a current reflection of each child's care and support needs. She should ensure she becomes familiar with the new Health and Social Care Standards and updates relevant written policies and procedures to reflect these.

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 childminder had maintained very good relationships with children and families. Daily conversations, text messages and satisfaction questionnaires offered varied opportunities for parents to share their ideas, while including them in their child's daily routine, activities and the service as a whole. This ensured parents' views were sought and respected. We saw that the childminder was responsive to the child's request for support and alternative toys during the inspection.

Through observations and discussions, it was clear the childminder knew the care and support needs of each of the children in her care very well and linked in with routines in the family home. This respected families' views and supported individual children's care and support needs. Personal plans had been further developed to include the wellbeing indicators of being safe, healthy, active, nurtured, achieving, respected, responsible and included. Information was relevant to the individual child's stage of development, needs and interests.

All three parents who completed the care standards questionnaires strongly agreed that the childminder regularly involved them in reviewing the information they had about their child. Comments included:

'Regular communication via face-to-face or phone. Approach to care adapted to suit my child's needs as they develop.'

'Since our child's first day our views have been understood and taken on board, which we are delighted about. It's the simple things that go a long way. On occasion, we have explained things our child likes/dislikes, but over time we haven't needed to ask as our childminder knows just as much as we do.'

We advised that these next steps which had been identified and agreed with parents should be recorded within the child's personal plan to ensure this was a current and accurate record of each child's care and support needs.

Although no children currently required medication, the procedures for parental consent, storage and administration were in line with current best practice. This contributed towards children's health and safety while in attendance at the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home was clean, spacious, warm and welcoming. The minded child played happily with dolls, prams and jigsaw puzzles throughout the inspection with support from the childminder, as required. The child's achievements in completing large puzzles were recognised and praised which increased the child's confidence in her abilities. The childminder was responsive to the child's requests and sensitive to her care and support needs throughout the inspection, creating a relaxed, homely environment.

A large, enclosed rear garden offered additional opportunities for active play in the fresh air. A recent purchase of an outdoor play house extended children's imaginative play and offered additional learning experiences. The childminder spoke of the varied daily activities, both indoors and outdoors, which supported children's physical development, curiosity and creativity and met children's individual needs and stage of development. She had planned to visit a park further afield for the day to explore the natural environment and have a picnic lunch, as there was more time over the school holiday period.

Parents commented:

'Our child is involved in a lot of fun activities, such as games, painting, drawing and sometimes go on days out to the park and soft play. All the things we do as parents, which is great.'

'Toys are clean, safe and age appropriate. Anne also has a great selection of books which supports my child's language development.'

The childminder had accessed current best practice infection prevention and control guidance as recommended at the last inspection. We noted that hand hygiene, nappy changing procedures, cleaning and exclusion periods for childhood illnesses were in line with this. This contributed to maintaining a safe and healthy environment for children.

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 periodically accessed the Care Inspectorate and Scottish Childminding Association (SCMA) websites and publications to keep abreast of current best practice and legislation. She enjoyed reading current publications such as 'My Childminding Experience' which gave examples of good practice and experiences from various childminding services across Scotland. We discussed and signposted the childminder to the new Health and Social Care Standards to update her knowledge, practice and procedures and 'Your Childminding Journey' which is a development and learning resource. This would further support her role and responsibilities as a childminder, assist with self-evaluation and the ongoing development of the service.

The childminder worked closely with another registered childminder in the area. This provided peer support, a named emergency contact for parents and opportunities for the children to socialise with other minded children.

The childminder had attended child protection training as recommended at the last inspection. She felt that this training had reassured her that she was up to date with current procedures in keeping children safe. She had also attended first aid training to support children's health and wellbeing and keep up to date with any changes. We signposted the childminder to additional online training courses for early learning and childcare which would be accessible at a time convenient to herself. We advised that all training attended should be evaluated to record outcomes for children, the impact on her professional development and any changes or developments made to the service as a result. Parents agreed that they were included when any changes were made within the service, that their views were respected and that overall, they were happy with the quality of care their child experienced at the service. Comments stated:

'Advance notice of any changes of routines or events. Anne will ask for permission and let me know of any changes. My child will know of any changes in advance, daily.'

'We are absolutely delighted at the service Anne provides. Our child is so happy there and has been made welcome in her home. I can honestly say we haven't had any concerns for our child's wellbeing or safety.'

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 refer to the current best practice document to inform her practice and procedures with regards to infection prevention and control.

National Care Standards for Early Education and Childcare up to the age of 16 – Standard 2: A safe environment.

This recommendation was made on 17 June 2014.

Action taken on previous recommendation

The childminder had obtained a copy of current best practice guidance 'Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings)'. She had updated her practice and procedures in line with this guidance. Therefore, this recommendation has been addressed.

Recommendation 2

The childminder should access current child protection training to keep abreast of current legislation, to meet the needs of the children and families and for the ongoing development of her service.

National Care Standards for Early Education and Childcare up to the age of 16 – Standard 13: Improving the service.

This recommendation was made on 17 June 2014.

Action taken on previous recommendation

The childminder had attended child protection training. Therefore, this recommendation has been met.

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	
17 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
13 Jul 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
13 Feb 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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