

Phillips, Florence Child Minding

Type of inspection: Unannounced
Inspection completed on: 14 May 2018

Service provided by:
Florence Phillips

Service provider number:
SP2003901892

Care service number:
CS2003003609

The service

Introduction

Mrs Phillips is registered to provide a childminding service for up to six children up to the age of 16, of whom no more than three children should not yet be attending primary school, and of whom no more than one child is less than 12 months old. Numbers are inclusive of children of the childminder's family.

The childminder operates her childminding business from the family home in Lenzie, East Dunbartonshire. The rooms on the ground floor of the house are used for childminding. Children also have access to a large private garden for outdoor play. The garden is at the rear of the property and has secured gates.

The overall aim of the service was: "To provide a safe, secure and stimulating home environment where you will be content to leave your child. We aim to encourage healthy development within a nurturing environment. Hopefully we can work co-operatively to ensure a consistent approach between home and care environment to enhance the wellbeing of your child."

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included - often referred to as 'SHANARRI'.

What we did during our inspection

An early learning and childcare inspector carried out a short notice announced inspection on Wednesday 9 May 2018. As part of this inspection we spoke with the childminder and one minded child. We observed the care given by the childminder and the interactions between her and the minded child. We looked at a number of documents including children's personal plans, risk assessments, training records, sections of policies and procedures and insurance certificates.

Views of people using the service

The one minded child present during our inspection was confident and chatty. He shared his folder with us, talking about the photographs and activities he had enjoyed.

We sent the childminder three care standards questionnaires to issue to parents prior to our inspection. The Care Inspectorate received three completed questionnaires. Positive comments included;

"Care provided - very happy. Children are very happy in Florence's care."

"Florence provides a fantastic service, her patience and caring manner have made my children view her as an extension of our family, rather than purely a childminder. I have never had one second of doubt that my children were safe and happy whilst under her care. I am extremely grateful to Florence for treating my children with love, dignity and consideration for their individuality."

"Parents and children were all asked what they would like to see included in the play area being built in the back garden. When my sons were interested in new TV shows/characters, Florence makes a point of accessing or buying toys/books/jigsaws to match their interests. Lots of discussion around my opinions of including limited ICT use by my boys."

Self assessment

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

What the service did well

The childminder provided very individualised care for children and families based on their interests and needs. She worked hard to engage with parents and children, developing and building resilience and establishing strong family relationships. She communicated very well with parents, regularly exchanging information and seeking comments and feedback about her service.

The childminder was very well trained and well informed of relevant research and theories examining the development of children's confidence, self awareness and wellbeing.

The principles of the Scottish Government guidance Getting it right for every child (GIRFEC) was well embedded in practice as were other current good practice documents, such as Building the Ambition and My World Outdoors.

What the service could do better

The childminder should continue to develop her service as planned.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

Quality of care and support

Findings from the inspection

We could see that the childminder knew the minded child very well and responded to his individual needs in a caring and nurturing way. The child was very comfortable in the childminder's care. We observed the childminder as she supported and encouraged the child in his play. The childminder implemented a very child centred approach, giving the child choices about what he wanted to do and the toys that he wanted to play with. The childminder was respectful in the way that she supported the minded child to make decisions. We saw that play activities involved all children in planning, leading and evaluating activities.

Prior to children starting the service the childminder invited children and families to visit her home. Parents were invited to look at 'Our Childminder' folder, a guide to the service created by children. This provided an excellent example of child led participation. Children selected the information they wanted to include in the folder, chose samples of their work depicting activities they enjoyed, provided pictures and drawings of play resources available and included comments about their childminder and their experiences at the service.

All children had personal folders which they kept up-to-date with their own work and comments. The childminder also provided parents with a monthly resume of development including interests of the child, activities they had enjoyed and highlights of the month. Children also added their comments to this. The childminder had a sound understanding of the wellbeing indicators from GIRFEC and used these to reflect children's learning and development. Various photographs of the children with their families were displayed in the room used for childminding.

The childminder used mainly text to communicate with parents during the day. She issued questionnaires to families each year to ensure that feedback about the care, activities and experiences the children received was taken into account. We looked at parent questionnaires and emails and references that were given to the childminder since the last inspection. Very positive comments were recorded by parents. Letters and thank you cards from parents were also available.

The childminder took children's interests into consideration whilst planning activities for them. She told us about the current focus, planning ahead for language and how she used the child's own interests to develop literacy and numeracy skills also. Children who required additional support were very well supported. We saw evidence that the childminder communicated regularly with parents and school in order to fully support the child and meet their needs. She implemented a transition process in accordance with parents' wishes.

The childminder was committed to supporting children's health and wellbeing. She considered nutritional guidelines to plan menus for children and used these to plan nutritious snacks for children. She was also familiar with toothbrushing guidance and promoted this daily.

Children were encouraged to be physically active. The childminder accessed local walks each day, used the garden, local parks and countryside and visited soft play facilities. She promoted healthy lifestyles in discussion with children and parents. We found that the childminder had good systems in place to administer, store and record any medications children had been given.

An effective child protection policy was in place. The childminder was well aware of appropriate responses to any concerns. Since the last inspection she had completed Child Protection training.

Overall the individualised, responsive care and support provided to children and families meant that children benefited from very positive outcomes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The childminder provided a warm, comfortable, home from home environment where children were treated as part of the family. Minded children knew and were comfortable with members of the childminder's family. During our inspection we observed very positive, nurturing relationships between the childminder and the minded child.

The childminder's home was clean, tidy and well maintained. Children had access to the living room, new downstairs playroom, kitchen and bathroom. A secure rear garden, which was accessed via the kitchen door, provided space for children to play and run about.

The childminder had further developed opportunities for children to play, learn and be curious about their natural environment. Care Inspectorate guidance 'My World Outdoors' was embedded in practice and this positively contributed to children's health and wellbeing and early learning experiences. Children and parents were consulted about a new jungle gym planned for the garden. Their views and opinions influenced the design of the gym which included climbing nets and a nest swing at their request. A new inbuilt sandpit was created as was a bug hotel, mud kitchen and water play resource. Feedback from children and parents was extremely positive. Children also enjoyed planting and growing with fruit grown being used for snack.

Children benefited from regular visits to local parks, local natural wooded areas and community groups. The childminder told us that younger children enjoyed the childminder's drop in group where the childminder had a key role in leading song and dance activities for all children attending.

Recently the childminder had redesigned a small downstairs bedroom for children's use and to enable easy access to additional play resources. Children were involved in decision making about the layout and resources. We saw an attractive wall display showing photographs of children and their families and activities they enjoyed whilst at the childminder's home.

The childminder checked the environment indoors and outdoors on a daily basis prior to children arriving to make sure that it was safe for children. She also had detailed risk assessments in relation to the safety of children whilst on outings and using public places.

The childminder was aware of how to minimise the spread of infection, she encouraged and supported children to wash their hands prior to eating, after using the bathroom and after playing outdoors. The childminder regularly cleaned her home and resources to minimise the spread of infection.

Overall, children were encouraged and supported to engage with and respect their environment. The experiences offered helped children to build confidence and self esteem and begin to manage risk.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder managed her service extremely well and was very committed to her personal development. She actively sourced relevant training opportunities to develop her skills in caring for children. She maintained a training log, where she recorded training she had been involved in and how the training had impacted on her role as childminder. This information was shared with parents.

The childminder had familiarised herself with current good practice guidance and used this in the development of her service. She was very well read and motivated to examine research in childcare to inform practice. Recent personal reading and training that the childminder had been involved in included: Child Protection, Children's Rights and Choices, Health and Social Care Standards, Our Creative Journey, Child led Participation. She kept up-to-date with current best practice and legislation by visiting the Scottish Childminding Association (SCMA), Care Inspectorate and Scottish Government websites. She regularly sourced information and guidance documents and updated her policies and procedures to reflect current guidance.

The childminder had excellent evaluation processes in place which encouraged children and parents to comment on the quality of service. She used text, email and questionnaires to obtain formal feedback. Parents were recently involved in policy reviews and providing feedback on the quality of care.

Their responses and comments were very positive;

"I have no suggestions for improvement of service. I am very happy with the care and attention that both my children receive while at your home. There is plenty of personalisation and choice within their days and I know that you proactively schedule regular time to sit and read stories, giving one to one attention. Your policies are clear and user friendly."

"I would like to take this opportunity to thank you for the great care you take of my children. Every Wednesday when they know its a 'Florence' day they are delighted."

Children evaluated activities and resources that they had played with or been involved in. The childminder used this feedback to plan future activities and resources for the children.

Children's comments to their parents included; "I am going to come to Florence's forever" and "You always come too early, we are having fun, and cant we just stay and play a bit longer. I want to stay."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

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	
12 May 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	6 - Excellent
22 Jun 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 Jul 2008	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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