

Miller, Kirsty Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 June 2018

Service provided by:
Kirsty Miller

Service provider number:
SP2003902153

Care service number:
CS2003003965

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

This service registered with the Care Inspectorate on 01 April 2011.

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 the 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. This 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.

The childminder provides her service from the family home in the Clarkston area of East Renfrewshire. The service is registered, to provide care for a maximum of six children under the age of twelve, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. These numbers are inclusive of the childminder's own family. The childminder operates four days per week and currently cares for six children.

What we did during our inspection

An early learning and childcare inspector carried out a short notice announced inspection on Wednesday 13 June 2018 between 12:15pm and 14:45pm. We gave feedback and grades to the childminder on the same day.

As part of this inspection we spoke with the childminder, a parent of a minded child and two minded children aged 3 and 4 years.

We observed the care given by the childminder and the interactions between minded children. As well as assessing the quality of the environment, we looked at a number of documents including information the childminder held about children, sections of policies and procedures, registration and insurance certificates. In addition to this; when assessing the service we took into consideration the information provided by five parents who returned care standards questionnaires.

Views of people using the service

For this inspection we received four care standards questionnaires from parents whose children attend the service. All four parents told us that they were very happy with the quality of the care their child received at the service. Written comments about the service and the childminder were very positive, some of them included:

'My child is very happy with the childminder. They talk positively about their time there and look forward to attending. The childminder engages very well with them and they feel supported and secure.'

'Kirsty makes a fantastic effort in recognising all the main calendar events by doing something crafty e.g. Chinese New Year, Halloween etc. The activities are always widely varied.'

'My children have been very happy in her care. She has shown flexibility in that she has been able assist me this year with additional child care for my nursery aged child. As a family we will be sorry to leave her service in the summer. We will keep in touch with her and have no hesitation in recommending her service to friends and other families in the area.'

'My child has been going since she was 3. She has always been very happy and settled in Kirsty's care.'

The two children who were attending the service at the time of our inspection were very confident and chatty. They told us that they enjoyed going to the childminder and about the nice things they did when they were there.

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

Throughout the inspection the childminder demonstrated a very kind and nurturing nature towards the minded children. It was very clear that she knew them very well and responded to their individual needs and requests. The childminder was a positive role model for the children. She supported them to be independent, offered them challenge and supported and helped them when necessary. Children benefited from the kind and homely environment that the childminder provided.

What the service could do better

The childminder needs to review and update her medication policy and procedures in order to safeguard and protect children who require medication. We signposted the childminder to the Care Inspectorate document 'Management of medication in day care and childminding settings' to support her to do this.

In order to keep up to date with current best practice and legislation the childminder should make better use of the Care Inspectorate Hub and seek to access relevant training. We provided the childminder with electronic copies of legislation and the new health and social care standards.

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	4 - Good

Quality of care and support

Findings from the inspection

The childminder provided a very good level of care and support to the minded children and their families.

Outcomes for children were positive. The childminder's knowledge, understanding and use of GIRFEC wellbeing indicators contributed to the nurturing and respectful relationships we observed during our inspection. She was very responsive to children's individual needs. We observed as she cared for and supported children in a gentle and nurturing manner. Children were very happy and relaxed with the childminder.

The childminder knew the minded children well. She could confidently talk about their individual needs and describe what they liked doing. She listened to children carefully and provided experiences which enabled them to participate in games and activities which were of interest to them.

During our inspection we observed the two minded children playing very well together, they were good friends. They showed kindness and respect towards one another as they played together sharing resources. One of the children chose to do a floor puzzle, at times this was challenging for them. The childminder demonstrated patience and support, encouraging the child and congratulating them on their achievement when the puzzle was complete.

The childminder asked parents to share information about children's achievements outwith the setting, for example at school or nursery. She recorded this information in an achievement book. Giving children praise, celebrating their achievements and recognising their effort contributed to their positive feeling of wellbeing.

Prior to children starting the service the childminder gathered basic information about their health and wellbeing. We could see that parents regularly looked over this information to ensure that it was up to date. The childminder knew about the GIRFEC principles and had begun to choose the health and wellbeing indicators in generic observations. We discussed with the childminder how she should use these observations in a more individual way to further develop personal plans for children. She should ensure that these plans reflect children's needs and how she plans to meet their needs. We gave the childminder examples of how she could do this more effectively. The childminder agreed to do this.

We looked at how the childminder managed the safe administration, recording and storage of medication. Consent and recording forms did not include all necessary information. The childminder did not have a medication policy in place. We shared information about what information was required prior to the administration of medicine and provided the childminder with a copy of best practice guidance 'Management of medication in daycare and childminding settings' to help her develop a policy and ensure that safe recording procedures are in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder provided a warm and cosy home from home environment for the children. We observed her home to be clean, safe and well maintained. Children generally played in the playroom where there was an abundance of toys and activities for them to enjoy. In addition to the activities and resources available in the playroom, children had access to a safe and secure outdoor environment. The childminder told us how she had developed the outdoor environment to include opportunities for children to explore and be curious. She told us how children enjoyed and learned through their use of loose parts and natural objects, including a mud kitchen.

The childminder encouraged children to learn about and participate in risky play. During our inspection, the children particularly enjoyed rolling down the grassy hill. The childminder ensured that the children were safe whilst participating in their chosen activity. The childminder was confident in dealing with and documenting any minor accidents that occurred. We saw documentation regarding accidents that the childminder had completed and shared with parents.

Parents provided their children with packed lunches, which the childminder stored appropriately and served to children. We observed children having their packed lunch. In order to minimise the spread of infection and cross contamination the childminder ensured that the children washed their hands after playing outdoors and before having their lunch. Lunchtime was a pleasant and sociable experience for the children, where they chatted to each other, the childminder and the inspector.

The childminder carried out visual risk assessments of her environment. She ensured that her home was clean and safe for children. In addition to this she disposed of and replenished resources as they broke or presented a hazard. An example of this was when the childminder disposed of a trampoline in the garden. The trampoline had become rusty and unsafe. Continuously checking her home and equipment contributed to the health and safety of minded 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 was a member of the Scottish Childminding Association (SCMA). Through her membership of this organisation, she received regular newsletters and had access to their website. In addition to this, the childminder received support and had the opportunity to share information with colleagues in a local childminding group. We discussed current best practice, legislation and the new health and social care standards with the childminder. We found that in order to keep up to date with these the childminder could make better use of the SCMA website and online training available, as well as the Care Inspectorate Hub. She would benefit from using these resources to keep up to date with best practice, policy and legislation. The childminder agreed to do this.

The childminder had accessed 'Building the Ambition' and 'Getting it right for every child' training. She acknowledged that although she had accessed these training courses she had not sought to take part in any additional training. We encouraged the childminder to identify relevant training opportunities, which she could access, either online or by attending a course. We advised the childminder to attend first aid training in order to extend her knowledge, skills and practice.

The childminder had some policies and procedures in place to support the health and wellbeing of children. As previously mentioned we have asked the childminder to develop a safe medication policy. She should ensure that she shares the policy with parents.

In order to safeguard and protect children and families the childminder had valid public liability and car insurance in place. Records indicated that the childminder complied with her certificate of registration in relation to the numbers of children cared for at any one time.

The childminder gave parents access to the complaints procedure. This created an opportunity for parents to raise any concerns they may have about the service. The parents who completed our questionnaires confirmed that if they had a concern or complaint, they would speak to the childminder.

All five parents who returned care standards questionnaires prior to our inspection visit strongly agreed or agreed that overall they were happy with the quality of care their child received at the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – 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
24 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership 6 - Excellent 5 - Very good Not assessed 6 - Excellent
28 Apr 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good Not assessed Not assessed
23 Apr 2009	Announced	Care and support Environment Staffing Management and leadership 5 - Very good 4 - Good 5 - Very good Not assessed
15 May 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good

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