

Hutchison, Wendy Child Minding

Type of inspection: Announced
Inspection completed on: 29 May 2018

Service provided by:
Hutchison, Wendy

Service provider number:
SP2003910716

Care service number:
CS2003020341

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

Mrs Hutchison is registered as a childminder to care for a maximum of nine children at any one time under the age of 16, of whom no more than eight may be under the age of 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. There is no restriction on the daytime hours of operation; however, no overnight care may be provided.

Mrs Hutchison provides a service from her home in the village of Ceres. Her house is well located for local amenities including the primary school and parks. Children had access to the living-room, dining-room, play-room and the garden. Mrs Hutchison currently provides a service for 15 school aged children. Seven were present during our visit.

What we did during our inspection

We wrote this report following an announced inspection on Tuesday 29 May 2018, from 14.30 to 17.00. We provided feedback to Mrs Hutchison during the inspection visit.

We asked Mrs Hutchison to issue questionnaires to the parents of the minded children, to allow them to comment on the service. Three were returned to us.

In this inspection we gathered evidence from various sources, including the following:

- discussion with the childminder
- sample of children's records
- observation of the interaction between the childminder and minded child
- observation of the childminding environment and toys.

We assessed practice through looking at how the childminder provided positive outcomes for children using the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) wellbeing indicators which were developed by the Scottish Government. (Information on SHANARRI can be found at www.scotland.gov.uk/topics/people/young-people/gettingitright.)

Views of people using the service

On the day we visited, Mrs Hutchison was caring for seven school-aged children. The children were very comfortable with Mrs Hutchison and told us they enjoy spending time in her care. Children told us:

"The best thing is having a park right outside."

"I like coming here it is good."

"We're good friends."

"Two people here have the same name!"

Parents who returned questionnaires to us indicated they were extremely happy about the level of care and support they and their children received. Parents were also able to make individual comments if they wished to do so. Examples of parents' comments are as follows:

"Wendy is a fantastic childminder. She always ensures that whilst in her care my son is safe, happy and extremely well cared for."

"My son thoroughly enjoys his pre and post school sessions with Wendy. He is happy and content in her care and enjoys the company of the other children in Wendy's care. She creates a warm and welcoming environment and the children warm to that."

"My child is regularly involved in playing games with his childminder e.g. Uno and Monopoly junior. My child also has access to a park opposite the childminder's house and Wendy has various equipment e.g. football, tennis racquets, etc."

Self assessment

Mrs Hutchison completed a self assessment telling us how the service operates to meet the needs of children and their families. The information contained in the self assessment reflected what we found at inspection. We were therefore satisfied with the information provided.

What the service did well

Mrs Hutchison enjoys childminding and offers the children and their parents a very good standard of service in a relaxed and friendly manner. She knows the families very well and has established effective relationships with children and parents. Children are given access to a range of indoor and outdoor activities to support their wellbeing and learning. We saw Mrs Hutchison managed an unexpected situation in a very calm and sensitive manner.

What the service could do better

We asked Mrs Hutchison to make some improvements to policies and procedures, which should help ensure parents are well informed

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 happy and secure in the service because Mrs Hutchison knew them very well and responded to their individual needs in a respectful and nurturing way. Meaningful information sharing was an integral part of the service, Discussions took place with parents and this meant that up-to-date information, from home and the childminder, was shared. Relevant information about the children was recorded on their enrolment forms. We asked Mrs Hutchison to review these every six months as opposed to annually.

We accompanied Mrs Hutchison when she walked to the school to collect children. She greeted each of the children warmly and it was evident that they were pleased to see her. She confirmed that she always walked to and from the school, usually visiting the park on the way. On collecting the children, Mrs Hutchison responded to and managed an unexpected situation in a very calm and sensitive manner.

Mrs Hutchison's attention was very much focussed on the needs of the children throughout our visit. She was calm and consistent in her approach, respecting the children's different needs and characteristics. Children were able to make choices and to play at their own pace and could easily access toys, games, books and craft materials. She took an interest in what the children were doing and offered support when it was needed. The older children supported and included the younger ones, for example by showing and helping them to recognise the countries depicted on the tablecloth. Children who spoke to us during our visit told us they enjoyed being there and they had a lot of fun during their time there. They felt secure trying new experiences, resulting in increased confidence and self-esteem. Children told us:

"We like going to the park without Wendy. Our mums and dads had to sign something to let us."

"I was racing someone and I won!" (Park)

"I'm using his trading deck. It's really good." (Yu-Gi-Oh! cards)

The snack time routine for children was a pleasant and enjoyable experience. The children were given time to finish their food at their own pace and the children were engaged in social chat about the school day. They also chatted about the countries depicted on the tablecloth. A child said the outline of South Africa "Looks like a cone with the ice-cream falling off."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Children were cared for in a welcoming family home situated in a quiet lane opposite a large play park. Mrs Hutchison had organised her home and garden to suit the children in her care and children found it an interesting and happy place to be.

Children had access to the lounge, dining-room and a separate playroom. They were free to move around and there was sufficient table and floor space for them to play. Toys, games and craft materials were stored in a way that children could access them independently. This enabled the children to take part in different activities simultaneously, depending on their ages and interests, and supported them to be independent. There was also comfortable seating for relaxing and reading. Children enjoyed sitting at the dining table, eating, drinking and chatting with one another. Children were very settled and had the choice to play indoors or outdoors.

Mrs Hutchison was very aware of the safety of children and made sure that the areas used for childminding purposes were safe, clean and smoke free for them to play. She was a qualified first aider and aware of the need to record accidents, as required.

Mrs Hutchison supervised the children well and reminded them of ways in which they could keep themselves safe while playing. Children were supported to treat the family dog appropriately. The dog was very calm and well behaved throughout our visit. Children also learned to be responsible for their environment through tidy up routines.

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

Mrs Hutchison enjoys childminding and offers the children and their parents a high standard of service in a relaxed and friendly manner. Parents were accommodated with change of hours and days when unexpected events happened. This flexibility and a sense of partnership working developed confidence in the service and had supported Mrs Hutchison to build effective and trusting relationships with parents.

As a member of the Scottish Childminding Association, Mrs Hutchison received regular updates about childminding matters. She also had links with other childminders and school staff with whom she could discuss general issues relating to her role. This, in turn, helped ensure that the children were well cared for.

Mrs Hutchison told us copies of policies and procedures were shared with parents when they first used the service. These contained helpful information for parents; however, we advised some changes to reflect current thinking and practice. This will help ensure that information shared with parents accurately reflects the service which is provided.

Keeping us informed of relevant changes demonstrated Mrs Hutchison was aware of her responsibilities and the events she had to notify us about. She was aware if there was a child protection concern she should contact the social work service or Police Scotland.

We were impressed by Mrs Hutchison's consistently calm manner when caring for seven children. Her interactions with children were positive and their care needs quickly responded to; for example, warming and serving children's packed meals. Children were encouraged to be respectful to each other and positive responses were praised. Three families who returned a questionnaire to us, were confident their children were looked after very well in the service.

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								
8 Jun 2016	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	Not assessed									
Management and leadership	5 - Very good									
15 May 2014	Unannounced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	Not assessed	Management and leadership	5 - Very good
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Management and leadership	5 - Very good									
23 May 2012	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	Not assessed
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1 Nov 2010	Announced	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	Not assessed	Management and leadership	Not assessed
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17 Mar 2009	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good	Management and leadership	Not assessed
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