

Skilling, Kelly Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 April 2018

Service provided by:

Service provider number:

SP2005943443

Care service number:

CS2005086503

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

Mrs Skilling has been registered with the Care Inspectorate since 2011 to provide a childminding service.

At the time of this inspection, the service complied with the following conditions:

1. To provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.
2. Minded children cannot be cared for by persons other than those named on the certificate.
3. Overnight service will not be provided.
4. The parts of the premises not to be used are the first floor.

The service is located in a residential area within the town of Maybole in South Ayrshire near to schools and other amenities. The childminder provides the service in her home a terraced three-storey house. Minded children have access to the sitting room, kitchen and rear garden.

At the time of this inspection, the childminder was providing a service for six children from four families within the conditions of her registration.

What we did during our inspection

We compiled this report after an unannounced inspection that took place on Wednesday 18 April 2018 between 12:30 and 14:45. A Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection, we spoke with the childminder and the three children present. We observed the care given by the childminder and looked at a number of documents including records for the children, health and safety records and training certificates. We also inspected those areas of the property used for childminding.

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.

Views of people using the service

We spoke with the three young children who were present during the inspection. The children were relaxed and content and played happily together throughout the inspection. They clearly enjoyed the attentions of the childminder while playing games and singing together. They were happy to talk to us and involve us in what they

were doing and told us:

'I am going to do a magic trick.'

'I can easily make a chair.'

It was evident that they enjoyed improvised play and using their imagination.

We issued three questionnaires for parents to complete and two were completed and returned to us. These clearly indicated a very high level of satisfaction with this service. Comments included:

'Kelly is a brilliant childminder. I would highly recommend Kelly to anyone looking for childcare. Our children are very happy in her care.'

The childminder had also issued her own questionnaires to parents and the children; these too reflected a high level of satisfaction with the service.

Self assessment

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

She told us what she did well and how she had involved children and their families in assessing and developing their service. It was very evident that she had taken into account the specific needs and interests of the children and had respected the views of parents.

What the service did well

We found that the childminder had maintained her very good grades from the previous inspection and the quality of care had improved to excellent. In particular, we found:

- She had revised the children's written care plans making them more family friendly in response to feedback from the parents.
- She had created 'photobooks' for each of the children using the GIRFEC wellbeing indicators. These provided lovely illustrations of the activities the children had enjoyed whilst in the care of the childminder.
- She provided daily verbal feedback to parents about their children's day-to-day care and experiences. This information was then summarised electronically and given to parents on a weekly basis.
- She was organised and business like in approach and had addressed the two recommendations made at the previous inspection.

What the service could do better

We have suggested that the childminder reviews her practice in relation to:

- Nappy changing procedures
- Smoke alarm tests.

From this inspection we graded this service as:

Quality of care and support

6 - Excellent

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

We found that the quality of care was excellent in those areas we sampled under this quality theme.

We found that effective communication between the childminder and parents was central to the provision of this service. In particular, the childminder sought the views of parents and valued their feedback about her service and the care of their children. Records for the children were detailed yet family friendly and offered families' real insight into the experiences their children enjoyed while in the care of the childminder. The electronic photobooks and weekly summaries were of particular note and excellent examples of the efforts made by the childminder to involve parents as fully as possible in their children's experiences. Parents who completed our questionnaires told us that they had received feedback through day-to-day conversation, newsletter and email and were confident that the childminder would rectify any concerns 'quickly and effectively'.

We saw that since the previous inspection the childminder had developed personal plans for each of the children and had reviewed these on a regular basis in partnership with parents. She had based these around the GIRFEC wellbeing indicators and they reflected care specific to children's individual needs and stage of development. We saw for example, the intention to promote and support independence and self-safety.

It was very evident that the childminder was familiar with and followed children's individual personal care routines. For example, one child was settled for a rest during the inspection and readily settled, as was clearly the norm. The childminder was also aware that another of the younger children needed to rest from time to time and she accommodated this as and when needed.

We found some excellent examples of how the childminder promoted healthy lifestyles. For example, since her previous inspection, she had revised her mealtime arrangements and now provided meals and snacks. She provided a variety of hot and cold healthy options in keeping with dietary needs and preferences. For example, on the day of the inspection the children had scrambled egg and toast for lunch. She also offered the children water or milk to drink. She told us she felt that this had allowed her to promote healthy eating and eliminate sweets. Parents wrote and told us:

'Kelly provides healthy meals such as home-made soup and plenty of fruit is provided for healthy snacks.'
'Meals and snacks are healthy and well balanced.'

We also found that outdoor activities were integral to day-to-day routines and the childminder had utilised the very good range of nearby amenities to offer the children stimulating and interesting experiences. One activity particularly enjoyed by the children was 'Secret Stones' an activity involving finding and hiding stones with painted messages and leaving online clues and photos of messages found.

The childminder was aware of her responsibilities in relation to the protection of children. She had also used day-to-day activities to raise the children's awareness of road safety and stranger danger. One of the children told us:

'When you go across the road you need to look listen and walk.'

We saw how well the children played together and how the childminder gently reminded them to share and respect each other and be friends. The childminder told us that she tried to maintain clear boundaries that the children understood. From time to time when needed she had set some 'thinking time' for the children to consider and talk about possible dangers and consequences of their actions.

The childminder was aware of safe practice in the storage and administration of medication and had paperwork to record administration of medication.

Overall, it was very evident that the childminder knew the children well and had taken the specific needs of individual children into account. The children's preferences, interests, and development needs were central to service delivery in keeping with the views of their parents. In particular, it was evident that parents were impressed with the range of activities organised for their children by the childminder. Parents told us that the childminder took their children to 'Book Bug' at the local library, toddler group, Culzean, local parks and the Carrick Centre. They also told us that the childminder provided a 'wide range' of activities for their children including baking and arts and crafts.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

We found that the quality of the environment was very good in those areas we sampled under this quality theme.

We saw that safety and hygiene within the home was of a high standard and maintained through day-to-day vigilance and general cleaning to minimise any risk to children.

General safety precautions to protect children were in place. For example, the childminder had tested her smoke alarms regularly to familiarise the children with evacuation procedures and early warning of danger. We have asked that she test her smoke alarms weekly and keep a record of these ensure working order. The childminder had in place suitable insurance for childminding and for the use of her car. She had arranged for regular maintenance of her central heating system. She had a policy for the safe management of her pet dog.

Suitable measures were in place to minimise the spread of infection. For example, she encouraged the children to wash their hands at key times and she had provided individual hand drying. The childminder had ensured that the children readily recognised personal towels and two of the children described their personal towels 'Minnie Mouse' and 'Princess'. We have asked the childminder to revise her practice in respect of nappy changing and

follow the guidance outlined in the document 'Infection Prevention and Control in Childcare Settings'(Health Protection Scotland 2016) to use disposable aprons.

We saw that facilities for the storage, preparation and serving of food and the dining area were clean. At the time of this inspection, the childminder had applied to environmental health for registration for the provision of food.

The children mainly had access to the sitting room. We saw that this was a child friendly environment where there was space to play and comfortable furniture for rest and relaxation.

At the time of this inspection, work was in progress to build a new extension to create a playroom for childminding. As a result, the rear garden was out of bounds and the quadrangle at the front of the house had been used for outdoor play. The childminder had been present at all times when children played outside and the children clearly understood the boundaries of this play area. The childminder had ensured that children would not be in contact with building work and interruptions to essential services would take place out with childminding times.

Parents wrote and told us:

'Kelly is planning alterations for childminding and has advised us of when this will start and for how long.'

'All toys are in good order and clean.'

'Kelly provides a clean healthy, safe, educational and homely environment for all children in her care.'

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

We found that the quality of management and leadership was very good in those areas we sampled under this quality theme. Since her previous inspection, the childminder had submitted a suitable action plan and had addressed the two recommendations made at the previous inspection. This included having available her current certificate of registration and she demonstrated compliance with the stated conditions of registration. Her main planned improvement was the new extension to create a child friendly room specifically for childminding.

The childminder was familiar with and had some examples of current best practice guidance documents relevant to childminding including the new Health and Social Care Standards (Scottish Government 2017).

The childminder had also undertaken a very good range of training relevant to the role of childminder since the previous inspection including first aid, food safety and hygiene and health and safety. In addition, she had used online resources to source relevant information.

The childminder stored information about the children and photos electronically and had registered with the Information Commissioner's Office (ICO) to ensure compliance with the new law that comes into force from 25 May 2018 in relation to General Data Protection Regulation (GDPR) and how childminders may collect, manage, store and share data.

Overall, we found this to be a very well-managed service with an agenda for improvement. We found the childminder was organised and business like and this supported the inspection process. One parent wrote:

'Kelly sets a good example to our children by being efficient and organised.'

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 link personal plans to the wellbeing indicators of the national programme 'Getting it Right for Every Child' (GIRFEC). The childminder with families should then measure progress at each review and use the findings to plan next steps for the children. When particular needs are identified, the plan should include a risk assessment identifying potential hazards and suitable precautionary measures such as for a child walking unescorted from school to the childminder's.

National Care Standards for Early Education and Childcare up to the age of 16 years.
Standard 3: Health and wellbeing.

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

Please refer to the section of this report headed Quality of Care and Support. Recommendation met.

Recommendation 2

The childminder should download a copy of her current certificate of registration. If need be the childminder should contact the Care Inspectorate helpdesk to assist with this matter.

National Care Standards for Early education and childcare up to the age of 16 years.
Standard 14: Well-managed service.

This recommendation was made on 16 June 2014.

Action taken on previous recommendation

Please refer to the section of this report headed Quality of Management and Leadership. Recommendation 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
16 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good Not assessed 5 - Very good
22 Jul 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 (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good 4 - Good 4 - Good Not assessed
28 May 2008		Care and support Environment Staffing Management and leadership
		4 - Good 4 - Good 5 - Very good 4 - Good

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