

# Paterson, Brenda Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 May 2018

**Service provided by:**  
Brenda Paterson

**Service provider number:**  
SP2003902158

**Care service number:**  
CS2003003972

## The service

### Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

Brenda Paterson is registered 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 4 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.

The childminder provides her service from the family home in Netherlee, East Renfrewshire. Children are cared for mainly in the sitting room and are able to play outdoors in the childminder's enclosed back garden.

During the inspection, there were three children, under five, present. They were happy and settled in the childminder's home, enjoying the toys that were available to them. The childminder was very caring towards them.

### What we did during our inspection

We compiled this report following an unannounced inspection which took place on 23 May 2018 between 09:30 and 11:30. The inspection was carried out by a Care Inspectorate early years inspector.

During the inspection, we spoke to the childminder and the children present. We observed the care given by the childminder and looked at a number of documents including health and safety records, information on children and certificates of training.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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

Children present were very happy and settled. They were busy throughout our visit playing with the toys available or board games.

Two parents returned care standards questionnaires to us. Their responses showed that they were happy with the quality of care their child received.

'My children love going to the childminder. I could not be happier with the service and I'm glad I made the change from private nursery to childminder. More one to one service where my children get lots of attention in a homely environment.'

'I am entirely satisfied with the service provided which offers a nurturing and stimulating environment for my child.'

## Self assessment

We received a fully completed self assessment from the childminder.

The childminder had identified what she thought the service did well and gave examples of improvements she had made in relation to activities for children and her policies and procedures. The self assessment clearly identified some key areas that the childminder believed could be improved and showed how she intended to do this.

The childminder told us how the parents and children had taken part in the self assessment process and how their feedback directed the development of the plans for improving the service.

## What the service did well

The childminder offered a welcoming and caring setting for children. She provided a wide range of valuable activities in her home. She also made very good use of resources in the community to provide children with additional experiences. This included playing outdoors.

## What the service could do better

The childminder agreed that she would continue to keep up to date with developments in her role.

## 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 cared for the children for several years and had developed close and caring relationships with them. We observed lovely interaction between the childminder and children.

By limiting the number of children she cared for, the childminder was able to focus her service around them. Children were all under five and we met them during our inspection visit. They were very relaxed and comfortable in the childminder's care and chatted freely with us. Throughout our visit, the children played with their favourite toys and board games, both together and with the childminder.

The children also enjoyed creating seaside decorations from craft kits the childminder had provided. Children talked about other things they had made and how they were able to choose the kits from a catalogue.

The childminder had a detailed written plan in place for each of the children. These provided contact and medical information and further details on their routine and needs. They also included an All About Me form which described their interests, personality and routine. The childminder confirmed that she involved parents in updating the information at least every six months, and more frequently for younger children.

The plans included the SHANARRI wellbeing indicators and the childminder had linked these to each child's care to ensure their needs were met. The indicators come from the Getting it right for every child (GIRFEC) approach and say that children should be: safe, healthy, achieving, nurtured, active, respected, responsible and included.

The childminder actively encouraged healthy eating in her home. Parents provided nutritional packed lunches for their children. The childminder offered snacks and additional fruit.

Children enjoyed being active in the fresh air each day. They walked to and from the nursery or library and visited local parks. They could also play in the childminder's garden.

The childminder took a positive approach to managing children's behaviour. We observed the childminder gently reminding children of house rules and to share and consider one another.

The childminder followed suitable procedures when giving medicine to children. She had obtained paperwork from the Scottish Childminding Association (SCMA) and was familiar with the guidance document - Management of medication in daycare of children and childminding services. The childminder had also taken advice regarding how to respond if a child refused or spat out medicine.

The childminder had a clear understanding of her role in keeping children safe. She had a child protection policy in place and had recently attended training.

## 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 offered children a clean, safe and welcoming place. We saw that children were very relaxed in her home. The childminder followed daily risk assessment and cleaning procedures to ensure her home was suitable each day. The childminder was familiar with current infection control guidance. She was a member of the food hygiene scheme and had clear procedures in place for storing food in her home. This included ensuring that parents provided a chill pack for their child's lunch bag.

We saw that children had developed very good hand washing habits.

Children played in the sitting room which was a child friendly space and where the childminder had set out a wide range of toys and resources. The toys were obviously the children's favourites as they played happily with them throughout their visit.

Children told us that the childminder had 'lots of toys' and how she had bought ones they particularly liked.

## 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 ensured that she kept up to date with new guidance and legislation. She was active in sourcing other information that would support her in her role. The childminder accessed websites such as the Scottish Childminding Association (SCMA) and Care Inspectorate routinely and read magazines and other publications.

The childminder had a continuing professional development folder which showed that she had attended a range of training opportunities and considered how this would impact on her service. She was familiar with the new Health and Social Care Standards and best practice guidance documents.

The childminder attended termly meetings of her local childminding group, where she was able to discuss her role with others and share information.

The childminder issued questionnaires to parents regularly. Parents confirmed that she asked for their suggestions, likes and dislikes. Parents also confirmed that the childminder invited them to share their views and would respond to their suggestions.

## 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](http://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	
29 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Jul 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Nov 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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