

Walls, Linda **Child Minding**

Type of inspection: Announced (short notice)
Inspection completed on: 21 June 2018

Service provided by:
Walls, Linda

Service provider number:
SP2008971330

Care service number:
CS2008183595

The service

Introduction

Mrs Walls is registered to provide a childminding service for up to 6 children up to the age of 16, of whom no more than 3 children should not yet be attending primary school, and of whom no more than 1 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 lounge and kitchen on the ground floor of the house are used for childminding purposes. Children also have access to a private garden for outdoor play. The garden is at the rear of the property and has secured gates.

The childminder states that she aims to:

"Ensure that the children in my care feel safe and can speak openly to me no matter what age."

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

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

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 is 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 Thursday 21 June 2018. As part of this inspection we spoke with the childminder and three minded children. We observed the care given by the childminder and the interactions between her and the minded children. 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

Prior to the inspection taking place we gave the childminder three care standards questionnaires to distribute to parents. We received three completed questionnaires prior to the inspection. Parents provided positive feedback.

Comments included:

"My child has really enjoyed her time with Linda. She has always been happy to go to her childminder. As my child starts school in August she will miss Linda. We, as a family, have been incredibly happy with the service that Linda has provided and feel that this has contributed to her overall development and socialisation. Linda provides a variety of activities for her both indoors and outdoors. During the nicer months she takes her to the park and on trips to outdoor places locally. At the morning playgroup they engage in singing/music activities which my child loves to get involved in as well as art activities and reading books. Linda also provides a photo album twice a year of photos of my child engaged in those activities which we think is great as parents we get to be part of that too and see what they do as well as being told. Overall, it has been an absolute joy to have Linda as our childminder the important aspect is that I have always felt that my child was in a safe and nurturing environment which made it easier to go to work. I would recommend Linda to any colleague or friend for childminding. We too will miss Linda being part of our lives".

"Linda has looked after my three children. My youngest starts school this year. It will be an emotional wrench to no longer have Linda in my children's and my life on a daily basis. My children love Linda for her kindness, her fun personality and her warmth. She is like a favourite aunt, a part of the family. She is so reliable in every way and my children's lives have benefitted so much for having her in our lives. She is so energetic with the children, never standing still. She ensures that every day is filled with fun, play, good humour and love. My children have had fun excursions, picnics in the park, long summer days out and activity filled days in the long winter months. I thank her so much for the care and attention she has given them. She has made my children feel special for who they are and has helped shape their little personalities. Her house is full of warmth and love. You can feel it as you step inside. She does her utmost to ensure each child is fulfilled, nurtured and reaching their potential. Please thank Linda for me. I don't know what I would have done without her. I know she will always be a part of mine and my children's lives. Thank you Linda from us all".

"Linda was my eldest daughter's childminder and is now the childminder to my youngest daughter. Linda's home is immaculately clean and I feel happy to leave my child in her home, knowing that she is safe. I am confident leaving her in Linda's care as I know she would not hesitate to contact me with any worries and concerns about my child. My daughter truly loves Linda and has developed a strong bond with the other children in her care. If we are on holiday my daughter cries that she wants to be with Linda and many a day I have had to bribe her out of Linda's home as she does not want to leave. Linda is worth her weight in gold and I have been very fortunate to have both my children looked after by her".

Self assessment

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

What the service did well

The childminder provided very individualised care for children and families based on their needs and interests. She worked hard to engage with parents and children, developing and establishing strong family relationships. She communicated every day with parents using text and whatsapp, regularly exchanged information and sought comments and feedback about her service.

The childminder was well trained and well informed of relevant good practice guidance and research concerning the wellbeing of children.

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 My World Outdoors and Getting ready to read.

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	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 could see that the childminder knew the minded children very well and responded to their individual needs in a caring and nurturing way. The children were very comfortable in the childminder's care. She implemented a child centred approach, giving the children choices about what they wanted to do and the toys that they wanted to play with. From discussion with the childminder, photographs and written evidence 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 as part of the settling in process. Parents were invited to look at the service welcome pack which included a range of service policies and information about the way the childminder worked.

The childminder had a sound understanding of the wellbeing indicators from GIRFEC and used these to reflect on children's learning and development. We looked at children's personal plans and found that they contained a wealth of information about children's progress. A six monthly summative report and photograph album for each child was provided to parents. This helped the childminder and parents to work in partnership to support their child. We asked the childminder to formally record when the report was issued to parents and children's information updated.

The childminder used mainly text to communicate with parents during the day. She issued questionnaires to families during the year to ensure that feedback about the care, activities and experiences the children received was taken into account. We looked at parents' questionnaires that were given to the childminder since the last inspection and noted that very positive comments were recorded by parents.

The childminder was committed to supporting children's health and wellbeing and ensured that children enjoyed active outdoor play on a daily basis. She fully involved children in discussion and responded well to their requests for outings and resources. She considered current nutritional guidelines and used these to plan nutritious snacks for children.

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 children.

The childminder's home was clean, tidy and well maintained. Since the last inspection the house had been extended. The extension provided children with additional space including a new downstairs playroom with bathroom leading from this and a larger kitchen with dining area. A secure rear garden, which was accessed via the kitchen door, provided space for children to play and run about. The garden had been redesigned and astroturf had been added to a section of the garden to provide an all weather surface for outdoor play. A decked area provided seating for children and there was storage for outdoor resources. A range of resources was available for children and these were constantly updated. We saw children playing with the garage and cars, farm and dinosaurs.

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 being used to plan activities that positively contributed to children's health, wellbeing and early learning experiences. Children benefited from regular visits to country parks such as Mugdock, Drumpellier and Palacerigg, local natural wooded areas/playparks and community groups.

The childminder told us that younger children enjoyed the childminder's drop in group where they joined in singing and dance activities. They also used the visiting toy library service on a monthly basis.

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. Appropriate insurance was in place as was a system for recording accidents and incidents.

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: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder managed her service well and was committed to her personal development. She sourced relevant training opportunities to develop her skills in caring for children and shared this information with parents.

The childminder had familiarised herself with current good practice guidance and used this in the development of her service. She was motivated to explore the care inspectorate hub and download documents to read. Recent personal reading and training that the childminder had been involved in included: Child Protection, GIRFEC, My World Outdoors, Getting ready to read, Space to grow and My childminding experience. She kept up to date with current best practice and legislation by visiting the Scottish Childminding Association (SCMA) and Care Inspectorate websites. Since the last inspection she had developed new service policies and shared these with parents.

We found that the childminder had good systems in place to administer, store and record any medications children had been given. She was familiar with Care Inspectorate guidance, Management of medication in daycare of children and childminding services. We asked her to review her policy in accordance with this as some minor clarification was required.

The childminder had very good evaluation processes in place which encouraged children and parents to comment on the quality of service. She used text and questionnaires to obtain formal feedback. 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. We saw that parents provided very positive comments in the questionnaires issued to them by the childminder six months ago.

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	
23 Jul 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 Oct 2010	Announced	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
23 Nov 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed

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