

# Tiny Tots Childminding Child Minding

Type of inspection: Unannounced  
Inspection completed on: 21 June 2018

**Service provided by:**  
Dunn, Claire

**Service provider number:**  
SP2013984881

**Care service number:**  
CS2013317225

## 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](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 18 July 2013.

Claire Dunn provides a childminding service, Tiny Tots Childminding, from her family home which is situated in a residential area in the town of Ayr in South Ayrshire. The premises is a back and front door terraced house and is close to the local school. Children have access to the lounge and playroom on the ground floor and an enclosed front garden.

Current registration allows the childminder:

To provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than is under 12 months. Numbers are inclusive of children of the childminder's family.

The service aims to:

"provide children with a safe, caring, warm, stimulating home from home environment where they can play and learn".

### What we did during our inspection

We wrote this report following an unannounced inspection which took place between 9.15am and 1pm on Thursday 21 June 2018. The inspection was carried out by a Care Inspectorate Early Learning and Childcare inspector.

During the inspection, we spoke to the childminder and the minded child present. We observed the care given by the childminder and looked at a number of documents including health and safety records, planning tools and certificates of training. We looked at feedback given by service users.

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 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

The child present during inspection enjoyed playing with the games and resources available to him. He appeared happy and secure in the care of the childminder and told us that he liked coming to the childminder's house.

One parent questionnaire was returned to us. Included in the comments were:

"I am extremely happy with the service I receive from my childminder; she is very understanding to their needs and mine...my mind is at ease knowing that my kids are cared for at a level I myself would give my children. They are safe, well fed, exercised. All round excellent care".

## Self assessment

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

The provider identified what the service did well and gave examples of how she worked closely with parents to ensure that she met the care needs of every child. The self-assessment identified how the childminder seeks feedback from children and families. The childminder told us that she uses the information gathered to improve future care.

## What the service did well

We saw that the childminder provided a warm, caring, nurturing environment for children. She provided a good standard of care and support to the children and their families. We found that she worked well with individual children to offer them appropriate support when needed.

## What the service could do better

We made three recommendations during our inspections. These were:

- To develop personal plans for children using the service and review every six months, or sooner if needed.
- Review risk assessments, referring to good practice guidance, to ensure a safe environment for children. Risk assessments should be completed for contact with the childminder's dogs and parrot.
- During our inspection we discovered that parents had made casual arrangements for childcare with the childminder's daughter when the childminder was unable to provide a service. The childminder should devise a clear policy for private childcare arrangements made outwith the childminder's service. This should clearly inform parents that these arrangements are independent of the childminder's conditions of registration and not covered by her public liability insurance.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Children and their families were offered settling in periods which were flexible to suit their individual needs. An Admissions policy was shared with parents/carers before starting to ensure they knew what to expect. The childminder could demonstrate that children and their families were listened to and offered choices. She had daily discussions with parents, in person and via 'whatsapp', to ensure that children's needs are properly met. The childminder had also introduced a 'memory jar' to consult with children and plan future activities and outings.

During our inspection, we observed the childminder's interactions with the minded child present. We saw that she was nurturing and supportive towards the child and she offered lots of praise and encouragement. The childminder used her knowledge and observation of the child to guide him in positive play. Throughout the inspection, the child presented as happy and secure in the childminder's care, confident that his needs would be met.

Positive behaviour was promoted using praise and encouragement to build children's confidence and self-esteem. The childminder explained how she would work in partnership with parents should she need to resolve any behaviour concerns. The childminder was confident in her role to safeguard children and had a child protection policy in place; we discussed how her policy could be updated.

At the last inspection, we recommended that the childminder develop personal plans for each child using her service. We found that she had introduced new paperwork and gathered information on each child, but the information in some plans were incomplete and they had not been reviewed with parents. We asked that the childminder continue to develop children's personal plans. Further work is needed to record how the childminder will meet children's health, welfare and safety needs. Reviews involving parents and, where appropriate, children, should be carried out every six months or before if needed. The previous recommendation will be carried forward (see recommendation 1).

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder should continue to develop written personal plans for each child, within 28 days of attending the service, and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a child, "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The childminder had organised her accommodation considering children's needs. It was clean, homely and welcoming. A playroom provided children with space to play and a range of toys were organised for easy access which allowed children to make choices and develop their independence. In the lounge area, children could relax on the sofa or use the floor space to play. An enclosed front garden gave children the opportunity to access fresh air and outdoor play; the garden was well maintained and there was a good range of play equipment for children to choose from.

During the inspection, we saw the minded child playing with a variety of dinosaurs which he particularly enjoyed. We saw that the childminder had a range of play equipment and resources available that were suitable for the ages, stages and interests of children who attended the service. A parent agreed, commenting "she has toys suited for kids as young as babies, all the way to an older age. As both my kids are separate ages, it is great knowing that they both have toys suited to their own age".

The childminder told us that she took daily checks and regular maintenance for her childminding environment. Some risk assessments were in place which helped the childminder to identify any hazards, and take action as needed, to allow children to be safe. We asked the childminder to regularly review her risk assessments to ensure that she considered the most recent good practice guidance. She should also complete a risk assessment for contact with her two dogs and parrot (see recommendation 2). The childminder had sought permission for children to have contact with her dogs; she should seek permission for contact with the parrot.

The bathroom used by minded children was clean and cleaning products were securely stored. The childminder provided individual cloths for children to dry their hands on, reducing the risk of infection. A form to record any accidents/incidents children may be involved in was in place ensuring that information was exchanged with parents. The childminder has a current first aid certificate to treat children appropriately should an accident occur.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder should review risk assessments, referring to most recent good practice guidance, to ensure a safe environment for children. She should include a risk assessment for contact with her dogs and parrot. This ensures a safe environment for children is consistent with the Health and Social Care Standards which state:

"My environment is safe and secure" (HSCS 5:17)

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and current legislation. She told us that she kept up to date in a variety of ways, which included networking with other childminders and receiving updates as a member of the Scottish Childminding Association. During discussions, we felt that the childminder demonstrated a commitment to improvement.

Daily discussions with children and parents took place and this feedback directly influenced the care and support the childminder provided to the children in her care and any improvements to the service. The childminder took into account children's thoughts and opinions when she planned activities and outings. A parent who returned our care standards questionnaire agreed the childminder has involved them and their child, in developing the service. This told us the childminder values contributions from children and their families to help make improvements.

The childminder had attended 'Bookbug' and first aid training. She told us that she had found it difficult to access further training and recognised the need for improvement in this area. We discussed the benefits of self-directed learning and the range of resources available on the Care Inspectorate HUB, including supporting guidance and best practice information to support improvement. The childminder should continue to seek training opportunities to help her to develop her service.

The childminder had several policies and procedures in place to support her service. We felt that policies and procedures should be reviewed to reflect best practice guidance documents; the childminder agreed to do this.

During our inspection we discovered that parents had made casual arrangements for childcare with the childminder's daughter when the childminder was unable to provide a service. The childminder told us that this was a separate, unpaid arrangement. We recommended that the childminder devise a well-defined policy about any arrangements made outwith the service to ensure parents are clear that any private arrangements made with the childminder's daughter are not covered by the childminder's conditions of registration and public liability insurance. This will allow parents to make informed choices about the care and support their child receives (see recommendation 1).

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder should devise a clear policy for private childcare arrangements made outwith the childminder's service. This should clearly inform parents that these arrangements are independent of the

childminder's conditions of registration and not covered by her public liability insurance. She should also specify procedures for alternative care in the event of an emergency.

This ensures a safe environment for children is consistent with the Health and Social Care Standards which state:

"My environment is safe and secure" (HSCS 5:17)

"I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4:24)

**Grade:** 3 - adequate

## 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 continue to develop personal plans for each child using her service and carry out a review of these plans every six months or sooner if needed.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 3 Health and wellbeing; and Standard 6: Support and development.

**This recommendation was made on 27 June 2014.**

#### Action taken on previous recommendation

The childminder had introduced new paperwork and had gathered information on each child. However, we found that personal plans were incomplete and had not been reviewed with parents. This recommendation has not been met and will be carried forward.

## Recommendation 2

The childminder should improve the method used to record accidents and incidents in order to maintain confidentiality.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 14.2 Well managed service.

**This recommendation was made on 27 June 2014.**

### Action taken on previous recommendation

The childminder had introduced new paperwork to record accidents and incidents. We saw that information was stored in children's individual files, maintaining confidentiality. This recommendation has been met.

## Recommendation 3

The childminder should review the positioning of the trampoline in the front garden using her risk assessment processes. She should then implement and changes identified to ensure children's safety.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.4: A safe environment.

**This recommendation was made on 27 June 2014.**

### Action taken on previous recommendation

The childminder had dismantled and removed the trampoline from her front garden. This recommendation has been met.

## Recommendation 4

The childminders risk assessment processes should include activities and outings outwith her home.

National Care Standards for Early Education and Childcare up to the age of 16. Standard 2.4: A safe environment.

**This recommendation was made on 27 June 2014.**

### Action taken on previous recommendation

The childminder had completed risk assessments for activities and outings outwith her home. This recommendation has been met. However, we have made a further recommendation that the childminder review her risk assessments to ensure that they reflect best practice guidance, and she completes risk assessments for contact with her pet dogs and parrot.

## 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	Gratings	
27 Jun 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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