

# Thomson, Pamela Child Minding

Type of inspection: Unannounced  
Inspection completed on: 12 July 2018

**Service provided by:**  
Thomson, Pamela

**Service provider number:**  
SP2007964585

**Care service number:**  
CS2007146696

## 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 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. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

The childminder provides her service from her home in the town of Irvine, North Ayrshire. She can care for up to six children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. At the time of this inspection she was providing her service to a total of seven children of various ages at different times.

The childminder principally aims to "provide an environment that is safe for children and where they feel protected".

### What we did during our inspection

We wrote this report following an unannounced inspection that took place on the 12 July 2018. The inspection was carried out by a Care Inspectorate Inspector.

As part of the inspection we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent the childminder three questionnaires to give to parents/carers using her service. Two were completed and returned to us before the inspection.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Newsletters

- 'Whats App' photos/parent comments
- Parent questionnaires
- Children's questionnaires
- Daily reports
- Activity planner
- Childminder's diary
- Policies and procedures
- Children's folders
- Parental consents
- Sample menus
- Medication records and policy/procedure
- Risk assessments - home, garden, outings and car travel
- Daily premises safety checklist
- Food Hygiene pass certificate
- Accident/incident recording
- Training certificates
- Parent welcome pack
- Good practice guidance publications/leaflets
- Complaints procedure
- Information Commissioners Office registration
- General Data Protection Regulation information for parents
- Registration certificate
- Insurance certificates

We spoke with the childminder and the children and observed interaction and relationships between them.

We also looked at some toys, activities and the children's environment.

## Views of people using the service

Three young children under primary school age were present during our visit. They were very relaxed and familiar in their surroundings and enjoyed positive relationships with each other and the childminder. One child was happy to include us in their play whilst the others were comfortable in each other's company. The childminder readily met their individual needs and requests for resources.

Two parents completed and returned our Care Standards questionnaires giving us their views of the service provided. They were both very happy overall with the quality of care their children received and made very complimentary comments including:

"I feel my children have gained a lot from their experiences with Pamela, learning educationally and through play, as well as developing their social skills"

"Pamela is very calm although has clear boundaries set for the kids which is one of the reasons I chose Pamela"

"Our friends and family often comment on (child's) development in terms of her language and social skills and I do believe this is due to the care and support Pamela provides"

Additional comments are included within this report.

## Self assessment

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

The childminder identified what they thought they did well in providing positive outcomes for the children, improvements made since her previous inspection and told us how the people who used the care service provided feedback.

## What the service did well

The childminder continued to maintain and further develop her very good quality service.

She had kept up to date with current best practice and changes to legislation including the General Data Protection Regulation, Health and Social Care Standards and Information Commissioners Office registration requirements.

She fully involved parents/carers and the children in evaluating her service and suggesting what could be made better.

She provided a safe, welcoming and nurturing environment which was self-contained with easy access to all areas used.

Activities were varied, fun and child-led. She promoted the children's health and well-being, making very good use of outdoor space and local resources.

## What the service could do better

The childminder should continue to maintain and develop the high quality service she provides and keep up to date with any changes in legislation and good practice.

She should progress with the installation of gates to secure the garden areas and also make the cutlery drawer safe in the kitchen.

## 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

The childminder provided very good opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices. She exchanged information on a daily basis when parents/carers dropped off/picked up their children and kept them up to date through 'Whats App', telephone and newsletters. Daily written reports provided parents of younger children with information on their child's day and routines. Parents told us that information shared provided continuity in the children's care and that their views were regularly sought. Children were involved in planning activities on a weekly basis and had put forward suggestions for things to do and places to go over the summer holiday period. Play materials were conveniently stored and readily available for the children to make their own decisions and promote independence. This told us that parents and children were included, respected and involved.

The childminder knew the children in her care well. The children's folders contained a very good range of personal information to enable the appropriate care and support to be provided. The childminder provided individualised care and support to the children and ensured parents/carers were fully involved. The children's needs were regularly reviewed with them to meet their on-going development and provide continuity between the service and home. Achievements were recognised and next steps identified in their on-going progress using the GIRFEC wellbeing indicators.

The childminder promoted healthy lifestyles. Snacks and meals were varied and healthy and drinks were readily available throughout the day. Healthy options were discussed with the children and choices given. The childminder spent a lot of time outdoors, ensuring the children participated in regular active play opportunities to develop their physical skills and enjoy being in the fresh air. Parents told us of the range of outdoor activities/venues the childminder took their children to including "parks, picnics and strawberry picking". Although the children in her care did not currently require medication she had appropriate permission and recording facilities readily available should the need arise. Parent permission was sought to allow the children to take part in tooth brushing to help promote good oral health practice.

A wide and varied range of fun, interesting and educational activities/resources were available. The childminder had attended 'loose parts' training and was starting to introduce this play for the children which encouraged and promoted creativity and imagination. Recently developed 'learning journeys' referring to the 'How good is our early learning and childcare' framework included children's comments on activities and what they had learned and opportunities for the childminder to evaluate and make improvements where required. Use of community resources including the beach, library, leisure centre, soft play and shops extended experiences for the children. Larger trips were organised by the childminder and were open to parents and extended family members to attend and enjoy spending time with the children and other families.

The childminder was well aware of her responsibility in ensuring the children in her care were kept safe. She attended child protection training sessions to raise her awareness and understanding of current guidelines and operated a policy/procedure which advised parents of action which would be taken should concerns arise. Positive behaviour was promoted and simple, consistent rules helped the children understand what was acceptable or not and keep them safe.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of environment

### Findings from the inspection

The childminder had moved house since her previous inspection. Her home provided the children with a safe, clean, warm, inviting and nurturing environment. She had adapted her home to create an open plan playroom/ kitchen area which was bright, attractively decorated and welcoming and well planned storage for toys and other materials allowed ample free space for them to play and be independent. The toilet was readily accessible from this area and the garden areas provided plenty of space for the children to enjoy outdoor play opportunities. The childminder advised that new gates were due to be installed in the front and back gardens and also the driveway to make these areas secure.

The childminder carried out risk assessments covering a range of potential hazards to the children and the steps taken to reduce any possible harm. These took account of the children's environment both indoors and out, car travel, various venues and outings. She checked her home daily and safety precautions were in place. The childminder discussed access by children to her cutlery drawer and we advised that she either removed sharp utensils out of their reach or install a safety catch. Accidents/incidents recording facilities were available should the need arise which were shared with parents ensuring they were fully aware of the circumstances surrounding any event and what, if any, treatment was required. The childminder held a Paediatric First Aid certificate and was aware of the need to renew this every three years to update her knowledge of current best practice.

To help reduce the spread of infection the childminder encouraged the children to wash their hands at appropriate times, for example, before eating and after using toilet facilities. Paper towelling was in use to help reduce cross infection when hand drying. Toys and other resources/equipment were clean and in a very good state of repair. Parents we consulted with told us "I am aware toys are rotated in order to keep children stimulated" and "Pamela has a vast range of toys appropriate to the mix in ages of the children who attend and they are suitable & well maintained in terms of safety".

The childminder ensured the children in her care experienced a wide and varied range of experiences/activities outwith her home. She made very good use of local resources ensuring the children were familiar with places in their community and helping them develop different interests.

## 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 had continued to maintain and further develop the service she provides to improve outcomes for the children and their families since her last inspection. She kept up to date with best practice and any changes to legislation through various methods and had added to her library of current good practice guidance publications. She had updated her policies and procedures in line with best practice and since moving to her new home. She was aware of the new General Data Protection Regulation and had developed a privacy notice which she shared with parents to raise their awareness.

In addition to accessing websites to update her professional knowledge and understanding the childminder received information on training sessions taking place for childminders. She was well aware of the importance of keeping up to date with current best practice and had accessed training/information sessions since her previous inspection through the local authority childminding support team. We suggested that she could evaluate her learning, identifying the impact it has had on her practice and on positive outcomes for the children as part of her quality assurance process.

The childminder provided parents with an information pack about her service including her policies and procedures which informed her daily practice. Her complaints policy informed parents of her procedure should any concerns/issues arise. Parents we consulted with told us that they would speak to the childminder in person should any concerns arise, however were aware they could raise a complaint with the Care Inspectorate.

Daily exchanges of information took place with parents and the childminder encouraged them to make further comment through evaluation questionnaires and 'Whats App'. She valued feedback and suggestions from both the parents and the children. Through observations, talking with the children, completion of questionnaires and information regarding their likes/dislikes she could assess what they enjoyed taking part in and make any changes as required. Parents we consulted with felt fully involved and consulted. Comments made included "If Pamela has any ideas she will always discuss these with me. She will also send out a text or newsletter if there are any changes to the service" and "Pamela always appears to gather parents views in any suggested changes and what any implications may be".

### 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

In addition to the safety precautions in place Mrs Thomson should secure blind cords to reduce the risk of any incidents. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 2 - A safe environment.

**This recommendation was made on 12 September 2014.**

#### Action taken on previous recommendation

In the childminder's new home window blinds in the playroom were safe and in the kitchen cords were out of children's reach. This recommendation was met.

## 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	
14 Aug 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
20 Aug 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
6 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
7 Aug 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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