

## **Brown, Pamela** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 30 July 2018

**Service provided by:**  
Brown, Pamela

**Service provider number:**  
SP2003901959

**Care service number:**  
CS2003003700

## The service

### Introduction

The childminder is registered to provide a childminding service for up to six children up to the age of 16, of whom no more than three children should not yet be attending primary school, and of whom no more than one child is less than 12 months old.

The childminder operates her childminding business from the family home in Bishopbriggs, East Dunbartonshire. The property is close to local parks, schools and nurseries.

The childminder has a designated playroom for childminding purposes on the ground floor of the house. Children have access to the playroom and a separate toilet. A large back garden is available for outdoor play.

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's 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

We wrote this report after a short notice announced inspection was carried out by a Care Inspectorate inspector. The inspection took place on Monday 30 July 2018. As requested by us, Mrs Brown completed and submitted a self assessment and annual return to us.

During the inspection, we spoke to:

- the childminder
- two minded children.

Throughout the inspection, we gathered evidence from many sources including the relevant sections of policies, procedures, records and other documents including:

- accident and incident recording,
- aims and objectives,
- behaviour management policy,
- certificate of registration,
- certificate of insurance,
- child protection policy,
- children's records,

- complaints policy,
- medication recording policy and system.

We also observed the childminder caring for the minded children.

## 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 one completed questionnaire prior to the inspection. Parents provided positive feedback. Comments included:

"My child loves being minded by Pamela. Due to her structured rules and routines my daughter feels safe and happy. Pamela is very nurturing and I'm delighted to send my new baby to her soon, as I know that her needs will be met. Pamela is very flexible and as a result I am more relaxed at work. If I've been stuck in meetings Pamela has no problem with keeping my child. All of the children in Pamela's care are lovely and they're very close. Pamela's family are very welcoming and are often included, especially after school. We are delighted with Pamela and so thankful that she is our daughter's childminder".

We chatted with the two older children (siblings) present during the inspection. They told us that they came to their childminder before and after school and part time during school holidays. They had been looked after by Mrs Brown since they were babies. They told us about the kinds of activities they enjoyed and the friendships they had made with other children. They really enjoyed being cared for by Mrs Brown and felt like part of the family.

## 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 individualised care for children and families based on their needs and interests. She worked hard to maintain the long term family relationships she had with parents and children, communicating every day and regularly exchanging information.

She regularly sought comments and feedback about her service using surveys and questionnaires and made improvements as a result.

The childminder accessed training and was informed of relevant good practice guidance concerning the wellbeing of children.

## What the service could do better

The childminder should continue to develop her service as planned and address the recommendations recorded in this report in relation to reviewing children's records with parents every six months. Also recording her personal development reading and its impact on practice and cross referencing information recorded with the wellbeing indicators from Scottish Government guidance, Getting it Right for Every Child, (GIRFEC).

## 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

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.

In discussion it was evident that the childminder had an understanding of the wellbeing indicators from GIRFEC. We discussed using these in practice when completing personal plans to cross reference information already recorded about children's learning and development. (See recommendation 1).

We looked at children's plans and found that they contained relevant information about children's progress. We asked the childminder to formally share and record all information held with parents on a six monthly basis. (See recommendation 2).

Daily diaries were completed for younger children and this ensured that parents could easily exchange information with the childminder each day.

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 returned to the childminder in May 2018 and noted that positive feedback was recorded by parents. Older children completed 'Two stars and a wish' to record feedback and suggest ideas for the future.

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 in discussion with children about healthy snacks and food.

A satisfactory policy and procedure was place in relation to administration of medication.

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 and GIRFEC 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:** 2

1. The childminder should use the wellbeing indicators from GIRFEC when recording information about children's learning and development.

Health and Social Care Standards, 4.11 - 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

2. The childminder should formally share children's plan information with parents every six months and maintain a record of same.

Health and Social Care Standards, 1.15 - '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'.

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder's home was a warm and homely environment. The accommodation was safely arranged, hygienic, smoke free, clean and tidy.

The house provided a very good amount of space for children to play and learn. Children had sole use of a designated play room in the house extension with its own kitchen and bathroom. This gave direct access to a large back garden which was suitably designed for safe outdoor play.

Children enjoyed daily outdoor play in the garden and local parks and walked to nursery and school to ensure that they had fresh air and exercise. The childminder also offered younger children regular opportunities to visit the local childminder's drop in group where they enjoyed play with other children. She also occasionally planned trips and outings further afield. Children told us that they had enjoyed trips to Mugdock park, Almond Valley, Soft play and the Cinema.

We saw that a variety of resources was easily accessible for children to play with independently and in small groups. The childminder told us that since the last inspection she had purchased resources in consultation with children. These included a playtent, play tunnel, bubble machine, footballs and small bikes.

The childminder had a copy of the current best practice guidance Infection Prevention and Control in Childcare Settings. She had several policies in place that reflected this, for example, health and safety, infection control, emergencies.

The childminder had considered potential risks within her environment and had developed risk assessments relating to premises and trips and outings. In response to a recommendation recorded at the previous inspection she had developed a risk assessment in relation to the use of her car for childminding purposes.

There was a recording system in place to record and inform parents if any accidents or incidents occurred. We sampled this and found that it was satisfactory.

Appropriate insurance was in place.

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. She used the Care Inspectorate website and SCMA website to access good practice guidance and information. She told us she engaged in personal development reading and we advised her to record this and its impact on practice. (See recommendation 1).

She was familiar with the new Health and Social Care Standards.

In discussion it was evident that the childminder was motivated to further explore good practice and we directed her to the Care Inspectorate 'Hub' and guidance such as 'My World Outdoors' and 'My Childminding Journey'.

The childminder had 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 using 'Two Stars' and a 'Wish'. We saw that parents provided very positive feedback in the questionnaires issued to them by the childminder in May 2018.

There was a complaints policy and procedure in place although no complaints had been received.

Overall we were satisfied that the evaluation processes that were in place helped the childminder in the delivery and future development of her service.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder should record her personal development reading and its impact on practice to help her develop her service.

Health and Social Care Standards, 4.11 – 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

**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	
25 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good



Date	Type	Gradings	
20 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
12 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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