

Craig, Rose-Marie **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 2 August 2018

Service provided by:
Rose-Marie Craig

Service provider number:
SP2005944847

Care service number:
CS2005099113

The service

Introduction

This service has been registered since 16 January 2006.

Rose-Marie Craig provides a large childminding service registered to provide a care service to a maximum of 8 children at any one time under the age of 16, of whom a maximum of 6 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 the childminders family.

We observed the certificate of registration and confirmed with the childminder that the detail was accurate. At the time of the inspection three children from two families were attending the service on part-time out of school placements. We met two children during our visit.

The childminder provides the service from her home in Denny. The service operates mainly on the ground floor with some access to the upstairs bedrooms. The enclosed garden and amenities in the local community provided opportunities for children to be active.

The main aims of the service include:

"To provide a happy, caring and safe environment for children from birth upwards, where they can learn, grow and have fun. A place where parents know that they can safely leave their children and know that their child's wellbeing is paramount."

A full statement of aims and objectives is available from the service on request.

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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators. Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by one Care Inspectorate inspector on Thursday 2 August 2018. We visited between 13:00 and 15:30. We provided feedback to the childminder at the end of the inspection process.

As part of the inspection, we took account of the annual return and the self-assessment that we asked the childminder to complete and submit to us. We sent three Care Standards Questionnaires (CSQs) asking the childminder to distribute them to parents. The two families using the service chose not to return their questionnaire. We contacted one parent by telephone who gave us feedback about the quality of the service.

During the inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the children present
- the childminder.

We observed and viewed:

- the environment
- the childminder's practice and interactions with the children
- the children playing.

We looked at the following evidence:

- the most recent self-assessment
- children's records, development records and care plans
- administration of medication recording format
- photographs of children's experiences
- accident incident recording format
- registration certificate
- public liability and car business insurance certificates.

We took account of all of the above information when we evaluated the service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

Views of people using the service

The children present were happy and confident in the setting. They interacted well with the childminder who challenged them through various board and card games and supported them to be active through outdoor experiences. The children told us that they liked listening to music, played with the hula hoop and liked to play card games. They showed us their painting designs and the rocks they had designed. They told us that they often went to the park after school and played in the garden benefitting from fresh air and exercise.

We contacted one parent by telephone. They told us they 'strongly agreed' that overall they were happy with the quality of the service. They said that children had lots of opportunities to access fresh air and exercise, that they were safe and secure in the service and that the service was flexible to meet the needs of the parents and children. They liked that children had access to the childminders family pets and felt that they had become an extension to the childminders family.

Self assessment

The childminder is aware of the need to complete a self-assessment for the service as requested by us in future.

What the service did well

Children enjoyed experiences suitable for their age that encouraged them to be active and healthy.

Effective communication through the use of face to face discussion and the use of social media ensured that changes to care and support were agreed to meet children's changing needs.

What the service could do better

The childminder had identified the need to update her paediatric first aid training .

We would encourage the childminder to evaluate the quality of the service. For example, she could evaluate outcomes for children using SHANARRI wellbeing indicators. She could use good practice guidance to support the self-evaluation process including:

- 'Health and Social Care Standards. My support, my life'
- 'My childminding journey and 'My childminding Experience'.

The childminder planned to review children's personal plans in consultation with parents to ensure that they were reviewed once in each six month period.

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	4 – Good

Quality of care and support

Findings from the inspection

Effective communication ensured that individual children's needs were met. The use of social media and face to face contact ensured that information was shared on a regular basis. Details contained in the personal plans showed that the childminder responded well to meet children's health, welfare and safety needs. We discussed the need to record the review of children's personal plans. For example, the review of the risk assessment and protocol in place to show how a child's health needs are managed. **(See recommendation 1.)**

A range of play experiences supported children to achieve. For instance, they played board and card games and were creative through painting designs on rocks and the path. They told us that they liked to listen to music, to go to the library and to climb trees in the woods.

Health and wellbeing was promoted in a variety of ways. Children learned about keeping their bodies healthy through being active and eating healthily. They enjoyed trips to the park, walks in the woods and food taster sessions. We discussed hidden sugars in food that children were eating and how parent awareness could be raised. Children explored their feelings and at times benefitted from the therapeutic experience of having contact with the childminders pet dog and cat. They were learning about nurture when caring for the family pets. Children experienced warmth, kindness and compassion in the care they received in the service.

The childminder demonstrated a knowledge and understanding of child protection and had systems in place for recording the administration of medication and for recording accidents and incidents. We sign posted her to the NSPCC website to further support her development and knowledge of how safeguard children in her care and

discussed how records could be further developed for children with health needs. She recognised the need to access refresher training in child protection and first aid.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should record the review of children's personal plans. For example, the review of the risk assessment and protocol showing how a child's health need is managed.

This is to ensure that care and support is consistent with the Health and Social Care Standards My support, My life - "My personal 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

A warm and relaxed environment contributed positively to children having a sense of belonging, building their confidence and self-esteem. The children present during our visit were included in a card game of pairs sitting at the dining room table, they were able to relax on the sofa too if they needed a quiet time and were active in the garden.

Children told us they enjoyed listening to music, playing with the hula hoop and jumping on the trampoline. They were aware of the rules that kept them safe when playing on the trampoline and the childminder was aware of the safety information regarding the trampoline contained in the SCMA public liability policy document. Children were active through activities in the local community including visits to parks and walks. They told us about walking along the river saying that it was safe for a paddle and exploring the outdoors looking for sticks and stones to throw in the water. They were learning to stay safe through risky play and developing physically when climbing trees and walking. The childminder was aware of the benefits for children having opportunities to access open ended play through the use of natural materials and loose parts.

The environment was clean, tidy and well maintained. Safety measures were regularly checked to ensure that they were in place to minimise hazards and meet children's individual needs and stages of development. Children were becoming risk aware as a result of their experiences in the service. The childminder recognised the need to review and develop risk assessment records. We discussed a risk benefit approach that could be transferred to the risk assessment recording formats for the service.

Infection control practices were very good including effective hand washing. The spread of infection was minimised as a result. Safe food practices and storage of packed lunches was being adhered to. Overall, we found that good practice supported children to be safe, healthy and responsible in the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder has a nurturing approach towards children with a good knowledge of child development. She worked in partnership with parents to agree how best to support children to achieve. The childminder regularly chatted with parents to ensure that children's personal plans were reviewed. We suggested ways that the childminder could formally record each review. We observed the childminder to have a kind, caring and compassionate approach with the children present. Children felt safe and secure as a result.

The childminder has shown a professional attitude to her continued professional development through access to training. She planned to access refresher training in child protection and paediatric first aid ensuring that she was familiar with current practice in these areas to keep children safe and healthy. The childminder was aware of practice that supported children to achieve. For example, being aware of the benefits of open ended play through the use of loose parts and natural resources resulted in planned activities using the local community to support children's curiosity, learning and creativity. Children showed us photographs of them exploring the outdoors accessing risky play developing skills and learning to stay safe. We encouraged the childminder to access recent publications available on Care Inspectorate Hub to stay up-to-date with current practice.

The childminder involved parents and children in agreeing how the service was planned and developed. We chatted about how the childminder could evidence self-evaluation in the service. For example, she could record children's involvement in planning and evaluating their experiences through the use of a 'floor book'. We sign posted the childminder to the 'Health and Social Care Standards, My support My life', 'My Childminding Experience' and 'My Childminding Journey' guidance that will support self-evaluation in the service.

The statement of aims and objectives and the range of policies and procedures were reviewed and developed so they reflected practice in the service. Parents were aware of the complaint policy but felt that they would be able to discuss any issues with the childminder.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – 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	
18 May 2016	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
11 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
31 Jul 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
15 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
8 Apr 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed

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