

Tejay's Playroom Child Minding

Type of inspection: Unannounced
Inspection completed on: 26 July 2018

Service provided by:
Kimberly and Don Scott trading as
Tejay's Playroom

Service provider number:
SP2004942037

Care service number:
CS2007152224

The service

Introduction

The childminders provide their childminding service from their semi-detached property in a residential area of Dundee. The minded children make full use of a large living room, kitchen and dining area, hallway and toilet. Patio doors from the dining area open directly onto a secure garden.

The service registered with the Care Inspectorate on 12 June 2008 and is registered to provide a care service to a maximum of seven children at any one time under the age of 16, of whom a maximum of seven will be under 12, of whom no more than six are not yet attending primary school and of whom no more than two are under 12 months, when working jointly. The number shall reduce to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months, when either childminder is working alone.

Numbers are inclusive of the children of the childminder's family. Overnight service will not be provided. The service shall be known as Tejay's Playroom.

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), 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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report following an unannounced inspection between 13:20 and 15:30 on 23 July 2017. We returned to give feedback to the childminders on 26 July 2017.

We received three completed questionnaires about this service. In addition to the information provided by parents in these questionnaires, we gathered information on the service from a range of other sources. These included:

- observation of the children during activities
- observation of the childminders and their interactions with the children in their care
- all about me information
- observation of the environment
- discussion with the childminders
- toys and resources
- the childminders' policies
- registration certificate.

Views of people using the service

During the inspection we saw the childminders working with five children. We could see that they were all enjoying their play and were very comfortable and relaxed. The children attending told us:

'I like my babies. They're from my house.'

'I'm the manager of the shop.'

The parents who responded to our questionnaires were very positive about the experiences for their children. They strongly agreed that they were happy with the quality of care received by their children when using the service. They told us:

'Don and Kim are extremely friendly, helpful and approachable. Their open door policy is very reassuring. Our child is always happy when we collect them. I like the diary that goes back and forward each week to keep us informed of what our child has been doing and lots of photos too.'

'I like that our child is taken out to the fishmonger, library and parks. My child gets to play indoors and outdoors and go for walks in the woods. Indoors there are a range of activities such as song time and story time. They have routines for lunch and tooth brushing that my child responds well to.'

'If there are any changes, they always make sure I am happy with this before any changes are made.'

Self assessment

The childminders had submitted a self assessment. The information contained in this was helpful during the inspection and in the writing of this report.

The childminders demonstrated, through our observations and discussions, their commitment to providing the best outcomes for the children in their care.

What the service did well

The childminders had warm, nurturing relationships with the children. Children's progress was well recorded and linked to the SHANARRI wellbeing indicators. The childminders had very good communication with parents and carers which enabled them to be involved in their child's care. The children benefitted from a wide range of opportunities to play outside and explore their local community.

What the service could do better

To contribute to the safe provision of care, the childminders must ensure that they adhere to the conditions of their registration. The childminders should review their nappy changing practice in line with current best practice guidance.

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	3 - Adequate

Quality of care and support

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a very good standard in this area.

The childminders had developed kind, warm and nurturing relationships with the children and provided cuddles and reassurance for children when needed. The children enjoyed involving the childminders in their play and were confident to ask for help and support. The childminders had a very good understanding of children's individual needs and provided very responsive care. This had enabled the children to develop strong attachments with the childminders.

Children's personal plans were reviewed every six months or sooner if required. They contained information about the children, observations of their development and next steps. The childminders had linked these to the SHANARRI wellbeing indicators which detailed how children were achieving. We discussed how they could ensure that children's next steps were specific to enable them to review their development regularly.

Children's choices and wishes were respected and activities were developed following children's interests. We discussed with the childminders ways to record children's involvement in the planning and evaluating of their experiences. We suggested that this could be done through floorbooks or mind maps and that older children could take responsibility for this.

Children were offered a range of healthy meals and snacks provided by the childminders. They followed Setting the Table guidance when planning meals and encouraged the children to share their ideas and contribute to menu planning. A parent commented: 'All healthy home cooked meals provided. My child eats everything and comments about how good the food is. Each child picks their choice of meal to go on the menu.'

During the inspection, we saw the children playing together. They had developed kind and caring friendships with each other which was supported by the childminders positive approach and the respectful ethos of the service.

The childminders had very good relationships with parents. They communicated with parents on a daily basis and kept them well-informed. They shared information about the care of the children through diaries, daily conversations and sending photographs. This enabled parents to feel included in their child's care and enabled the childminders to change and adapt routines in line with children's home routines.

We looked at medication procedures. We would ask that the medication permission forms were updated in line with current best practice guidance to include the reason for administering the medication. We directed the childminder to the Care Inspectorate HUB (www.hub.careinspectorate.com) to follow best practice guidance.

We discussed child protection and were satisfied with the childminders' knowledge and awareness of their role in protecting children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a very good standard in this area. We concluded this after talking with the childminders and looking round their home.

The childminders had considered the space for children to use very well. Children had pegs in the porch to hang up their coats and bags. This gave the children a sense of belonging. The children had space in the living room to play, rest and relax and used the dining area in the kitchen to enjoy their meals and snacks. Children were provided with a welcoming and homely atmosphere which was safe and tidy. A range of toys, books and games were available for children to play with and these were rotated regularly to ensure children were stimulated and challenged in their play. The childminders had considered children's ages and stages and ensured the toys available provided opportunities for learning.

On the day of inspection, the children were enjoying playing in the garden. The garden appeared to be safe and secure and had a range of toys to support children to be healthy and active. The childminders told us that children had opportunities for daily outdoor play. The children were also able to access a wooded area from a gate in the garden. This provided exciting opportunities for children to work with the local rangers and do activities such as den building and feeding the squirrels. This supported children in developing an understanding of nature and the world around them.

The childminders had introduced loose parts play in the woodland and out on other visits within the community such as at local parks. We discussed the value of loose parts play to encourage children to be creative, solve problems and promote curiosity and suggested that they could begin to develop this within their own garden and home. We signposted the childminders to documents that would support them to develop loose parts play.

The children had a range of opportunities to learn how to keep themselves safe. We heard how children were developing their awareness about road safety from a young age and how they were involved in assessing risks on outings. We discussed with the childminders ways of recording this.

The children benefited from regular outings within the local community. They enjoyed going on walks and visits to the parks and library. The children also attended a toddlers group regularly.

Accidents and incidents were appropriately recorded and signed by parents. A copy was kept by the service and a copy given to the parents.

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

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area. We concluded this after talking with the childminders and looking at supporting paperwork and individual records.

The childminders were committed to ensuring the children were well cared for and enjoyed their time at the service. They had a good knowledge of GIRFEC and embedded this within their practice. They kept up-to-date with current developments in the childcare sector through the Care Inspectorate HUB, Care News and through the Scottish Childminding Association (SCMA).

Throughout the inspection, we saw the childminders working effectively together. They had both attended training on first aid and one of the childminders had refreshed their knowledge of child protection. They should continue to identify any further training needs and reflect on how their learning impacts on their practice.

Parents were very involved in the service and were kept up to date with any changes, for example, updated policies were shared with them. Parents commented on how approachable the childminders were and that they would be confident to speak to them if they had any suggestions or concerns. The childminders had implemented a suggestion book which was used by parents. We discussed with the childminders ways to gather formal feedback from the parents and children to enable them to contribute further to the service development.

During the inspection, we discussed with the childminders the area used for nappy changing. We signposted them to the infection control guidance to ensure they were following current best practice. The childminders had already made improvements when we returned to give feedback.

On the day of inspection, the childminders were operating over their registered numbers. Whilst we acknowledged this was a misunderstanding about when their own children should be included in their registered numbers, and at no time were there more than seven children in the house, the childminders must ensure they adhere to their conditions of registration at all times. **(See requirement 1).**

We found the childminders to be passionate and enthusiastic to providing the very best for the children in their care. The children were happy, relaxed and enjoying their time with the childminders. The childminders should now act on the requirement and improvements discussed during this inspection to further develop and improve their service.

Requirements

Number of requirements: 1

1. In order to ensure the safe provision of care, the provider must adhere to the conditions of registration by 13 August 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which states 'My care and support meets my needs and is right for me' (HSCS 1.19).

It is also necessary to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) - Welfare of Service Users.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

What the service has done to meet any requirements we made at or since the last inspection

Previous requirements

Requirement 1

The provider must ensure that there is a qualified first aider working within the service.

This is to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011/210 Regulation 4(1)(a) Welfare of Service Users.

This requirement was made on 9 July 2014.

Action taken on previous requirement

Both childminders had attended first aid training.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The provider should develop risk assessments in relation to the use of the wooded area at the back of the service.

This is in accordance with: The National Care Standards, Early Education and Childcare up to the age of 16: Standard 3, Health and Wellbeing.

This recommendation was made on 9 July 2014.

Action taken on previous recommendation

The childminders had developed a risk assessment for the wooded area. They also involved children in regular discussion about how to keep themselves safe in this area. This recommendation has been met.

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	
3 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed 5 - Very good
4 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
27 Feb 2009	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed

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