

Julie Livingstone Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 9 May 2018

Service provided by:
Livingstone, Julie

Service provider number:
SP2013984624

Care service number:
CS2013315697

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.

This service registered with the Care Inspectorate on 7th June 2014.

Julie Livingston (referred to as 'childminder' throughout this report) is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family. Minded children cannot be cared for by persons other than those named on the certificate. Overnight care will not be provided.

At the time of the inspection seven children were registered to use the service. Two minded children were present during the inspection.

The childminder provides this service from her home in a residential part of Restalrig in Leith. The areas of the home used by minded children are the lounge, playroom, kitchen, downstairs toilet and an enclosed back garden.

The childminder had a set of aims which included:

'My aim is to provide a safe, clean and secure environment in which the children are happy, feel secure and are stimulated. I will encourage them to experience and choose from a range of activities using sufficient resources and in so doing respond to the individual needs of the child. I aim to look after each child with regard to their general health, nutrition and safety and to also support each child by enthusiastic and effective interaction'.

What we did during our inspection

During our inspection we:

- spoke to the childminder about how she ran her service.
- observed the interaction between the childminder and the minded children.
- reviewed the childminder's paperwork.

Views of people using the service

Prior to the inspection we issued three Care Standard Questionnaires to the service. Three completed questionnaires were returned to us before the inspection. Parents who returned the questionnaires were very positive about the service they received. Their comments included:

- "Very friendly home from home service with experienced capable skillset. Extremely flexible and responsive to the needs of each child".

The two minded children present during the inspection were too young to give feedback on the service. We observed the interaction between them and the childminder. We saw that she was responsive to their non verbal communication and supported them appropriately.

Self assessment

We received a fully completed self assessment from the childminder which included some areas for improvement which she had identified.

What the service did well

The childminder had a good rapport with the minded children and was responsive to their needs.

What the service could do better

We discussed with the childminder that she should now read and share the safe sleeping guidelines with parents so that they can make an informed choice about how their child sleeps.

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

The childminder gathered a range of information from parents when a child's placement started, this meant that she had the relevant information to enable her to meet children's needs. She had gained a sound knowledge of their individual care needs, likes, dislikes and developmental progress. All of this information contributed to the children's personal plan. We discussed with the childminder that the questions within the 'all about me' should be further developed to be more meaningful about babies and younger children.

During the inspection, we saw that the childminder responded to the young children's non verbal communication with affection. She cuddled and comforted the child who was tired.

The childminder knew the children well. This promoted children's continued enjoyment as the childminder planned and offered daily experiences which were supportive of their development. The childminder kept notes of children's achievements and next steps in their development. We discussed that these should be dated to give a clear overview of the child's development.

The childminder described to us how she worked with parents and other professionals to support a child in her care. She was knowledgeable about the child's needs and what she could do to support them. Information was recorded in the child's folder. Through discussion it was apparent that the childminder was knowledgeable about and empathetic towards the children in her care.

Parents commented:

- "Through email, diary, conversation and texts, she regularly reviews the needs of the child and the information she holds, as well as our opinions on what might need revised."
- "Very caring approach combined with an efficient service".

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder's home was observed to be well maintained, clean and smoke free for children using the service. The childminder had carried out written risk assessments of the environment to outline the action taken to reduce potential risks. She also talked to us about the visual daily assessments she carried out to maintain the safety of the children.

The childminder was aware of the importance of children experiencing fresh air and active play. She described the outdoor experiences for children in the wider community including nature walks, the beach, country parks, toddler groups and parks. Outdoor experiences helped children to learn about nature and caring for the environment.

An enclosed back garden provided additional opportunities for children to have access to fresh air and physical activity. A variety of age appropriate toys and resources provided opportunities for children to explore and play.

During the inspection babies were put to sleep in their buggies, this is not best practice and we discussed with the childminder safe sleeping practices. After the inspection, we emailed the childminder the safe sleeping guidance to read and share with parents.

Parents who returned the Care Standards Questionnaires commented:

- "A perfect balance of safety provisions, whilst avoiding bureaucratic service rules. Common sense prevails".
- "Excellent mixture of activities with cultural venues, for example museum and outdoors".
- "There are a range of spaces and an excellent range of toys, books and activities for the age of the children. There is suitable safety equipment. Julie takes my child to the park, Botanical gardens, libraries, beach, country park, museum, and toddler groups."

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

As a member of the Scottish Childminding Association (SCMA), the childminder accessed training and kept up to date with best practice and legislation. She had completed a range of training which contributed to her knowledge and understanding. This included:

- First Aid
- Working with ADHD and the Autism Spectrum
- How children develop and learn
- Stages of development, learning, observation and assessment
- Building the ambition.

The childminder used a variety of ways to share information with families who used the service. This included a closed Facebook page, Whatsapp and a daily diary for younger children. This kept people up to date with what was happening in the service. Annual questionnaires asked parents for their views on the service. The childminder made notes on any action taken as a result of comments made. This demonstrated her commitment to improvement and meaningful participation with parents.

Parents who returned the Care Standards Questionnaires were confident that they would raise a concern with the childminder, should they have one. Their written comments included:

- "I would feel comfortable raising a concern with Julie and know she would listen and take it on board".
- "I would feel happy about talking through any concerns with her directly".

They also confirmed that they were involved in making improvements and changes to the service. Their written comments included:

- "She regularly liaises with us on issues such as the snacks/food provided and has regularly reviews with us regarding how we think our child is doing and how she might improve the service. This is done through questionnaires, emailed questions and conversation".
- "She regularly asks for suggestions or ideas and informs us in advance of any changes".

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	
15 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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