

Whitelaw, Lynn Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 August 2018

Service provided by:
Whitelaw, Lynn

Service provider number:
SP2015986790

Care service number:
CS2015336286

The service

Introduction

The childminder provides her childminding service from her terraced property in a residential area of Kirriemuir. The minded children make full use of a playroom, living room, kitchen and upstairs toilet. They can access a secure garden area directly from the playroom.

The service is registered to provide a care service to a maximum of eight children at any one time under the age of 16, of whom no more than six are under 12 and 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 children of the childminder's family.

On the day of inspection the childminder was working with four children. We found that the childminder adheres to the conditions of her registration.

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 10:50 and 13:20 on 13 August 2018. We gave feedback to the childminder at the end of the inspection.

We received three completed Care Standards Questionnaires (CSQs) 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 childminder and her interactions with the children in her care
- all about me information
- observation of the environment
- discussion with the childminder
- toys and resources
- the childminder's policies
- registration certificate.

Views of people using the service

During the inspection we saw the childminder working with four children. We could see that they were all very relaxed in the childminder's care and enjoyed playing with each other. The children attending told us:

'Look, it's Tumble Ted!'

'I'm all done. My butterfly sandwich finished.'

'Look, it's my hand print. Can I draw round your hand?'

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:

'Lynn provides a great service and I am more than 100% happy when my child goes there. My child loves her time at Lynn's and this makes me happy leaving her there.'

'My child is always up to something at Lynn's; making crafts, painting stones to hide about the town or making gifts for special days.'

'She always involves you and asks for your opinion or feedback.'

Self assessment

The childminder had submitted a self assessment. This included information about how the service met the needs of children and their families. The childminder had not included any areas for improvement.

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

What the service did well

The childminder had very nurturing and caring relationships with the children. She provided them with support to solve their own problems, reassurance where needed and encouragement to be independent. She had created an inclusive and respectful ethos. The childminder had developed very good links with the local school which enabled her to support the individual needs of the children.

What the service could do better

Medication forms should be reviewed and updated 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	5 - Very Good

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 childminder had developed very strong relationships with the children. She was kind, caring and nurturing towards them. The childminder considered children's individual needs and provided appropriate support for children to solve their own problems and be independent. We saw very good examples where the childminder extended children's learning and provided support to enable the children to achieve and be successful. Children's choices and wishes were respected by the childminder and activities were planned around their interests.

Children's individual needs were recognised and supported very well. The childminder also worked with a local school and parents to provide a consistent approach for a child in her care. Children's personal plans were detailed and reviewed every six months or sooner if required. The childminder used this information to inform the daily care of the children specific to their individual needs. The information provided also enabled her to maintain children's home routines as much as possible.

The childminder linked children's achievements to the SHANARRI wellbeing indicators. We discussed with the childminder ways to record these achievements and suggested she could develop next steps for children with their parents.

The childminder communicated with parents on a daily basis and kept them well-informed. She shared information about the care of the children through daily conversations, text messages and sending photographs. This supported parents to feel included in their child's care and established strong relationships.

We looked at the medication procedures. We would ask that the medication procedure was reviewed and updated to ensure medication records were in line with current best practice guidance. We directed the childminder to the Care Inspectorate HUB (www.hub.careinspectorate.com) to follow best practice guidance.

During the inspection, we heard the childminder reminding the children of the house rules. She encouraged the children to be kind towards each other and respectful of the toys. The children responded positively to the childminder's clear expectations. We observed the childminder using lots of positive language and praise.

The childminder provided snacks for the children. Parents strongly agreed that the childminder provided a healthy and well-balanced diet. A parent commented: 'Lynn provides fruit, bread sticks, wraps and my child loves this'.

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 childminder and looking round the childminder's home.

From our observations we saw that the childminder's home was welcoming, organised and tidy. The children enjoyed playing and relaxing in the playroom where they could independently choose from a wide selection of toys and books. We saw the childminder encouraging the children to tidy away the toys when they were finished playing which helped the children to become responsible. Children were very well supported to tidy up as the childminder had labelled each toy box with visual symbols. We saw very good examples of how this enabled a child to develop their independence.

The children had free flow access to the back garden from the playroom which they used on a regular basis. The garden was fully enclosed and a range of outdoor equipment and toys such as a trampoline and mud kitchen were on offer. This gave the children the opportunity to be active and creative in their play.

We discussed with the childminder the use of loose parts resources to encourage children to be creative, solve problems and promote curiosity. We signposted the childminder to documents that would support her to develop loose parts play.

The children benefitted from regular outings in the local area including trips to the local park, soft play and toddlers. This enabled children to become familiar with their local community and feel included.

Accidents and incidents were fully completed and shared with parents. A copy was held for the childminder's own record. We discussed sleeping arrangements for the children and signposted the childminder to safer sleep guidance. We suggested that she may wish to share this with parents.

Throughout the inspection we saw good hand washing practice. The children were familiar with when to wash their hands and it was evident that this was part of their daily routine. We observed a nappy change during the inspection. We reminded the childminder of the importance of wearing a disposable apron and gloves for every nappy change to minimise the risk of spreading any infection. We directed her to the Care Inspectorate website where current best practice guidance can be found (www.hub.careinspectorate.com).

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 a very good standard in this area. We concluded this after talking with the childminder and looking at supporting paperwork and individual records.

The childminder was a member of the Scottish Childminding Association (SCMA). She kept up-to-date with developments in childcare through the SCMA childminding magazine, Care Inspectorate Hub and Your childminding journey; a learning and development resource.

Parents were given regular questionnaires to gather their views of the service. This enabled them to contribute to the development of the service and provide suggestions for improvement. The childminder told us that parents would also be confident to share any suggestions or concerns verbally. Children's ideas and suggestions were gathered verbally on a day-to-day basis. We suggested the childminder should consider ways to record their views.

The childminder had recently attended child protection training. She told us that this had refreshed her knowledge about her roles and responsibilities and that she would be confident to deal with any concerns if they arose. The childminder told us that she was planning to complete the SCMA accredited open badges to continue to develop her knowledge and learning and enable her to improve her practice.

The childminder met with other childminders on a regular basis which provided opportunities for the children to socialise and develop friendships with a wider range of children. She also used the opportunity to share knowledge and current practice with other childminders to help her to improve her service.

Snacks were provided by the childminder. We would ask her to explore registering as a food business and signposted her to Safer Food Better Business for Childminders, a resource written by the Food Standards Agency for further information.

The childminder was committed to ensuring the children in her service were well cared for and enjoyed their time with her. She had a very good knowledge of the children she worked with and ensured that she created an environment where all children felt included and respected. We saw evidence of children who were happy and relaxed in the childminder's care. The childminder should now act on the improvements discussed during this inspection to further develop and improve her service.

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

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	
10 Aug 2016	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good

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