

Lisa's Childminding Service

Child Minding

Type of inspection: Unannounced
Inspection completed on: 5 September 2018

Service provided by:
Penny, Lisa

Service provider number:
SP2013985175

Care service number:
CS2013319292

Introduction

The childminder provides her childminding service from her detached property in a rural area of Kinross. The minded children have access to the ground floor only, making full use of a large playroom, an open plan living, kitchen and dining room, hallway and toilet. Patio doors from the dining area open directly onto a secure garden.

The service registered with the Care Inspectorate in 2013 to provide a care service to a maximum of six children at any one time under the age of 12 of whom no more than three are not yet attending primary school and 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 one child. 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 10:05 and 12:10 on 5 September 2018. We gave feedback to the childminder at the end of the inspection. 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 child during activities
- observation of the childminder and her interactions with the child 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 one child. We could see that he was enjoying his play and appeared to be happy and relaxed. The child attending told us:

'They are fast trains.'

'There's my shoes. Put them on.'

'Toys outside.'

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:

'My childminder provides snacks. She ensures they are healthy and well-balanced. She has a menu of snack options for parents to view.'

'Regular reviews taken place to allow childminder to be aware of child's goals and development needs.'

'She speaks to me regularly, text, email and face to face. Lisa also reviews my child's file on a regular basis. There are regular feedback questionnaires which both me and my child complete. Lisa then uses this information to adapt the care service provided to suit the needs of my child.'

'Very happy with Lisa as a childminder. My son absolutely loves going to Lisa's to play and is always stimulated and tired when coming home after an enjoyable day playing.'

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 developed strong relationships with the child in her care. She encouraged him to make choices and provided a range of play opportunities which followed his interests. The childminder was responsive to his needs and it was evident that he had a trusting relationship with her. The childminder reflected on the individual needs of the children using her service and participated in training which supported her to meet their needs more effectively.

What the service could do better

We discussed with the childminder how she could explore further ways to involve children in evaluating their experiences and developing the service.

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 child in her care. She was warm, nurturing and caring towards him and very responsive to his needs and interests. Throughout the inspection, we saw the childminder giving the child choices. This supported him to make decisions, be responsible and feel listened to. The childminder was clear with expectations and this supported the child to be happy and confident in his play.

Children's personal plans were detailed and included information on their home routines, likes and dislikes. This enabled the childminder to follow children's home routines as much as possible. The childminder had an overview of when each child's personal plan was reviewed. We reminded the childminder to ensure that parents sign and date the personal plan once they had reviewed it.

In partnership with parents, the childminder agreed personalised next steps for children and how they would be met. The childminder reviewed the children's progress with the parents when they met every six months. We suggested the childminder should consider recording how the child's next steps had been met to show the children's progress and development.

The childminder had created scrapbooks showing activities the children had been involved in. She linked these activities to the SHANARRI wellbeing indicators. We suggested that the childminder could include more observations of children's development and encourage the children to add comments to their photos. This would contribute to the children's sense of achievement and responsibility.

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

The childminder provided snacks for the children. She involved them in suggesting ideas for snack and encouraged them to participate in developing the snack menu. We saw that a healthy and balanced range of snacks were on offer.

We looked at the medication procedures. We were satisfied that the childminder had appropriate systems in place to seek permission from parents and record any medication administered.

We discussed child protection and were satisfied with the childminder's knowledge and awareness of her 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 childminder and looking round the childminder's home.

From our observations we saw that the childminder's home was clean, tidy and homely. The children had a dedicated playroom where a wide range of toys were available for children to choose from. The children enjoyed eating their meals and snacks at the table in the dining room and used this space for messy play and art and craft activities. Children had space to relax in the living area.

We discussed sleeping arrangements for children and were satisfied that the childminder had a good understanding of safer sleep guidance to ensure children's safety. She created a cosy environment for the children which was conducive to good quality sleep.

The children had daily opportunities for outdoor, active play and enjoyed spending time in the garden. There were a range of play opportunities such as a large climbing frame and slide which supported children to develop their gross motor skills. The childminder also encouraged children to be creative and develop their imagination in the garden. She provided opportunities for messy play and during the inspection we saw the child discussing the fairy garden with the childminder. The childminder had a good awareness about loose parts play. She had begun to introduce this approach to encourage children to be creative, solve problems and promote curiosity. We suggested she should consider how this could be further developed.

The childminder took children on regular outings within the local community. She told us that the children enjoyed going to the local parks to explore in the trees, trips to the library and weekly toddler groups to support the children to socialise.

The childminder had detailed risk assessments in place. She reviewed these regularly and updated them to ensure children's safety was maximised. The childminder told us that she discussed with the children how to keep themselves safe. We suggested ways to record these discussions.

We looked at accident and incident records. These were fully completed including any treatment given and shared with parents. The childminder held a copy for her own records.

We did not observe a nappy change however the childminder was able to talk about her nappy changing routine. She was aware of how to minimise the spread of infection.

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 information from Perth and Kinross Council's Childcare Strategy Team.

The childminder had recently attended a range of training including asthma and Epipen, child led planning, food safety and child protection. The childminder told us about her learning from the training. We suggested that she recorded any key learning taken from the training and the impact this had on her practice. The childminder identified training based on the needs of the children and families she was working with. She should continue to access a range of training opportunities to ensure she stays up-to-date with current best practice.

Parents and older children 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. We discussed with the childminder ways to involve younger children in evaluating their experiences and views about the service. We suggested this could be done using mind maps.

The childminder promoted settling in visits for new children starting the service to enable her to get to know the child, their routines and family. This resulted in children having positive experiences within the service and parents feeling reassured and relaxed about the care of their child. She followed up families experiences of the settling in process with a questionnaire to enable them to suggest areas for improvement and enable her to continue to improve her service.

The childminder had a good awareness of the new Health and Social Care Standards (HSCS). We discussed how she could begin to use these within her practice and suggested how she could use these as a tool for evaluation.

We found the childminder to be committed to providing the very best for the children and families she worked with. We saw evidence of a happy, confident child who had developed trusting relationships with the childminder. 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

Recommendation 1

It is recommended that the childminder reviews the children's personal plans and contact information with parents and carers at least once every six months and more often as appropriate.

The National Care Standards, Early Education and Childcare up to the age of 16, Standard 4: Engaging with Children.

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

The childminder had a record of when children's personal plans were to be reviewed and met with parents and carers every six months. We reminded the childminder to ensure parent and carers sign and date the personal plan when it has been reviewed. This recommendation has been met.

Recommendation 2

The childminder must ensure that she records all of the information required in the administration of medication record. She should also keep a written record of when the medication was last administered.

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

This recommendation was made on 30 September 2014.

Action taken on previous recommendation

The childminder had appropriate systems in place for recording the administration of medication. 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	
26 Aug 2014	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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