

Grant, Ann Child Minding

Type of inspection: Unannounced
Inspection completed on: 19 September 2018

Service provided by:
Grant, Ann

Service provider number:
SP2003910465

Care service number:
CS2003016391

Introduction

The service registered with the Care Inspectorate in April 2011.

Ann Grant 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 no more than one is under 12 months. Numbers are inclusive of the childminder's family. The service operates from the family home in a residential area of St. Ninian's in Stirling. The area of the home predominately used for childminding is the ground floor. The garden to the rear of the property is enclosed and is also used as an outdoor play space for children.

The childminder states that her aims and objectives are:

"It is my aim to provide a quality, safe and flexible service to children mainly under school age for parents who wish to work or study. I have 16 years experience of working with children of various ages and I enjoy the company of children and playing a part in their development... I want to be able to teach children new skills while they are in my care."

What we did during our inspection

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.

During the inspection process, we gathered evidence from various sources, including the following:

- the childminder's policies that she shared with parents
- children's records and registration information
- the childminder's training certificates and other documentation
- discussions with the childminder
- observations of the childminder's interactions with the child present at the time of inspection
- the toys, equipment and play spaces available for children.

Views of people using the service

One child was present during our inspection. The child was able to explore the environment freely and approached the childminder for reassurance and physical comfort when they needed this. The use of cuddles and comforting interactions helped to create a respectful and nurturing environment where the child was valued and accepted as a unique individual. A sense of fun and laughter was evident and this created a welcoming atmosphere where the child could lead their own play experiences safely and securely.

We sent out three Care Standard Questionnaires for families to complete before our inspection. One of these were returned to us. They told us:

"Routine is good. It seems like they are always out and about. Daily activities include the park, a playgroup or equivalent. (My child) seems to have lots of little friends."

"Ann is great. She is a very experienced childminder who my (child) loves. Ann is also a great communicator. As parents we always know what's going on."

Self assessment

We did not receive a self-assessment from the childminder. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan were considered in this inspection.

What the service did well

Children were being cared for by a warm, compassionate and nurturing childminder who knew each individual's needs, wishes and choices very well. The positive and trusting relationships that had developed between children, families and the childminder created an inclusive atmosphere where everyone was valued and respected for their unique qualities and personalities. Regular visits into the local community enhanced the child led play experiences on offer and this fostered children's confidence, self esteem and independence. The childminder was committed to offering a positive experience for each child she cared for and achieved this through a family orientated ethos, vision and set of values.

What the service could do better

We have made three recommendations as a result of this inspection. These are related to:

- ensuring children's personal plans are in place and updated at least once in every six months or when there is a significant change in a child's circumstances
- updating policies and procedures to reflect best practice guidance
- proactively remaining up to date with best practice to reflect and evaluate on the service as a whole.

We have also identified other areas for improvement which are detailed throughout this report.

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	3 - Adequate

Quality of care and support

Findings from the inspection

Children were being cared for in a very nurturing and caring environment where their individual needs, wishes and choices were respected. The warm and compassionate interactions they had with the childminder helped them to feel safe and secure, supported by a sense of fun and loving relationships. Children were seen as a part of the childminder's family and were supported to feel valued and appreciated in the home.

The childminder's understanding that children's emotional wellbeing is essential to their holistic development ensured children became resilient and developed a sense of their own identity from an early age. Their confidence and self-esteem was well supported through the positive and trusting relationships that had been fostered between children, families and the childminder.

Children and families were recognised as experts in their own experiences and this supported the childminder to offer individual, tailored support to meet children's needs. By understanding the lives of the families she worked with, she was able to support routines from home and offer care which was consistent with their home life. Families felt respected and valued by the childminder and understood how she included their views and opinions into the daily care and support she offered their children. This close working relationship ensured children received a good quality of care and support when in the childminder's care. We asked that the childminder ensure that this information is included in each child's personal plan. By developing effective personal plans for children, communication between families and the childminder will be clear and concise, as well as up to date to effectively meet children's needs. See recommendation one.

Children were able to lead their own play experiences and were encouraged to be independent. The childminder was focussed on helping children develop skills for life such as building friendships with other children and caring for each other. She not only encouraged children to share and take turns, but also to nurture each other and treat each other with warmth, compassion and respect. This created an atmosphere where everyone was valued and accepted as a unique individual with their own qualities and personalities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. We recommend that children's personal plans are developed and reviewed at least once in every six months or when there is a significant change in children's circumstances. Consideration could be given to sharing children's progress as well as linking the plans to the wellbeing indicators. This will ensure that children's holistic wellbeing needs are met effectively. In addition, it will ensure each family's needs, wishes and choices are gathered systematically and communicated clearly and concisely.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My personal plan (sometimes referred to as a care 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 very homely environment had been created in the childminder's home where children felt part of the family and had spaces specifically for them. Children's belongings were kept in the service in their own drawer and they had high levels of choice and independence over their own things.

This good practice helped children feel included, respected and valued as a part of the childminder's extended family. Children were able to treat the space as if it were their own home and this contributed to the family orientated ethos the childminder aimed to create. Families particularly appreciated this approach and recognised that it had helped their children feel safe and secure from a very early stage after starting in the service. By promoting this approach, children were building their confidence, self esteem and were increasingly independent in their play. They freely accessed the play resources available and were supported to share and take turns when appropriate. Children also played a role in looking after the family dog, which offered them a real life experience that encouraged them to be responsible. Our best practice guidance, 'Animal Magic' (<http://hub.careinspectorate.com/media/761407/animal-magic.pdf>) highlights the ways many people get the most out of life by being around or caring for animals and we could see that this practice was evident in the childminder's service. We asked that she use this experience to recognise children's achievements within their personal plans, as discussed in the recommendation made under the quality of care and support.

Children spent time in the local community, visiting playgroups and spending time in nature. Regular walks through wooded areas and local parks helped children to gain an appreciation of the natural world and explore seasonal changes through a real life experience. In addition, children were offered a wide variety of active and physical play opportunities each day, helping to promote healthy lifestyles as well as giving them the chance to engage in risky play to explore their own capabilities. We were satisfied that these experiences offered children a good play experience and asked the childminder to consider how she could develop the resources available indoors to encourage children's curiosity, creativity and imagination. The childminder could consider looking at the best practice guidance 'Loose Parts Play: A toolkit' (<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>) as a source of inspiration for this work.

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

Children benefitted from the childminder's commitment and dedication to ensuring positive outcomes for children and families. Her aim to help children and families get the most out of life and achieve their potential was well supported by the interactions and individualised support she offered them. Her ability to build good working relationships with families quickly ensured children's needs, wishes and choices were at the heart of the service ethos and vision. In addition, the childminder's understanding about the impact of children's early experiences on their later outcomes provided a sound basis for her positive practice and strong interactions with children.

While we were satisfied that the childminder offered a good quality service, we found that the policies and procedures in place were not yet in line with best practice. Specifically, procedures for administering medication as well as the systems to consult families about their child's care and support needs were not well managed and we asked that the childminder review these with the support of good practice guidance. This will ensure that families are well informed about the way they service is run and how children are cared for in the childminder's home. See recommendation one.

The childminder had engaged in training opportunities with her local childminding group as well as through her role as a foster carer with the local authority. This supported her to develop her skills and abilities and reflect on what she was offering children in her service. We asked the childminder to consider how she could increase her understanding of best practice guidance in early learning and childcare to better meet the needs of the children in her childminding service. By proactively remaining up to date with recent developments in early learning and childcare, the childminder will be more able to reflect and evaluate on her service and recognise both the strengths of her service and areas where she could improve. This, in turn, can lead to positive changes for children's experiences when they are in the childminder's home. See recommendation two.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. We recommend that the childminder review and evaluate the policies and procedures for her service to be in line with best practice guidance and communicate effectively the practices which are used in the service to care for children. Specific attention should be given to:

- administering medication
- attendance records
- consultation with parents and families.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

2. We recommend that the childminder develop her awareness of best practice in early learning and childcare, proactively engaging with relevant documents to recognise her strengths and areas for improvement. Showing how this research has impacted on improving the service will allow her to develop as a professional and make changes to meet the needs of the children in her care. This may also lead to changes to policies and procedures in the service which are shared with families.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

Grade: 3 - adequate

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	
19 May 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
23 Apr 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
14 May 2009		Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.