

Linda's Day Care Child Minding

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

Service provided by:
Linda Hooper trading as Linda's Day
Care

Service provider number:
SP2003910350

Care service number:
CS2003019838

Introduction

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). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. This approach helps services focus on what makes a positive difference for children and young people, and what they can do to improve. Getting it Right For Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

Ms Hooper, trading as Linda's Day Care, is registered to provide a childminding service for up to six children up to the age of 16, of whom a maximum of four children can be under school age, and of whom one child can be less than 12 months old.

Ms Hooper's hours of operation are generally 8am to 5.30pm, Mondays to Fridays, but she operates her service flexibly to meet the needs of families. She provides her service from the family home, which is located in the village of Millerston, near Stepps, Glasgow. The areas in her home that Ms Hooper uses for childminding include the living room, playroom/conservatory, and kitchen/diner. These rooms are located on the ground floor of the house. The children also have use of the bathroom on the upper floor. There is a large, well planned outdoor play area and garden accessible directly from the playroom.

Ms Hooper is currently caring for six minded children during the course of the week. Four of the minded children were present during our inspection visit. Ms Hooper aims to 'provide a happy, safe, welcoming and nurturing service in a home environment.'

What we did during our inspection

An early learning and childcare inspector carried out an unannounced inspection on Thursday 5 June 2018 between 10.30am and 12.00noon. We gave feedback and grades on the same day.

As part of this inspection we spoke with the childminder and four minded children. As well as assessing the quality of the environment, indoors and outdoors we looked at a number of documents including information the childminder held about children, sections of policies and procedures, registration and insurance certificates.

We took into consideration and have used written comments made by parents who returned care standards questionnaires. The childminder currently supported four families, all of whom returned questionnaires prior to our inspection visit. Each family responded very positively about the quality of the service provided by the childminder.

Views of people using the service

Four parental questionnaires were returned prior to the inspection visit:

A parent told us they are consulted by "Conversations at drop off/pick up time, home diary and emails Linda recently emailed all parents for ideas for her spring/summer menu."

Other comments included:

"Linda has a fantastic range of toys and play equipment. Her garden and conservatory have been given over to children as a great play space."

"We are generally satisfied with our child's routine and activities. There are opportunities to play indoors/ outdoors. Trips outside for example local loch, chance to play with other children and lots of stimulation."

"Linda is a very caring, loving and trustworthy childminder. I never have any doubts with her watching both my boys. She does lots of learning activities and makes them fun. There are always different themes arranged which help the development I find. My 2 boys love to attend her care 3 days a week and light up when they see her. I never have to worry about my kids after drop off and she notify me if anything is wrong i.e. sick, not eating. I will miss her care when kids too old to attend."

Self assessment

This was completed to a high standard detailing strengths and continual improvements.

What the service did well

The service Ms Hooper provides is of excellent overall quality. The children can enjoy a stimulating, safe and caring environment. The ethos is nurturing and fun for the children attending. Ms Hooper genuinely cares for the children and provides a child centred service.

What the service could do better

Ms Hooper should continue to provide an excellent service to children.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

Quality of care and support

Findings from the inspection

The childminder offered an excellent quality of care and support to children and families. Her nurturing child centred approach led to very positive outcomes for children. The childminder's knowledge, understanding and use of GIRFEC wellbeing indicators and current frameworks contributed to the nurturing and respectful relationships we observed during our inspection. She was very responsive to children's individual needs.

We observed as she cared for and supported children in a gentle and nurturing manner. Children were very happy and relaxed with the childminder.

Children had very detailed personal folders (personal plans) which showed their individual needs, progress and achievement. The childminder had made excellent observations and indepth planning and assessments of how children were progressing and recorded how she was supporting them to achieve. She had implemented the principles of GIRFEC and the wellbeing indicators throughout her planning and assessment of children's progress and development. Her knowledge of child development and care enabled her to fully support children in a nurturing and professional manner, this supported their development.

We saw photographs of children engaging in learning and fun opportunities to enable them to grow and learn. We saw excellent evidence that the childminder had involved and worked very well in partnership with parents to ensure that information contained in the folders reflected children's individual needs and how parents wanted their children to be cared for. Parents who returned care standards questionnaires told us that they had the opportunity to meet with the childminder to discuss their child's individual needs.

The childminder took a very positive approach to involving and including children and families in the service. The childminder had supported children to use baby sign language to enable speech and language development. Children enjoyed a healthy, well presented homemade lunch.

Other examples of how the childminder respected and listened to children and families' opinions was through consultation about what children wanted to do during the summer holidays and when purchasing or replacing resources.

The childminder told us that she had not any children on medication at this time. We noted however, that she had safe systems in place to gather consent and record details of medication administered if necessary. This contributed to the health and safety of children who used the service.

The childminder had a good knowledge and understanding of her roles and responsibilities in safeguarding and protecting children. She had attended child protection training and had adopted an effective child protection policy.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

The childminder provided a very relaxed home from home environment for the children.

They had plenty of safe space to play, learn and relax in comfortable surroundings, the conservatory had been converted into a children's playroom, the lower ground and outdoors had been adapted to a child friendly space. A well-equipped kitchen provided a safe place to eat and participate in messy activities when they wished.

The childminder's home was very clean and well maintained. Toys and resources were clean and age appropriate. We could see areas well laid out to encourage children to explore and problem solve. The playroom was well resourced with very good equipment and toys. We observed the childminder supporting children to carry out effective hand washing practices before lunch. Ensuring the environment was safe and clean contributed to the health, safety and wellbeing of children using the service.

The secure outdoor environment was a safe and attractive area for children to play. Children played outside during our inspection. The areas were well laid out enabling children to enjoy a quiet story tent or messy play. The children played together sharing and turn taking. Ms Hooper supported children to move freely indoors to outdoors. The childminder was mindful of the safety and observation of the children, checking regularly on the sleeping baby.

The children were supported to play and learn outdoors in the local loch and natural environment. They regularly visit to see the wildlife and boats, they enjoy the wide open green spaces to participate in physical activity.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was experienced, enthusiastic and committed to providing an excellent service for children and families. Her knowledge, understanding and attitude towards keeping up-to-date with best practice, legislation and frameworks enabled her to provide a high quality service whilst continually reflecting and evaluating how she could improve.

We have reported under the quality of care and support section of this report how well the childminder involved children and families in assessing and improving the quality of the service. In addition to this we found that the childminder's personal approach to self-evaluation and reflection was excellent. She showed us her parental evaluation folder that contained excellent evidence about what she was trying to achieve.

She recorded information about what she thought worked well and areas where she felt there was room for improvement. She continuously reviewed this information, updating it when she made changes and improvements. She was clear in her planning that the improvements were for the benefit of the children and families who used her service.

The childminder held a childcare qualification and was very committed to her own personal development and extending her knowledge and understanding of childcare and child development. Her extensive record of Continuous Personal Development (CPD) included a wide range of personal research, reading and attendance at training courses. She told us that she made good use of the Care Inspectorate Hub, Scottish Childminding Association (SCMA) website. She had achieved an open badge qualification organised by SCMA on Child Protection.

The childminder confidently described the positive impact of training and gave excellent examples of how it had supported her to develop her service. An example of this included reviewing policies and procedures when new guidelines and legislation came into place.

Ms Hooper is in partnership with Glasgow City Council and the Scottish Childminding Association, she provides blended childcare for eligible pre five children with a local authority nursery. She demonstrated a sound understanding of supporting families who may face challenges.

As a result of the commitment of the childminder and the high quality of care she provided parents who returned our care standards questionnaires all strongly agreed that they were happy with the quality of the care their child received at the service. They told us that the childminder was approachable, nurturing and caring and that their children were very fond of her.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

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
2 Jun 2014	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div>

Date	Type	Gradings	
21 Jul 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Mar 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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