

Millar, Caroline Child Minding

Type of inspection: Unannounced
Inspection completed on: 25 September 2018

Service provided by:
Millar, Caroline

Service provider number:
SP2003901818

Care service number:
CS2003003528

Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

This childminding service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The childminder is registered to: provide a care service for a maximum of 6 children at any 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. The service is provided from the childminder's home in a residential area of Kilmarnock. Children are cared for on the ground floor of the home, and have access to an open plan kitchen and family area, which leads directly to a large, enclosed garden with areas for different types of play.

The childminder states that she aims to offer each child in her care a happy, safe, warm and comfortable environment that enables them to reach their full potential through fun and play activities suitable for their age and stage of development.

A full statement of aims and objectives can be obtained from the childminder.

What we did during our inspection

We wrote this report following an unannounced inspection which took place on 25 September 2018 between 13:30 and 15:00. The inspection was carried out by an inspector for the Care Inspectorate. The childminder was caring for two children aged four years during our inspection.

During the inspection, we spoke to the childminder and the children present. We observed the care provided by the childminder and looked at a number of documents including the childminder's self assessment, risk assessments, personal plans, medication records and certificates of training. We also observed the environment in which children were cared for and toys and resources that they had access to. We considered feedback provided by families who had used the service, provided directly to the childminder, and in three questionnaires returned to us.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC - safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

The two children present during our inspection were very happy in the childminder's care. They talked about their favourite toys and things to do and played very happily together throughout our inspection.

Three parents who returned questionnaires to us said that they were very happy with every aspect of the service. They were particularly happy with communication and partnership working arrangements and felt that their children had lots to do and were very happy to attend. Parents' comments included the following:

"My child is very happy whilst in Caroline's care. She always provides me with photographs and texts and calls to update me when my child is in her care. She is very good at nurturing him and I really like how she provides a home from home environment for my child to learn, explore and investigate whilst in her care."

"Caroline goes the extra mile in her role as a childminder. She is always ready for Birthdays and holidays such as Easter and there are often craft activities relating to these. Outdoor play is also a huge part of our child's time with Caroline, along with learning manners, communication and empathy."

"Caroline often asks the children what they want to do or where they want to go. She involves them in the decision making process."

Self assessment

We received a fully completed self assessment from the childminder. The childminder identified what the service did well and gave examples of how she worked closely with parents to ensure that she met the care needs of every child. The self assessment clearly identified how the childminder sought feedback from children and families. She told us that she used this to influence how she provides the service.

What the service did well

The childminder provided a stimulating, child-centred service within a spacious, well-maintained, bright and clean environment. She knew the children in her care very well and had developed very good relationships with their families. The childminder maintained a professional approach to her childminding role, keeping up to date with best practice and legislation.

What the service could do better

We suggested making a minor change to the medication procedure, which the childminder actioned prior to the conclusion of our inspection. We also suggested providing more detail about children's next steps and progress within their personal plans, which the childminder planned to do.

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

The childminder provided very good care and support for children.

The childminder had developed very good relationships with parents. She communicated very effectively with them to meet their children's individual needs. Parents told us they were very satisfied with communication. They felt that daily discussions, the use of texts and information sharing mobile phone apps, and six monthly reviews of personal plans helped ensure they were fully involved in making decisions about their children's care. They also felt that the more formal consultation opportunities, including the suggestions box and questionnaires, provided opportunities to influence wider service developments.

The childminder knew all of the children very well and ensured they were healthy, nurtured and achieving their full potential. She demonstrated that she was skilled and knowledgeable in her approach to providing an enabling environment in which children could lead their own learning. Children had lots of opportunities to make decisions about their care and experiences.

The childminder maintained very good personal plans for children, which included information about how children were supported to be safe, healthy, achieving, nurtured, respected, responsible and included. We discussed how recording more information about children's next steps, progress and development could further promote partnership working with parents and support children's learning and development.

Children were effectively supported to make healthy choices and develop good lifestyle habits. The childminder provided children with a range of fruit and healthy snacks and followed best practice guidance when storing and preparing children's packed lunches.

Children enjoyed outdoor play in the childminder's large and well resourced garden and in a wide range of settings. They could choose from a wide variety of active and energetic activities and experiences within the childminder's home and community.

The childminder was aware of her role and responsibilities in ensuring children were safe and protected from harm and abuse. She kept her child protection training up to date, and effectively supported children to learn to be responsible for their personal safety. These arrangements helped to safeguard children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder provided a very good environment to ensure children's safety and to support them to be active and achieve their potential.

Children benefitted from a stimulating, child-centred, spacious and homely environment. Children were fully engaged in their play throughout their inspection. They had access to a wide range of very good quality toys and resources, which enabled them to investigate, build and develop their imagination. Children were learning and developing very well in the childminder's home environment and through outings to places of interest. One parent commented:

"Caroline's house is immaculate and she has a wide variety of indoor and outdoor toys as well as arts and crafts activities. The children often go out to local parks/library etc and regularly play outside in the fully enclosed garden."

The childminder took appropriate steps to minimise serious risk, whilst recognising that children needed to take appropriate risk in their play to achieve their potential and learn about managing risk. The extensive garden was easily accessible to children and provided opportunities for children to access fresh air and experience a range of different types of play.

Equipment, such as football goals, had been purchased to reflect children's interests. This encouraged children to play actively.

Children's health and well-being was promoted through effective infection control measures. The childminder's home was clean and well maintained and the childminder followed infection prevention guidance.

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

The childminder had very good practice in this area.

She kept up to date with best practice and changes to legislation through regular access to training and best practice information. She made very good use of the Care Inspectorate's HUB, information from the Scottish Childminding Association, the local authority and various other sources of best practice and training to support the ongoing development of her service. The childminder was aware of the availability of My Childminding Journey a new national learning framework for childminders and My Childminding Experience, which showcases good practice in childminding, useful resources to support the development of her service.

Very effective consultation arrangements involved parents and children in developing the service and making decisions about individual children's care and experiences. The childminder told us about taking a child for a train journey as a result of consultation, and parents told us they were very happy with their involvement.

The childminder demonstrated a sound understanding of Getting it right for every child (GIRFEC), which is Scotland's national approach to improving outcomes and wellbeing for children. She demonstrated how she took account of the eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included (also known as SHANARRI).

The childminder had appropriate registration and insurance certificates and complaints procedure. She was registered with the Information Commissioner's Office (which was required as she stored and shared information about children electronically). This demonstrated that the childminder complied with relevant legislation. The childminder had not yet registered with the Environmental Health Agency as a food business, but did provide occasional snacks. We suggested that she enquires about registration to ensure that she is compliant and highlighted that registration would enable her to offer food based activities, such as baking, to children.

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
21 Aug 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
1 Sep 2010	Announced (short notice)	Care and support 5 - Very good Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
3 Nov 2008	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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