

Lynsey Brogan's Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 11 October 2018

Service provided by:
Lynsey Brogan trading as Lynsey
Brogan's Childminding

Service provider number:
SP2007964316

Care service number:
CS2011280635

Introduction

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

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

Lynsey Brogan operates a childminding service known as Lynsey Brogan's Childminding and is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Only the person named on the certificate can care for children. Overnight service will not be provided.

The service operates from the childminder's home in the Duntocher area of Clydebank in West Dunbartonshire. Minded children have access to a living room, kitchen, toilet and enclosed garden to the rear of the property.

The aims and objectives of the service include the following statement: "I will strive to provide your child with an environment that will be caring, fun and stimulating". A full copy of this statement can be obtained from the childminder.

What we did during our inspection

We wrote this report after an unannounced inspection that took place between 2.30pm and 4.30pm on 11 October 2018. The inspection was carried out by one inspector. We gave feedback and the grades to the childminder during our visit. We confirmed the grades in a phone call shortly after the inspection visit.

We sent the childminder questionnaires to give to parents currently using the service. We received two completed questionnaires before the inspection. During this inspection we spoke with the childminder, two children and one parent. We observed the care given by the childminder and looked at a number of documents including health and safety records, personal plans and certificates.

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.

Views of people using the service

Two minded children were present during the inspection. The children interacted very well with each other and with the childminder. The childminder was warm and friendly towards the children. She encouraged the children to have fun and to tell us about the toys and activities that they liked to play with.

The older child told us they like to dress up and play with the Pepa Pig and Toy Story toys.

Parents we consulted told us they were very happy with the service provided. They commented positively on different aspects of the service. Parents' comments included:

"My child is happy coming to the childminder, I feel my childminder goes above and beyond and we are lucky to have her".

The parent we spoke with told us they were very happy with the service provided.

Self assessment

The childminder submitted a self assessment as requested. The childminder had identified how she ensured positive outcomes for children. Areas of strengths were identified including the methods she used to communicate with parents and gain the views of children.

What the service did well

The childminder is sensitive and nurturing and provides a welcoming and stimulating environment for the children to play and develop. She provides a respectful, friendly and flexible service to the families using her service.

What the service could do better

The childminder discussed a positive approach towards the continued development of her service. She should use the agreed areas for improvement highlighted in this report and any suggestions made by parents and children to further improve 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	4 - Good

Quality of care and support

Findings from the inspection

The childminder used friendly, caring and nurturing interactions with the minded children. We observed the children taking part in indoor play experiences and found these to be relaxed and positive experiences for the children. The childminder supported the children well and the children co-operated well with each other and the childminder.

The childminder described how she worked with parents to meet the children's needs. For example she had daily discussions with parents and used text messages to keep in touch through out the day. She gave positive examples of how she had supported children and their parents.

The parent we spoke with confirmed she was very happy with the care provided and with the helpful transport arrangements for her child. The parent confirmed they were happy with how the childminder communicated with her. This communication meant that the childminder was able to provide consistent care for the children.

The childminder acknowledged that the children's personal planning information needed to be fully completed, following the review with parents. The childminder agreed to make sure all of the children's plans include up to date information and ask parents to sign the new parental consent forms. This will help to make sure parents are kept up to date and fully included in identifying their child's on-going needs.

The childminder discussed an understanding of how she would make sure children were protected and explained how she would report any concerns, should she need to do this.

The childminder had a procedure in place for the safe administration of medication. She had updated her procedure in line with best practice. The childminder agreed to ask parents to record more detailed information about when 'as required' medication should be administered.

We looked at how the childminder was supporting children's health and wellbeing through daily routines. Children were kept healthy and active through opportunities for physical exercise and exploration of their community, such as local nature walks and parks. We heard about children having fun feeding horses and "strawberry picking" with the childminder. These experiences helped children to spend time in and learn about natural environments.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the childminding environment to be warm, clean and comfortable with a variety of resources to stimulate children's interest and curiosity. We observed the older child engaging in imaginative, small world, play activities. The childminder told us about new STEM toys she had purchased to help develop her range of experiences for the children. Parents confirmed that the childminder's home was a suitable and safe learning environment where their children took part in lots of fun activities.

One parent commented:

"I am confident my child is safe, happy and achieving, through all the activities my child does".

From our discussions with the childminder, children and parent, it was evident that the indoor and outdoor space was used effectively to meet the individual needs and interests of the minded children.

Children attended a variety of groups and outings within the local community. Parents told us about places their children had visited, for example visits to parks, the Science Museum, the Tall Ship and the community centre. This helped to make sure children were included, active and achieving. We discussed how our guidance 'My World Outdoors' could be used to continue to develop outdoor learning experiences for children.

The childminder had carried out risk assessments to help make sure children were protected in a safe and secure environment. She was aware of hazards taking steps to minimise them and to protect children. The childminder agreed to update her risk assessments to reflect all areas and any changes, in particular storage arrangements in the kitchen.

The childminder told us about how she was supporting children to learn about personal safety and we observed the childminder encouraging children to learn about road safety and safety when traveling in a car.

The childminder kept records of any accidents or incidents involving children. This helped to make sure parents knew that their child had been looked after appropriately and that there was continuity in children's care. The childminder was aware of the need to notify us of any serious accidents and incidents.

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 told us she kept up to date with good practice through SCMA, our HUB and childcare websites. She linked with local childminders through an online forum to share good practice. She also met occasionally with childminders from other areas. This provided further opportunities for the childminder to discuss and share good practice and for the minded children to socialise with other children.

The childminder had previously taken part in a range of training courses, including child protection, GIRFEC, first aid and infection control. However, she acknowledged she had not taken part in training since her last inspection. The childminder had identified the need to take part in further training and had made contact with the local authority. She told us about plans she had in place to take part in the range of training sessions.

The childminder should continue with plans to access more training, reflecting on any learning that can be used to improve outcomes for children.

The childminder may wish to access the learning and development resource, Your Childminding Journey and our document to promote improvement, My Childminding Experience. The childminder told us she had already accessed national practice guidance, Building the Ambition, to support her continued service development and further positive outcomes for children. We discussed the Health and Social Care Standards and gave the childminder information about a range of good practice documents. This will help the childminder continue to develop her service and further enhance the range of activities she provides for the children.

The childminder told us about how she asked children for their views about activities and the secure social media systems she had in place for seeking feedback from parents. Parents who completed our questionnaire strongly agreed the childminder involved them in developing her service. The childminder was aware of the wellbeing indicators and used a photograph scrap book to demonstrate to parents how she used these in the delivery of the service.

The childminder had reviewed and updated her complaints procedure in line with current legislation. This will help to keep parents further informed.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - 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

The childminder should further develop personal plan recording systems for older children, to track and inform their planned care, learning and next steps in line with GIRFEC indicators.

National Care Standards Early Education and childcare up to the age of 16
Standard 3 - Health and Wellbeing.

This recommendation was made on 6 March 2015.

Action taken on previous recommendation

The childminder had developed a personal plan for all of the children. The plans were being reviewed and updated at the time of inspection. Please see inspection findings under quality of care and support.

Recommendation 2

The childminder should review the services administration of medication policy and procedures in line with current best practice Health Guidance - The Management of Medication in Daycare and Childminding Services.

National Care Standards Early Education and childcare up to the age of 16
Standard 3 - Health and Wellbeing.

This recommendation was made on 6 March 2015.

Action taken on previous recommendation

The childminder had updated her medication procedure in line with best practice guidance.

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	
15 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Aug 2012	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed

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