

Mann, Alena Child Minding

Type of inspection: Unannounced
Inspection completed on: 1 October 2018

Service provided by:

Service provider number:
SP2007965658

Care service number:
CS2007155228

Introduction

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

The service registered with the Care Inspectorate in 2007 to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, 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 children of the childminder's family. The parts of the premises not to be used are the upstairs accommodation.

On the day of inspection the childminder was working with three children. 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 15:35 and 17:25 on 1 October 2018. We gave feedback to the childminder at the end of the inspection.

We gathered information on the service from a range of sources. These included:

- observation of the children during activities
- observation of the childminder and her interactions with the children 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 three children. We could see that they were all enjoying their play and felt happy and safe in the care of the childminder.

The children attending told us:

'I like to play with the Lego.'

'We come here when our mum and dad are at work.'

'We're on the bake off. These are cookies, chocolate chip cookies.'

We did not receive any completed questionnaires. However, we spoke to a parent during the inspection who told us that they were very happy with the service provided.

Self assessment

The childminder had submitted a self assessment. This included some information about how the service met the needs of children and their families. The childminder had not included any areas for improvement.

What the service did well

The childminder had developed strong and trusting relationships with the children and families she worked with. She was kind and caring towards the children and supported them to make choices and feel listened to. The childminder provided a flexible service for families and kept them well-informed about their child's day.

What the service could do better

The childminder should access training, in particular, on child protection and engage in professional reading to develop her knowledge and practice.

Children and families should be given opportunities to share their views and be involved in the development of the service on a more formal basis. We suggested ways which this could be done.

The childminder should ensure that children's personal plans are signed and dated by parents and carers and reviewed every six months or sooner, if required.

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

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area.

The childminder had warm and caring relationships with the children in her care and she had a good understanding of their individual needs. It was evident that the children felt safe and secure with the childminder and had established trusting relationships with her. Throughout the inspection, we saw the childminder giving the children choices. This supported the children to make decisions, be responsible and feel listened to. The children were confident individuals who were enjoying their play and having fun and laughter with the childminder.

We looked at children's personal plans. They contained information about children's likes, dislikes and achievements. We reminded the childminder to ensure that all personal plans are signed and dated by parents and carers and reviewed every six months or sooner, if required. The childminder had introduced personal development plans for the children in her care. We discussed with the childminder how to set children's targets based on observations. The childminder told us that she shared children's targets with parents on an informal basis. We suggested that she should review the targets with parents to track the children's development and progress.

The childminder told us that she gathered children's ideas and suggestions on a daily basis. We could see that children were confident to ask for specific toys and games and activities were planned around their interests. We discussed how the children could be more involved in planning and evaluating their experiences and suggested the childminder could do this using mind maps.

The childminder spent time each day with parents as they dropped off or collected children. She had developed strong relationships with the families as many of the children had been attending for a number of years. The childminder worked in partnership with parents and carers and provided good communication between school and home.

The childminder had not recently administered medication. However, we looked at medication permission and administration forms in place and were satisfied that they followed current best practice guidance. This ensured children's health, safety and wellbeing needs were met.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a 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 children had plenty of space to play and relax. The children made good use of the space available, enjoying playing with playdough in the dining area and playing games in the playroom. The childminder's home was clean and tidy. Children's artwork was displayed in the playroom which gave the children a sense of ownership. There were a range of games and toys available for children to play with. They were able to access most of these independently.

The children used the childminder's garden on a regular basis. It appeared to be safe and secure and a range of outdoor toys were available for children to choose from. The childminder was aware of the need for children to have regular outdoor active play. This contributed positively to the children's health and wellbeing.

We discussed with the childminder the use of loose parts resources to encourage children to be creative, solve problems and promote curiosity. We signposted the childminder to documents that would support her to develop loose parts play.

The childminder told us that the children enjoyed playing in the local park and going to see the ducks. They also regularly attended a local playgroup which gave the children an opportunity to socialise and develop friendships.

There had been no accidents or incidents since the last inspection. We were satisfied that there were appropriate systems in place to record any accidents and incidents. The childminder told us that she would share any accidents or incidents with parents.

The childminder had risk assessments in place. We would ask that she reviews and updates these on a regular basis. We discussed with the childminder how she could involve children in risk assessing to enable them to develop their awareness of how to manage risks and how to keep themselves safe in varying circumstances. We suggested that they could use mind maps to record their discussions.

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

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area. We concluded this after talking with the childminder and looking at supporting paperwork and individual records.

The childminder had recently updated her first aid training. However, she told us that she had difficulty accessing other training **(see recommendation 1)**. We discussed accessing training courses online and directed her to best practice guidance on the Care Inspectorate HUB and 'Your childminding journey; a learning and development resource'. We suggested that the childminder should prioritise accessing child protection training to refresh her knowledge and ensure she is up to date with current best practice. She should continue to identify any further areas for improvement and ongoing training needs. We suggested that the childminder should record any learning from professional reading and training courses and identify the impact this has on her practice. This would ensure she keeps up to date with developments in childcare.

The childminder gathered informal feedback from parents and children about her service. We suggested ways of seeking feedback throughout the year to support her to improve and develop her service. We discussed with the childminder ways in which she could further involve children in the evaluation of her service and how they could be given opportunities to become more included and responsible **(see recommendation 2)**.

The childminder regularly met with other childminders in the local area which allowed her to share practice, ideas and engage in professional dialogue. The childminder told us that this was very valuable and provided a network of support.

Snacks were occasionally provided by the childminder. We would ask her to explore registering as a food business and signposted her to 'Safer Food Better Business for Childminders' a resource written by the Food Standards Agency for further information.

The childminder was committed to ensuring the children in her service were well cared for and enjoyed their time with her. She had a good understanding of children's needs and we saw that children were confident and happy in her care. The childminder should now act on the recommendations and improvements discussed during this inspection to further develop and improve her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should access relevant training in order to develop her knowledge and understanding of current national frameworks and current best practice.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

2. The childminder should improve how children and parents are involved in service evaluation.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership.' (HSCS 4.7).

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

Recommendation 1

To support the children to reach their potential it is recommended that the childminder develops personal plans that record children's learning and development. These should include information of how the childminder has consulted with parents and show plans of what the childminder will do to help support and develop the child.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 6 – Support and Development.

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The childminder had introduced personal plans for the children attending her service. These included information on children's routines, likes, dislikes and personal development. This recommendation has been met.

Recommendation 2

To support the health of the children attending the service the childminder should ensure that she is following best practice guidance for the administration of medication.

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

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The childminder had appropriate medication permission and administration records in place which followed current best practice guidance. This recommendation has been met.

Recommendation 3

The childminder should formally assess and record the potential risks and hazards associated with their home, garden and activities that children participate in, in order to promote the health and safety of children using the service.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 2 - A Safe Environment.

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The childminder had risk assessments in place for her home, garden and outings. This recommendation has been met.

Recommendation 4

The childminder should seek to access relevant training in order to develop her knowledge and understanding of current national frameworks and best practice.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14 - A Well-managed Service.

This recommendation was made on 3 November 2017.

Action taken on previous recommendation

The childminder had not accessed a range of training to develop her knowledge and understanding of current national frameworks and best practice. This recommendation has not been met. A further recommendation has been made within the report in line with the Health and Social Care Standards.

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
4 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 3 - Adequate
12 Sep 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 5 - Very good 5 - Very good Not assessed
17 Jan 2011	Announced	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed Not assessed
26 Nov 2009	Announced	Care and support Environment Staffing Management and leadership 4 - Good Not assessed 4 - Good Not assessed
10 Jun 2008	Announced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 4 - Good 4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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