

McRobert, Moira Child Minding

Type of inspection: Unannounced
Inspection completed on: 2 October 2018

Service provided by:
McRobert, Moira

Service provider number:
SP2003907697

Care service number:
CS2003007874

Introduction

Moira McRobert has been a registered childminder since 2002. She is currently registered with the Care Inspectorate to provide a care service to a maximum of seven children at any one time under the age of 16 years, of whom no more than six will be under 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under the age of 12 months. Numbers are inclusive of the children of the childminder's family. Overnight care is not to be provided.

The service is provided from the childminder's home, which is located in Balloch, on the outskirts of Inverness. It is close to the local school, shops, parks and other amenities. The area used to provide the service is a dedicated space for children. This includes a comfortable sofa, dining table and play space, as well as toilet and hand washing facilities. Children can also access to the garden to the rear of the property.

Aims of the service includes, providing a service that ensures a safe, secure environment and stimulation for all children at each development stage.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by an early learning and childcare inspector on Tuesday 2 October 2018. Feedback was given to the childminder at the end of the inspection.

During this inspection, we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

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.

Views of people using the service

For this inspection, we received three completed parent and carers Care Standards Questionnaires (CSQs). The response from this showed that they all strongly agreed that they were happy with the quality of the care provided.

Additional comments included:

'[My child] loves Moira and we are all treated like family. Moira always meets [my child's] needs. As a mum, I believe the quality of experience my child has had with Moira is of the highest quality ... I would recommend Moira to other parents. Moira goes over and above. She encourages children to do their best and scaffolds experiences to allow them to do so.'

'Moira provides a safe, stimulating and nurturing environment. My children adore her, she cares for them all and meets their individual needs. Often my [child] only does things for Moira - not mummy! Perfect childminder!'

'Moira is an integral part of my child's life. She provides a safe, secure and consistent place for [them]. I feel fully confident of [their] safety and happiness when with Moira'.

Self assessment

Every year all care services complete a self assessment telling us how their service is performing. We check to make sure this is accurate.

The childminder had submitted a self assessment as requested. There was some information about the service, much of the information shared had been given to us in a previous self assessment. We discussed the use of the self assessment as an evaluation tool to reflect on the service, identifying strengths and areas for improvement. This should include the views and opinions of children and families using the service.

What the service did well

Children were included within the service, in a genuine partnership with their childminder. The childminder ensured she gave opportunities for children to share their views and opinions. Parents told us they also felt included within the service.

Children were given daily opportunities for children to access the outdoors. They had a very good outdoor area as part of their play space, as well as the childminder make good use of the local community.

The childminder was dedicated to providing very good outcomes for children. She was well organised and provided the parents and carers with regularly opportunities to share their comments regarding their child's care.

What the service could do better

Children, parents and carers were encouraged to share their views. The childminder should use feedback gathered to self assess her service, identifying strengths and areas for improvement.

Children were found to be respected and nurtured during nappy changing. The childminder should wear protective equipment, such as gloves and aprons and improve practice to prevent the spread of infection.

Children's information regarding their care and development was found to be of a good standard. The childminder should ensure she obtains all relevant information, including emergency contact details and personal care needs. These should be reviewed at least, every six months.

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 performance in this quality theme was found to be very good. Particular strengths were seen in the nurturing approach the childminder cared for children.

On the day of inspection, children were found to be happy and content in their surroundings. The childminder had returned from a walk with the minded child. She was seen to be very nurturing towards the child, resulting in the child feeling confident that they were safe and secure. The childminder had a strong bond with the child and knew the varying developmental stages of all her minded children well. We reviewed care plans and found these to contain a good amount of information relating to the experiences and development of each individual child. We reminded the childminder to ensure she has all relevant information so that care can be given in a safe and planned way.

Parents and carers were included in their child's care. Parents told us that the childminder 'always listens and information is passed and updated regularly'. We found the childminder used a variety of methods to regularly communicate with parents and carers. This included, face-to-face discussions, text messaging and newsletters. We found this to be very good practice as the service operated with a spirit of genuine partnership.

We found that the childminder took on-board individual interest and used this to stimulate and engage the children in learning through play. Parents told us, they found the service to be 'very well structured with a good mix of activities. An environment for kids to explore'. For example, the children had recently taken part in a topic, where each child played a unique role. Their photographs were included within a large display in the playroom to promote inclusion and showcase their learning. The childminder skilfully extended play when needed to create meaningful experiences for the children. She gathered children's hard work into a scrapbook to celebrate their achievements, with them and their families. This was very good practice as children could feel valued and included while they reflected back on their experiences.

Children's safety was a priority in the service. We found that the childminder had a very good understanding of child protection, including what her roles and responsibilities were in safeguarding children. Furthermore, children requiring medication were given treatment safely and effectively.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be very good.

The children were given space to play and learn in a setting that was right for them. The childminder had converted the family's garage into a warm, inviting area for children to have complete ownership. Parents told us that this was a 'purpose-built area to meet needs of children. Toys and equipment are refreshed and rotated regularly in-line with interests and needs of children'. We discussed reviewing some toys and play equipment to introduce more open-ended, natural materials to be used within the service. The childminder had already considered how she could incorporate more of this. We signposted the childminder to a variety of best practice guidance, which can be found on the Care Inspectorate Hub <http://hub.careinspectorate.com/>

Children were given daily opportunities to access the outdoors. The childminder had recently added a climbing frame to the garden space. She felt this provided children with more risky play, encouraging them to be responsible in how they assess and manage their own risks. Parents also told us, 'Moira uses both local facilities and walks, and also takes children further afield, such as Nairn, when time allows'. We found this to be very good practice as children were given a variety of opportunities to be active and included in their local community.

During the inspection, we reviewed the childminder's nappy changing procedures. We found the facilities accommodated the needs of the children and were the right size for them. We discussed involving children in hand washing after changes, to encourage good personal hygiene. We signposted the childminder to nappy changing guidance, available on the Hub. The childminder was reminded to wear protective clothing, such as gloves and aprons to prevent the spread of infections.

Children were supported to rest when needed. The childminder respected parents and carers wishes with regards to sleeping. We suggested reviewing sleep safe guidance with parents, to ensure children are given the best quality of care during sleep times.

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 performance in this quality theme was found to be very good.

The childminder was highly motivated and dedicated to providing very good outcomes for children. Her service provided children with very good experiences, which encouraged them to have fun and learn new things. Responses from CSQs that we received, highlighted the high quality of care and support provided to the children and their families. Parents felt respected and included, commenting that they communicated 'every day informally and occasional questionnaires'. We found evidence that the childminder respected and acted upon views and suggestions from parents and carers.

The childminder had submitted the same self assessment to us that she had used previously. This should be used as a reflective tool to evaluate the service. We advised the childminder to use the feedback she had gathered to highlight the strengths and areas of improvement identified within her service.

We found the childminder had a good knowledge and experience of working with children. She used this to improve her service with regards to tracking children's development. We would encourage the childminder to continually engage in professional development, such as training courses and personal reading, in order to keep up-to-date with current best practice and legislation. The childminder had identified training as an area for improvement and had begun trialling different methods of training, such as online. We found this to be good practice, as the childminder was proactive in developing her own practice. We discussed ways in which she could best record professional development as part of her Continuous Professional Development (CPD).

Children, parents and carers could be confident that the service was organised and well-managed. The childminder regularly reviewed and updated her policies and procedures. Parents were provided with a Burach Bulletin, so that they were included and kept up-to-date on events and changes, in and around the service. We found this to be a high standard of involvement with parents and a very good way of sharing important information.

Overall, the childminder was providing a high quality of care and support to children. We found she was committed to providing very good outcomes for children and supporting parents and carers. The childminder should now take forward areas for improvements that were identified and discussed during the inspection, in order to develop her service further.

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	
23 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good Not assessed 6 - Excellent
12 Jan 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed Not assessed Not assessed
18 Nov 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent

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