

McGowan, Eleanor

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 4 September 2018

Service provided by:
Eleanor McGowan

Service provider number:
SP2003901902

Care service number:
CS2003003619

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found 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.

Mrs McGowan runs her childminding service from her home in Kirkintilloch, East Dunbartonshire. The areas used for her service are the lounge, kitchen and front garden. Mrs McGowan is registered to provide a care service to a maximum of 6 children under the age of 12 years, of whom no more than 3 shall not yet be attending primary school and of whom no more than 2 (twins only) shall be under 12 months of age. Numbers are inclusive of children of the childminder's family.

The childminder states in her welcome pack for parents that she will provide a safe and homely environment and aims to cater for all children as individuals according to their needs, age and ability.

What we did during our inspection

We wrote this report following a short notice announced inspection. There were two minded children present during the inspection.

As requested, we received an annual return and self assessment electronically. We considered the information within these documents as part of the inspection process.

We also gave consideration to the care standards questionnaire completed and returned to us by the families using the service.

We observed the parts of the premises used for childminding purposes and observed the interaction between the childminder and the minded children. We sampled children's records, viewed other relevant written documentation and discussed the service with the childminder.

Getting it right for every child (GIRFEC) is Scotland's approach to supporting children and young people. It is intended as a framework that enables organisations who work on behalf of Scotland's children and their families to provide a consistent, supportive approach for all. The approach uses eight areas of wellbeing in which children and young people must progress in order to do well now and in the future - safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI). These SHANARRI indicators are used to record observations, events, concerns (if there are any) and act as an aid in putting together each child's plan.

Views of people using the service

During the inspection, there were two minded children, aged three and four years, present. The children told us that they enjoyed visiting the childminder and had done so since they were very young children. Both children attended the local nursery and spoke with us about it. One child told us she enjoyed bus trips with the childminder into Glasgow. She had recently enjoyed a visit to the children's circus. The children presented as happy with the service, activities and toys. Both minded children were comfortable, settled and confident in the childminding setting. Positive relationships had been developed with the childminder.

Self assessment

As highlighted previously, a self assessment was submitted electronically. This gave us information about what the childminder felt she did well. The childminder completed the self assessment document appropriately.

What the service did well

The childminder had established positive relationships with the minded children and their families. She was observed to be warm and caring towards the children in her care treating them with consideration and respect throughout the inspection. It was clear from parents' responses to us that the families using the service were very happy with the quality of the service.

What the service could do better

The childminder should ensure that the children's personal plans are reviewed at least once in each six month period.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found the service to be performing to a very good standard in relation to the quality of care and support.

We found that children received warm and consistent care and support from the childminder. The childminder held very good information about each child in their own individual folder to enable their care to be tailored to meet their individual needs. The childminder used a range of paperwork to capture relevant information about each child. Each child had a short development plan which focused on assisting children to reach developmental milestones, for example, toilet training and putting on shoes and jackets independently.

We noted that the children's personal plans were not reviewed regularly with parents to ensure that the information contained therein remained current. This needed to be carried out at least once in every six month period.

We asked parents about communication and they told us:

"Face to face contact. Issues documentation as and when necessary and requests signatures as required. Requests appropriate permissions."

"Discussion before my child starts. She asks about my child's needs, likes, dislikes and routine. Regular discussion, phone calls and text messages."

From discussion, we could see that the childminder had developed very positive relationships with the children in her care. She included their views in her daily planning and respected their individual choices and needs. The daily routine included regular outings and visits to local parent and toddler groups, parks and places of interest. We found that children had good opportunities to be active.

During the inspection, both children enjoyed building with the blocks and completing jigsaw puzzles. The childminder ensured she offered the children praise, encouragement and assistance appropriately.

At the local toddler group children could make choices from a range of activities like drawing, painting, crafting and baking. We observed a range of age appropriate toys and games to play within the childminder's home. Appropriate outdoor resources were available in the childminder's front garden. Children were encouraged to choose which toys they would like to play with throughout the inspection.

Children brought packed lunches prepared at home. Snacks were provided and prepared within the service or at the local toddler group.

The childminder had appropriate arrangements in place to ensure that children's wellbeing was safeguarded at all times. The childminder had recently participated in updated child protection training and reported that she had found this very interesting. As a result of this, the childminder was very clear about her responsibilities to keep children safe and protected from harm at all times.

The childminder had appropriate procedures in place to administer medication to children in her care when required.

Throughout the inspection, the interaction between the children and the childminder was very positive. The children were relaxed and confident in the care of the childminder and appeared happy and well-cared for.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the service to be performing to a good standard in relation to the quality of environment.

The childminder was keen to ensure that children experienced care in a warm, caring and homely environment.

All children were able to access the lounge, family kitchen and upstairs toilet within the childminder's home. There was also an enclosed front/side garden to offer children opportunities for safe and healthy outdoor play.

The environment was observed to be clean, well decorated and in a good state of repair. No health and safety issues were observed. Appropriate resources, furnishings and fittings were available to support the childminder in her care of the children.

The childminder discussed the measures she took to ensure that children were protected, where possible, from exposure to risk and hazards. The childminder was aware of the need to enable children to assess and consider hazards themselves. The childminder told us that she carried out regular risk assessments to ensure that the children were safe and protected from hazards.

The minded children were observed to be safe, secure and comfortable in the childminder's home.

When asked about the childminding environment and resources, parents commented:

"The childminder keeps doors locked. Good range of toys and games for indoor and outdoor play. She takes my child to pre-five group, walks, swingpark and soft play."

"Interaction age appropriate and stimulating to my child. Playgroup, parks and public transport are used."

The childminder was committed to ensuring the children had opportunities to experience a range of environments while in her care. Outings were arranged regularly and children commented positively on the types of places they had visited recently.

The childminder was aware of her role in ensuring children were protected from the spread of infection within the home. Children were encouraged to wash their hands routinely after being outside, before and after eating and after visiting the toilet. The childminder also ensured she issued information on exclusion periods for infectious illnesses to parents. A range of appropriate personal protective equipment (PPE) was available to support the childminder's practice in this area.

There was an appropriate accident and incident recording system in place to ensure that parents and carers were advised if any children were involved in, for example, minor bumps.

We confirmed that the childminder held appropriate insurance for the service.

At the last inspection, we noted that the kitchen opened on to the utility room and that the childminder had not recorded a risk assessment to identify any potential risks presented by this. We noted that since then the childminder had updated her risk assessment and fitted a safety gate to the entrance to this room.

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

We found the service to be performing to a good standard in relation to the quality of management and leadership.

The childminder told us that she kept up-to-date with best practice guidance and changes to legislation through her links with East Dunbartonshire Council and her local childminding network.

Since the last inspection, the childminder had participated in a range of training to underpin her practice including:

- Childcare First Aid
- Autism Awareness
- Child Protection
- Emotional Resilience
- Working with Fragile Families.

We found that the childminder had been keen to participate in training to underpin her knowledge and practice.

The childminder respected the views of children and parents and used these views to continuously improve the service, where possible. Although questionnaires were available for completion by children and their parents, the childminder advised that she preferred to rely on verbal feedback.

We noted a high level of satisfaction from parents using the service. Parents told us:

"I feel the childminder offers the correct balance of fun, learning and discipline for my child as well as offering myself support."

"Childminder asks me for opinions or ideas and suggestions."

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 review and update risk assessments for the premises to take account of any changes made.

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

This recommendation was made on 26 September 2014.

Action taken on previous recommendation

The childminder had carried out a basic review of her risk assessment. We were satisfied with the progress made on this recommendation.

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
20 May 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
25 May 2010	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 4 - Good Management and leadership Not assessed
23 Sep 2009	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
27 Jan 2009	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

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