

# Johnstone, Leigh Child Minding

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

**Service provided by:**

**Service provider number:**  
SP2009976799

**Care service number:**  
CS2009236294

## Introduction

Leigh Johnstone registered with the Care Inspectorate in April 2011. She provides a care service to a maximum of six children at any one time under the age of 16, of whom no more than three children 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 service is provided from a semi-detached villa, in a residential area within the Erskine area of Renfrewshire. The rooms used for childminding are all located on the ground level of the accommodation. These include a lounge area, the kitchen, a dining room, the hallway and a toilet. The rear garden is also used for minding purposes. The childminder told us she aimed to provide a safe, happy and warm family atmosphere that took account of children's development needs, interests, attitudes and personalities.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

## What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 3.30pm and 5.30pm on 30 April 2018. A Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection we spoke to the childminder and five minded children aged between six and nine years who were present. We discussed the care given by the childminder and looked at a number of documents including service policies, planning tools and risk assessments.

## Views of people using the service

It was clear that the minded children were happy and content in the care of the childminder. The childminder was observed to be caring and supportive in her approach demonstrating a good knowledge and understanding of the individual needs of the minded children present. One parent returned a questionnaire to us. The responses from this demonstrated that they were happy with the quality of care their child received.

Comments included:

"The family environment is great for my son and he enjoys being there. He has grown up with Leigh's children and developed a strong relationship. We also have a strong relationship with Leigh. We are very happy with the care Leigh provides for him." Additional comments from parents are included under relevant quality theme headings in the report below.

## 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 did not submit a self assessment despite being asked to do so. The self assessment also supports the inspection processes. Through discussion it was clear that the childminder had used feedback from parents and children in a responsive manner to support developments within the service

## What the service did well

The childminder knew the care and support needs of the children in her care very well and had developed positive relationships with parents who used her service. She had established effective systems for talking to and listening to parents and used a variety of communication approaches to keep them up-to-date with minded children's needs. She made effective use of local community resources to extend children's play opportunities including participation in a wide range of energetic activity outdoors.

## What the service could do better

The childminder should register with and follow guidance for storing children's photographs from the Information Commission Officer. The childminder should ensure that self assessments are submitted to the Care Inspectorate when requested and these identify areas in which the service can be improved.

## 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 was very good at providing effective care and support for children. She was warm and nurturing with the children being cared for during our inspection. She knew them well and was responsive to their needs and interests. We saw that children experienced a child centred, relaxed and homely environment with lots of fun and enjoyment. The childminder had very good relationships with parents and communicated with them through daily discussions, as well as a secure smart phone app to meet their children's individual needs. One parent commented: "Good communication at regular meetings and at pickup time. We are always informed of any changes in the service."

We found that personal plans were in place for each of the children and that the childminder used GIRFEC wellbeing indicators to track how she was supporting good outcomes for children. Parents were involved in regularly reviewing their child's personal plan and determining how their next steps should be supported. This ensured that families felt their views were included and respected.

The childminder also kept photographs and digital images for each child which were shared with parents using a phone application. This meant that she could let parents know about a child's progress and successes in daily activities and planned experiences their child had been involved in. This helped to promote parents' awareness of children's achievements and contributed to children feeling nurtured and secure. As the app stored personal information and photographs about children electronically, the childminder agreed to register with and follow guidance for storing children's photographs from the Information Commission Officer. This will protect children's personal information and continue to ensure that it is shared appropriately.

The childminder had undertaken food hygiene training and used the current best practice guidance, Setting the Table, to provide healthy snack options to meet the dietary needs of individual children. This contributed to promoting the health and wellbeing needs of children in a safe environment.

She discussed how she safely administered medication and made sure that parents completed appropriate consent forms before this was given. This meant that children, who had particular health needs were included in the service and that their health and wellbeing were promoted.

She had accessed child protection and training and showed confidence in telling us about the steps that she would take if she had any concerns about a child's welfare. The training helped to update her knowledge of key issues in child protection and continue to promote the wellbeing of all children, including those who are most vulnerable.

## 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. Children enjoyed playing in a clean, well maintained home. We found that regular energetic play activities including, walking, ball games, gymnastics, den making, planting and hide and seek were provided in the garden and connecting woodland area. In addition, she told us that she took the children on a wide variety of outings to forests and swing parks. One parent commented: "Really nice family environment with a range of toys from outdoor related: football, trampoline, to indoor: X-box, board games, crafting activities." These opportunities encouraged children to be physically active, be positively engaged in creative art activities and experience regular fresh air and exercise.

We found the wide range of games and imaginative group play experiences offered the children opportunities to have fun and play and work together co-operatively. She discussed strategies for supporting children to take forward their own play ideas through self-chosen projects.

The child minder agreed that increased opportunities for den making, as well as play with open-ended materials had extended children's enjoyment and sense of challenge outdoors.

The childminder was very good at helping children to learn about how to keep themselves safe, for example, she talked with children about how to manage risks when they were at the park. This helped the minded children develop personal responsibility and promoted health and safety.

She told us how she promoted children's positive behaviour through praise and encouragement. During the inspection, we found that she agreed and reinforced rules with children and included: "help each other", "take turns" and "share." These helped children to take responsibility for their behaviour and promoted inclusion.

Effective systems were in place to record and share information with parents about any accidents or incidents. This meant that parents were kept informed about issues affecting their children. The childminder had accessed training in child safety in the home and garden, which helped to assure parents and children she knew how to minimise the risks of any accidents.

## 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 stated that she kept up-to-date with best practice and legislation through Care Inspectorate and SCMA (Scottish Childminding Association) websites, magazines and publications.

Since the last inspection in 2014 the childminder had completed several training courses. These included: SVQ 3 Social Services (Children and Young people); 'Look at Me I'm Nearly Three'; Numbers All Around; Potential of a Puddle. The childminder told us how recent training on promoting creativity had helped her to take forward fun play experiences that excited and engaged children using their natural curiosity. The childminder's commitment to professional development and training helped to assure parents that their children would experience stimulating play environments and receive appropriate support if and when they needed it.

The childminder was aware of the importance of involving parents, and where appropriate children, in evaluating and improving her service, for example through user friendly questionnaires.

The childminder had developed policies and procedures for the service that she shared with parents so that they understood her responsibilities and her role in supporting children's health, wellbeing and safety. We saw that the childminder asked parents to sign when they had received this information or any updates so that they could see how she was maintaining and improving her service.

## 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

### Requirement 1

The provider should review personal plans at least once in every six months while the service user is in receipt of the service, when requested to do so by the service user or any representative or when there is significant change in a service user's health, welfare or safety needs.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulations 5(2)(b)(i)(ii)(iii)

Timescale for meeting this requirement: The provider must complete this within four weeks from receipt of this report.

**This requirement was made on 7 May 2014.**

### Action taken on previous requirement

The childminder had created personal profiles which captured all recent developmental information for each child. This allowed her to responsively update children's personal plans with any significant changes in their health, welfare and safety needs.

This requirement has been met.

**Met - within timescales**

## 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](http://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	
7 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 4 - Good
20 Aug 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good Not assessed
8 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate 4 - Good Not assessed

Date	Type	Gradings	
31 May 2011	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed



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