

Frances Fulton Childminding Services Ltd

Child Minding

Type of inspection: Unannounced
Inspection completed on: 17 May 2018

Service provided by:

Frances Fulton and Dawn Bryant a
partnership trading as Frances Fulton
Childminding Services Ltd

Service provider number:

SP2012011858

Care service number:

CS2012309175

Introduction

Frances Fulton and Dawn McGibbon are a childminding trading partnership that registered with the Care Inspectorate in November 2012. They provide care for a maximum of six children under the age of 16, of whom a maximum of six will be under 12, of whom no more than five are not yet attending primary school, and of whom no more than one is under 12 months. The service is provided from a semi-detached villa, in a residential area within Paisley, Renfrewshire. Children had access to the ground floor rooms of the childminder's home, with the lounge, dining area, dining kitchen and a large enclosed garden to the rear of the property.

The childminders' aims included: "To provide a warm, welcoming, hygienic and safe environment for children from birth to 12 years, to treat children with the respect and understanding they deserve, and, fun."

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 11.00am and 12.45pm on 30 April 2018. A Care Inspectorate Early Years Inspector carried out the inspection. During this inspection we spoke to both childminders and five minded children aged between two and five years who were present. We discussed the care given by the childminders 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 childminders. The childminders were observed to be caring and supportive in their 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 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.

We received a completed self assessment from the childminders which gave relevant information under each of the headings that we grade services under. The childminders identified what they thought the service did well and told us how the families, who used the care service, had taken part in the self assessment process and how their feedback directed the development of their plans for improving the service.

What the service did well

The childminders 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. They 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. They provided a well-equipped garden space and made effective use of trips and outings to extend children's play opportunities.

What the service could do better

The childminders should continue to develop their approaches to planning for children's all round development, by developing personal based around SHANARRI indicators (safe, healthy, achieving, nurtured, active, responsible, respected, included). Childminders should continue to review their professional learning needs and ensure that all child protection training is regularly refreshed.

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	5 - Very Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminders were very good at providing effective care and support for children. They were warm, nurturing and positively engaged with the children being cared for during our inspection. They knew them well and were 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 childminders had very good relationships with parents and communicated with them through diaries, daily discussions as well as a secure smart phone app to meet their children's individual needs. One parent commented: "Fran will often ask my opinion on things to do with my children when I pick them up and drop them off. It makes me feel like she's always got a keen interest and how I want them to be cared for. Before we started using the service she got us to fill in examples of their daily routine and food preferences so she could tailor to their needs."

We saw that each child had a personal plan and these were updated regularly. The childminders showed us how they used photographs to record children's successes through play experiences. This helped to promote parents' awareness of children's achievements and contributed to children feeling nurtured and secure. We highlighted the value of planning for children's all round development continuing to develop personal plans based around SHANARRI indicators (safe, healthy, achieving, nurtured, active, responsible, respected, included). The childminders agreed that this would help foster meaningful discussion with parents about children's play and development.

The childminders had a good knowledge of nutrition and used this to provide snacks for children that promoted healthy eating. Both childminders had undertaken training in food hygiene and had registered as a food business with Renfrewshire Council. This helped to ensure that the service was complying with legislation and gave further assurance to parents that food was stored and prepared safely. One parent commented: "Always of a varied menu for breakfast and lunch. I get a view of what they have eaten and drank on a sheet to take away each night. Quite often home-made soup!"

The childminders discussed how they 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. We highlighted changes that needed to be made to medical administration forms including reasons for administering when required medication (for example, high temperature, wheezing, eyes running, itchy, sneezing). These changes would bring the existing record keeping system into line with national best practice guidance. These changes were made between the time of the inspection visit and the writing of this report.

The childminders had accessed child protection and training and showed confidence in telling us about the steps that she would take if they had any concerns about a child's welfare. We highlighted the need to ensure that this training was regularly refreshed. This can help to update their 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 childminders provided a very good environment. Children enjoyed playing in a clean, well maintained home. We found that regular energetic play activities including walking, yoga, keep fit, ball games, climbing, swings, wheeled toys, and planting were provided in the extensive garden area. In addition, the childminder told us that she took the children on a wide variety of outings to parks, soft play centres and adventure playgrounds. One parent commented: "My children are taken to Chatterbox playgroup and on at least one of the other days they will be taken to an outdoor play area. When the weather doesn't permit they do lots of imaginary and role-play in the house."

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. We discussed with the childminders strategies for supporting children to take forward their own play ideas through self-chosen projects.

The childminders agreed that further opportunities to engage with open ended play materials and den making activities could extend children's enjoyment and sense of challenge outdoors.

The childminders were very good at helping children to learn about how to keep themselves safe, for example, they 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.

The childminders told us how they promoted children's positive behaviour through praise and encouragement. During the inspection, we found that they 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 childminders had accessed Paediatric First Aid training. This helped to reassure parents that they were equipped with the necessary skills to cope with a medical emergency involving a minded child.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

Since registering with the Care Inspectorate Frances Fulton has taken the lead management role within the childminding partnership. The service is provided from Frances Fulton's home and Dawn McGibbon is based there.

Frances Fulton ensured that Dawn McGibbon was kept up-to-date with all current information and training required. The childminders discussed and reviewed their future professional training needs and had a clear plan in place for future developments. The childminders commented within the self assessment that they ensure they read and know all policies and follow them correctly.

Both childminders interacted well with children and children were happy in their care. We found that they had a planned programme throughout the week and set roles and responsibilities they carried out. The childminders worked well as a team and met regularly to reflect on any feedback received from parents and children and respond to any issues or concerns about the service. The childminders' 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.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The childminders kept up-to-date with current practice through the Care Inspectorate website and childminding forums. They accessed training through the local authority and they ensured that they reviewed policies and procedures regularly.

Since the last inspection the childminders had engaged with a limited number of training and development opportunities covering food hygiene and paediatric first aid. We highlighted the impact value of planning a wider range of play related training experiences. In particular, we discussed the value of undertaking outdoor play and loose parts training that would support children's autonomy and encourage them to use their imagination, problem solve and be creative. Loose parts are materials that can be moved, carried, combined, redesigned, lined up, and taken apart and put back together in multiple ways. This can help to enhance existing play opportunities and further stimulate children's curiosity and motivation to explore the environment.

One parent said that they got a range of information from the childminders before they started including policies and qualifications. They also said that they are kept up-to-date with any changes to the service. Parents had provided similar feedback to the childminders in their questionnaires:

"Always receive a deal sheet for my kids. Love knowing what they have been up to, what they have eaten and any other things they have done that day";

"Service is always flexible - any request has been met with regards to drop-offs and pickups"; "Fran always responds quickly to any text I send to ask about the girls. This makes such a difference knowing lines of communication are open."

Children told us they made decisions about the service such as outings, snacks, games and activities. The children were also involved in developing house rules and choosing new equipment. One child observed that the childminders were "awesome and very entertaining." Another commented: "They are really fun and full of creativity." We discussed further strategies to support improvement planning. Overall, the childminders' approach ensured that the service was relevant to the families' needs and that everyone felt respected and included.

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	
21 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
28 Nov 2013	Unannounced	Care and support	3 - Adequate
		Environment	2 - Weak
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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