

Keli Tots Child Minding

Type of inspection: Unannounced
Inspection completed on: 28 November 2018

Service provided by:
Pirie, Keli

Service provider number:
SP2008971545

Care service number:
CS2008184499

Introduction

Keli Tots, provided by Keli Pirie, has been a registered childminder since 2010.

When one person is working alone, 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 people working together.

When two people are working together, to provide a care service to a maximum of nine children at any one time under the age of 16, of whom a maximum of nine will be under 12, of whom no more than six are not yet attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of children of the people working together.

When three people are working together, to provide a care service to a maximum of 12 children at any one time under the age of 16, of whom a maximum of 12 will be under 12, of whom no more than nine are not yet attending primary school and of whom no more than three are under 12 months. Numbers are inclusive of children of the people working together.

When four people are working together, to provide a care service to a maximum of 15 children at any one time under the age of 16, of whom a maximum of 15 will be under 12, of whom no more than 12 are not yet attending primary school and of whom no more than four are under 12 months. Numbers are inclusive of children of the people working together.

Tracy Daun, Nicola Robb and Claire Kemlo are employed as childminding assistants.

Overnight service will not be provided.

We found the service was not operating to the conditions of their registration. This has been reflected within the quality of management.

The childminder provides the service from her detached home in Forfar. The service is operated from a large annexe connected to the house, which provides children with a large playroom, smaller arts and crafts room, sleep room, toilet, nappy change and kitchen. The children also have access to a very large enclosed garden area. There is a variety of local amenities nearby, including several parks, shops and libraries.

The service aims and objectives include:

- 'Provide fulltime, reliable childcare in a warm, caring, friendly and developmental environment.'
- 'To integrate children within our setting, building and developing all aspects ensuring they will reach their potential.'
- 'Working together with parents/carers, gaining feedback, ensuring we all reach the goals for every individual.'

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by two early learning and childcare inspectors, on Friday 27 November 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 SHANNARRI wellbeing indicators.

Views of people using the service

For this inspection, three parent or carers returned completed Care Standards Questionnaires (CSQs). The responses from these showed that two strongly agreed and one agreed that they were happy with the quality of the care provided.

Additional comments included:

'The service we receive at Keli Tots is second to none. My Child is extremely happy there. I would recommend Keli Tots to anyone looking for childcare. Five star service.'

'Very happy with the service provided. My children are always happy to go to Keli Tots.'

'Overall happy. At times feels it could be warmer in the playroom. Perhaps more fencing/gates to keep garden more enclosed from drive area/front gates.'

On the day of the inspection, in total, fourteen minded children were present throughout the day. Most were seen to be happy and engaged in their own play. The childminder and assistants used respectful, nurturing language throughout to help guide and support children. On occasions, we identified areas of improvement where staff could improve their interactions with children to promote best outcomes. This has been reflected within this report.

Comments from the children during our inspection included:

'I can't wait to go to Keli Tots!'

'What's your name? My name is ...'

'I'll put these blocks beside each other so the tower doesn't fall over. one, two, three, four...'

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 did not receive a self assessment from the provider. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered within this report.

What the service did well

Children were seen to be happy and engaged within the service. The childminder and staff knew individual children well. They used individual folders to track children's development and regularly consulted with parents and carers to ensure the care they received was right for them. The service continued to have a wide variety of play spaces, toys and play equipment for children to explore. We found the areas to be well established, and children were free to access games of their choosing.

Since the previous inspection, the childminder had made several improvements to the outdoor environment. Children were enabled to play, run and explore in a large garden space. Toys and games had been provided to help stimulate children's imagination and curiosities.

Children were able to develop an understanding of nurture and responsibility through the different animals at the childminders. This included dogs, rabbits and guinea pigs.

What the service could do better

On the day of inspection, the childminder was found to be in breach of conditions and children were left unsupervised at times, during the breakfast period. In order to ensure the welfare, health and safety of children using the service the childminder must improve her management of the provision of care. She must adhere to the adult to child ratios stated in her conditions of registration at all times to ensure children are supervised and safe. By the time of writing this report, the childminder had put new systems into place to improve this.

We observed the breakfast provision and suggested some changes to improve the experience for children. The current practice during breakfast time should be reorganised and reviewed to ensure that children are adequately supervised and supported throughout this time.

Floorbooks had been developed to provide children with an opportunity to reflect on their experiences and achievements. We discussed how these could be improved to allow children's feedback and interests to be explored further.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

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

Overall, we found children to be happy and engaged within the service. The childminder and staff knew individual children well. They used individual folders to track children's development and regularly consulted with parents and carers to ensure the care they received was right for them. We found this to be good practice as children were supported to achieve their potential. One member of staff told us that they regularly consult with schools and nurseries to ensure a continuity of care for children who attended different services. We reminded staff to record any changes to children's care and support, as and when needed, as part of their review of the children's personal plans.

Floorbooks had been developed to provide children with an opportunity to reflect on their experiences and achievements. We discussed how these could be improved to allow children's feedback and interests to be explored further.

Children's views and interests were sought and acted upon. We saw children expressed an interest in dancing, to which the staff were responsive and set up a dance space for those who wanted to join in. The children loved this opportunity and as a result, felt valued and respected. This was also a great opportunity for children to be active in a fun and inclusive way.

On the day of inspection, we saw the childminder provided a good range of home cooked, healthy meals and snacks. One parent told us, 'the only comment would be larger portion sizes might be needed. My child can be hungry at times after pick up. Possibly due to a fun, active session using lots of energy'. We discussed this with the childminder and found children were offered a good amount of food throughout the day. All parents agreed and strongly agreed that their child was provided with a healthy and well-balanced diet, which met their dietary and cultural needs.

We observed the breakfast provision and suggested some changes to improve the experience for children. The current practice during snack time should be reorganised and reviewed to ensure that children are adequately supervised and supported throughout this time. They should consider how they could create a more nurturing experience that ensures children feel valued and respected. A recommendation has been made. **(See Recommendation 1).**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to ensure children experience a high quality snack time provision, which meets their needs, is nurturing and promotes independence and responsibility, staff should review the current practice.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state that; 'I experience a high quality of care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

Grade: 4 - good

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be very good. Particular strengths were seen in the variety of opportunities available for the children to explore indoors, outdoors and in their local community.

Since the previous inspection, the childminder had made several improvements to the outdoor environment.

Children were enabled to play, run and explore in a large garden space. Toys and games had been provided to help stimulate children's imagination and curiosities. We found this to be a very good experience for children to get fresh air, and explore their natural world.

As well as use of the garden space, children had the opportunity to regularly visit areas within the local community. Parents told us that children would visit the 'library, once if not twice weekly. The public parks most days and local play areas'. This enabled children to enjoy the outdoors daily and explore their world. The childminder shared her plans to develop children's experiences within the local community with visits to a local care home. We supported her ideas and discussed how this would promote further inclusion for all involved.

Children were able to develop an understanding of nurture and responsibility through the different animals at the childminders. This included dogs, rabbits and guinea pigs. The rabbits had free range of the outdoor space. The childminder told us she has seen benefits in children's confidence and behaviour since they joined the setting. Infection control was found to be very good, as they were litter trained and the garden was checked regularly to ensure the area was safe for use. The children were included very well with the guinea pigs. We found they were consulted on their names and picking them up at the pet shop. The staff had also created model cages from recycled materials, for the children to explore in their home corner. We found this to be a very high level of inclusion, which enabled children to feel valued and a part of exciting changes in their service. We signposted the childminder to Animal Magic, available on the Care Inspectorate Hub, <http://hub.careinspectorate.com/>.

The service continued to have a wide variety of play spaces, toys and play equipment for children to explore. We found the areas to be well established, and children were free to access games of their choosing. We discussed open ended, natural materials, also known as loose parts play. The childminder was able to demonstrate how they had begun to develop this further. We signposted her to best practice guidance such as, Loose Parts Play Toolkit and My World Outdoors to enable further improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The performance in this quality theme was found to be very good. Particular strengths were seen in regular supervisions and consultations carried out by the team.

During our inspection, we reviewed team meetings, supervisions and monitoring of staff practice. We found that the service ran regular meetings to discuss care needs, provisions and practice. The staff used self-reflection to review their own practice. We saw the team worked well together and had very good knowledge of the children they cared for. Parents told us:

'The three employees have an excellent role to play at Keli Tots. They are all very attentive. They take the children to clubs and activities they attend. They also are extremely caring and fantastic with the kids.'

Staff told us they felt well supported within the service. We saw some very good examples of teamwork, which had a positive effect on children's experiences. Most staff interacted very well with children, ensuring they were open and responsive to the child's individual needs. During breakfast however, children were found to be unsupervised. This has been reflected in the quality of management.

Staff development was found to be of a very good standard. The childminder ensured staff were able to attend regular training courses. This included online training and informal, group discussions about current best practice. We asked the childminder to consider ways she could develop further reflection on the impact of training, focusing on the outcomes for children.

Children were found to be involved in the recruitment process. We saw that children had been given the opportunity to be involved in asking questions during the interview. This was very good practice, as it enabled children to have their views and opinions listened to and in turn, feel valued and respected. We discussed best practice in relation to references and advised the childminder to review Safer Recruitment, Through Better Recruitment, through The Hub, <http://hub.careinspectorate.com/>. This would ensure children and families are confident that people have been appropriately and safely recruited.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

The performance in this quality theme was found to be adequate. We found key strengths that had a positive impact on the children using the service, however, these were reduced significantly because of key areas of practice that needed to be improved.

Robust systems of quality assurance and consultations with parents were in place. Parents told us:

'I am confident I could ask to speak to any member of staff privately to raise any issue. I could ask during pick up/drop off, or pop in any time. I could also call, text, email or message the private Facebook page and always get an instant response.'

'Always asked for input and feedback through the private Facebook page group, which works great.'

We found this to be good practice as children, parents and carers were able to feel valued and included in the development of the service. We discussed ways of capturing the service's developmental progress through the use of floor-books. This would enhance the services self assessment.

Children requiring medication should be given this in a safe and effective way. We found the services medication paperwork needed updated to be in line with current best practice. Children requiring regular medication, such as an inhaler, should have the appropriate health plan to detail their condition, symptoms and treatment. This would ensure everyone is aware of their individual needs, and be able to administer any medication safely and efficiently, when required. A recommendation has been made. **(See Recommendation 1).**

On the day of inspection, the childminder was found to be in breach of conditions of her registrations and children were left unsupervised at times, during the breakfast period. In order to ensure the welfare, health and safety of children using the service the childminder must improve her management of the provision of care. She must adhere to the adult to child ratios stated in her conditions of registration at all times to ensure children are supervised and safe. By the time of writing this report, the childminder had put new systems into place to improve this. A requirement has been made. **(See Requirement 1).**

Overall, the childminder was providing a good quality of care and support to children. She was committed to providing positive outcomes for children and supporting parents and carers. The childminder should now take action on the requirements, recommendation and areas for improvement identified and discussed during the inspection, to improve outcomes for children.

Requirements

Number of requirements: 1

1. In order to ensure the safe provision of care, the provider must adhere to the conditions of registration by 28 November 2018.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state; 'My care and support meets my needs and is right for me.' (HSCS 1.19).

It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) - Welfare of Users.

Recommendations

Number of recommendations: 1

1. Children requiring regularly medication, such as an inhaler, should have the appropriate health plan to detail their condition, symptoms and treatment.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that; 'As a child, any treatment or intervention that I experience is safe and effective.' (HSCS 1.24)

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

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
9 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership
		6 - Excellent 5 - Very good 6 - Excellent 6 - Excellent
2 Oct 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership
		6 - Excellent 6 - Excellent 6 - Excellent Not assessed
3 Apr 2012	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed 5 - Very good Not assessed
28 Feb 2012	Re-grade	Care and support Environment Staffing Management and leadership
		Not assessed Not assessed 1 - Unsatisfactory Not assessed
28 Apr 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership
		5 - Very good 5 - Very good 5 - Very good Not assessed

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