

Robb, Sharon **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 20 November 2018

Service provided by:
Robb, Sharon

Service provider number:
SP2003904949

Care service number:
CS2003009020

Introduction

Sharon Robb has been registered with the Care Inspectorate since 2011 to provide a care service to a maximum of six children at any one time under the age of 16, 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 childminder's family.

The service is delivered from the childminder's home, a detached property the rural village of Milton of Grange near Forres in Moray. Children have access to a designated playroom, kitchen, bathroom and large enclosed rear garden.

Aims of the service include:

To promote the welfare of children in my care

To create and provide a homely, stimulating, safe and secure environment for play

To provide opportunities to develop as an individual and to accept each child's individual needs

To maintain and build positive relationships between myself, the parents and the child

To value comments and ideas from parents and when appropriate act on these needs

What we did during our inspection

We compiled this report following an unannounced inspection which took place between 10:10 and 14:10 on 20 November 2018. The inspection was carried out by a Care Inspectorate early years practitioner inspector.

During the inspection we spoke to the childminder and the children present. We spoke with two parents after the inspection. We observed the care given to the children and looked at a number of documents, including children's records, policies and certificates of training.

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.

Views of people using the service

There were two children present during the inspection aged two and three years. They appeared well settled and content in the childminder's care and were confident in their interactions with each other, the childminder, her daughter and the inspector.

Prior to the inspection we received one completed Care Standards questionnaire and after the inspection we spoke with two parents via telephone. Their comments included;

Sharon is great at taking my child out and about and to different groups.

Since my child started with Sharon he has become so confident.

I received lots of information and Sharon answered all my questions before I started using her service.

Children are always busy making things and having fun. I love that they are learning too.

Self assessment

We did not receive a completed self-assessment from the childminder. We discussed the importance of this during the inspection.

What the service did well

The childminder had built strong relationships with the children present and we observed their affection for her and her family.

What the service could do better

The childminder should refer to guidance such as Building the Ambition and My World Outdoors to assist her in providing an uncluttered environment which will support the children's opportunities for learning and developing through play.

From this inspection we graded this service as:

Quality of care and support	4 - 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

The childminders interactions with children were affectionate and respectful, encouraging the children to feel secure and confident in her care. We saw the children playing well together and observed how they have built positive relationships with each other. The childminder supported this through praise, encouragement and role modelling. Parents spoke about the childminder's reliability and flexibility to support home routines and a consistency of care.

The childminder recorded information from parents to assist her in meeting children's individual needs. She added details of each child's engagement with activities, their achievements and their wellbeing on a weekly basis. She had begun to do this using the SHANARRI outcomes and we discussed how this is supporting her practice. We suggested that information from <http://hub.careinspectorate.com/media/109077/sg-guide-to-girfec.pdf> could be used to further develop this. The information was shared with parents, supporting the celebration of children's achievements and continuity of care. We suggested that she records identified next steps for children and her plans to support children in achieving these. This will assist her in supporting children to achieve their full potential.

During discussions of individual children the childminder showed knowledge of their stage of development and preferences and was able to tell us how she supported them. For example knowing when they needed to expend energy and what comforted them when they were upset. This knowledge was used to meet the children's needs by offering appropriate interactions.

Parents supplied food and drink and we discussed how the childminder supports children's health by encouraging parents to choose healthy options. This is supported using guidance from the document Setting the Table. Although some parents provided diluted juice for the children to drink the childminder supplements this by offering milk or water, in accordance with guidance.

During discussions about child protection issues the childminder demonstrated an awareness of her roles and responsibilities in keeping children safe. She has a policy in place which supports her practice and we advised that she includes further information and refers to national guidance at <http://www.gov.scot/Resource/0045/00450733.pdf>. We also discussed the use of chronologies, <http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>, to record significant events in children's lives and how these can be used to ensure their safety and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder had provided a warm and welcoming atmosphere for children. Artwork was displayed in the playroom or in children's files, encouraging them to feel confident and included.

Indoor resources accommodated the different ages of children attending the service, from two to nine years old. These were arranged with the safety of the younger children in mind, for example activities with small parts were stored higher up. However, we suggested that reorganising and tidying the resources would provide a less cluttered feeling and allow more space and choice for children to follow their interests independently. This would enable the children to identify and access play materials more easily. The childminder told us how she chose resources to reflect the needs and interests of children. The publication Building the Ambition, <http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf> would assist her in reviewing and evaluating the resources provided, and how they meet individual children's needs.

Older children had wanted to introduce "topics" similar to the projects they have in school and she had facilitated this. She was confident in identifying the learning and developmental opportunities provided by different activities and we discussed the benefits of role play in the development of literacy and numeracy skills for the different age groups.

Daily access to the outdoors was available in the large rear garden. This provided opportunities for children to develop their physical skills, be active and explore some natural environment. A hedgehog "bank" was being developed which supported children's awareness of nature while providing the opportunity to problem solve and investigate. The space and resources available, including swings, slides, a large sand pit and a playhouse offered the opportunity for children to follow their own preferences and interests, play together or alone.

Regular walks to local beaches, woods and play areas provided further opportunities for the children to have regular exercise. During these outings the children collected items such as shells, rocks and twigs which were used in their play. We suggested the guidance My World Outdoors, - <http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf> would support the childminder in extending these activities to ensure that children had daily access to activities which encouraged them to explore and problem solve in a natural, child led environment.

The childminder accessed local groups for further opportunities for play and to develop the children's social skills and confidence. This allowed children to feel familiar within their community and to build positive relationships with peers.

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

The childminder was a member of the Scottish Childminding Association and accessed training and insurance from them as well as using their paperwork to support her record keeping. She received their magazine and used this to help keep up to date with any changes in legislation or guidance.

Throughout the inspection the childminder was able to tell us of things that she had changed or introduced in order to support and extend the children's interests and preferences. Reorganising the dressing up resources and ensuring resources were available to extend activities such as the role play restaurant for example. This showed she reflected on her practice and how it engaged children attending her service. Feedback from children was gained through informal discussions or observation of their engagement. Questionnaires had been used to gain feedback from parents but this was not successful with parents feeling there was too much paperwork.

Therefore information and feedback is shared verbally or through a closed Facebook page. We suggested that the childminder should access Your Childminding Journey, <http://www.childmindingjourney.scot/>, which will support her in evaluating her service and identifying areas for improvement.

The childminder had attended training in First Aid and Child Protection since the last inspection. She was aware of some of the best practice publications but hadn't used them to effect any change in her practice. We suggested that better awareness of these publications would support the childminder in keeping up to date with

current guidance and legislation and making changes to her practice which would impact positively on the outcomes for children. **(See recommendation 1)**

She had done some reading on subjects which interested her such as child psychology and health and safety. We discussed developing a learning log which would support her in using this learning to extend her practice. A range of policies had been developed and were included in an attractive welcome booklet given to parents. These ensured parents knew what to expect from the service and how to raise any issues or concerns. There were a number of children attending the service at a variety of times and the childminder kept records to ensure that she adhered to the conditions of her registration.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should increase her knowledge of current guidance and best practice some of which can be accessed via <http://hub.careinspectorate.com/media>. She should then use these to evaluate her service and identify areas for development which support positive outcomes for children.

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

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

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
27 Sep 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
29 May 2014	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
31 Aug 2010	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
20 Feb 2009	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed

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