

Lane, Lois

Child Minding

Type of inspection: Unannounced
Inspection completed on: 27 November 2018

Service provided by:
Lane, Lois

Service provider number:
SP2003905768

Care service number:
CS2003011653

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

This service transferred its registration to the Care Inspectorate on April 2011.

Lois Lane is registered to provide a childminding service. The service is registered to care for maximum of 7 children at any one time under the age of 16, of whom no more than 6 are under 12 years of age, of whom no more than 3 are not yet attending primary school, and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is located in a rural area of Dumfries & Galloway. The childminder provides her service from her home, which has a large garden. The childminder's home is within walking distance of the local school, a community cafe and a park.

On the day of the inspection, there were two young minded children present. The children were confident, relaxed and settled in the childminder's care.

The Care Inspectorate is committed to improving the health and wellbeing of all children to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. The GIRFEC approach aims to ensure that from birth all Scotland's children and their families have additional consistent and co-ordinated support when they need it. It specifically promotes co-ordinated action by services to improve the life chances and outcomes for all children in Scotland. To achieve this, it encourages a shared understanding by all services of a child's wellbeing in eight areas, that is, children must be: Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included (SHANARRI).

What we did during our inspection

We wrote this report following an unannounced inspection, which took place at lunchtime and early afternoon on Tuesday 27 November 2018. The inspection was carried out by an Inspector from an Early Learning and Childcare team.

We posted out three questionnaires to parents of children who used the service and all of these were returned, showing that parents were very happy with the quality of care and support provided.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Children's records and folders
- Observations of how the children interacted with one another and with the childminder
- Observations of how the children used the toys, and the space in the childminder's home
- Examining equipment and the environment
- Talking to the childminder and the children.

Views of people using the service

The children present enjoyed playing with the toys available to them and were secure and confident in the environment. Children told us they were happy to come to the childminder's home and they told us about what it was like and what they enjoyed doing. They talked about their favourite baking activities, which were making gingerbread men, lemon drizzle cake and cookies. They told us about the magic unicorn sprinkles they use. Children talked about going for walks in the local area and about how they liked walks in the woods. We sat with them whilst they had their lunch and they told us about how they helped to choose the meals, which were healthy and tasty. They told us that the childminder is a good cook.

Three parents returned questionnaires to us. The responses from these demonstrated that they were happy with the quality of care their child received.

Parents told us:

"Daily chats at drop off and collection, she takes anything I have to say on board and adapts plans accordingly."

"She provides a variety of home cooked meals which allows children to try lots of new foods."

"A variety of activities are completed each week, a lot of time is spent outside exploring."

"Well-balanced meals/snacks always provided. Children involved in meal planning when age appropriate."

"Daily routine is age appropriate, children understand routine and it is discussed and explained to them. Activities are varied, appropriate, stimulating and educational at the appropriate level."

"Very friendly service offered. Children enjoy going and learn a great deal from the varied, age appropriate experiences which are offered on a daily basis."

"Good variation of indoor and outdoor play activities. Channels imagination, problem solving, confidence building and having fun. Often goes to the park locally for play and picnics. Regularly goes to the post office and library."

"I completely trust my childminder with my child, she provides a safe, loving environment - with rules and is helping equip my child for life by helping my child to learn and develop and socialising."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. This provided us with information about what the childminder thought worked well. There was information about how parents and children had been involved in developing the service.

What the service did well

Children are cared for in a safe and nurturing home environment. They are encouraged to develop independence and to be kind to one another. Children are confident and secure in the childminder's care. Their opinions are valued and their choices respected. They have fun. The childminder has developed friendly and supportive relationships with parents. Parents trust her and are confident that their children are well cared for.

What the service could do better

The childminder should make sure that her paperwork is up to date and complies with relevant legislation. She should continue to develop the format of personal care plans as discussed during our visit.

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	4 - Good

Quality of care and support

Findings from the inspection

Children were being cared for in a nurturing, safe, home environment. They were able to take part in a wide variety of fun activities, which were appropriate to their ages, stages of development and interests. Children told us about their regular walks to explore a local wooded area and about their baking activities. We saw that the childminder responded to the children warmly and with affection and that the day was led by the children's choices and interests.

The childminder used her supportive and flexible settling in procedures to establish friendly relationships with parents and children. She knew the children in her care very well. She was able to tell us about their needs and interests and how she used this knowledge to care for them. The childminder continued to work closely with parents and made sure that they felt welcomed into her home and to be part of the family. Both parents and children felt that they were respected and valued by the childminder.

Children were encouraged to be independent and to be kind to one another. They had opportunities to be helpful around the house, for example by helping to set the table before lunch. Children were learning to care for the environment and told us about helping to make yogurt, so that they could reduce the amount of plastic being used in the home. Children played well together and enjoyed playing a variety of different types of games.

Children were learning about healthy lifestyles. They were encouraged to be active and had regular opportunities to explore the outdoors. The childminder provided children with a variety of healthy meals and snacks and encouraged them to try new foods. Children were included in decisions about meals and helped with the shopping. They told us about their favourite meals, which included a bean and lentil casserole. Children knew that they needed to wash their hands before eating.

The childminder had a clear understanding of her role and responsibilities for keeping children safe. She was familiar with good practice for administering medication and for recording accidents and incidents, as well as confident about her knowledge of safeguarding procedures.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

Children were being cared for in a warm, welcoming and relaxed environment. The childminder had a good range of toys and play resources. Children had space to move around freely as they played on the floor, relaxed on the sofa and were able to have a quiet time if needed. They were able to choose what they wanted to play with and we saw that they were very much at home in her care.

We saw that the resources were suitable for the children attending, clean and organised to allow choice. Children were encouraged to think for themselves and to be creative. Parents confirmed that there was a good variety of toys and games, which encouraged children to problem solve, develop confidence and to share.

Children had regular access to the wider community which included visits to the park, walks within the surrounding area and going to the local community café for their snack. The children spoke fondly and eagerly about these opportunities, which allowed them to develop a sense of belonging to their local community.

The childminder ensured that children were being cared for safely. She knew how to minimise potential hazards by carrying out regular risk/benefit assessments and had measures in place to protect the children. She told us that this was a dynamic process, which meant that she was always mindful of children's safety and made changes which helped her to manage risk. The childminder should ensure that she formalises this process so that there is a record of these assessments. The childminder had an appropriate First Aid qualification. Environmental Health had visited the childminder's home and were happy with the childminder's facilities.

Children were learning how to keep themselves safe. They knew about road safety and told us about how they were expected to behave when they were out and about.

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 kept up to date with changes in practice. She was a member of the Scottish Child Minding Association (SCMA) and used their publications to keep up to date. She had attended a variety of learning opportunities, which enabled her to meet the specific needs of children and developed her own interests further. This had included the achievement of a degree in Childhood & Youth Studies.

The childminder had an up to date First Aid qualification and made good use of opportunities available in the community to keep up to date with Child Protection training.

Whilst it was clear that the childminder knew the children in her care very well and effectively used this knowledge to care for them, we found that her record keeping and paperwork were not up to date. The childminder was reviewing the format of the children's personal plans and had recently purchased the SCMA formats. We discussed personal care planning with the childminder and shared other formats which we thought may be useful. The childminder told us that she was also developing and reviewing her policies and procedures to ensure that they were consistent with other recent changes, like Data Protection. We found that she had already registered with the Information Commissioner, as appropriate.

The childminder had friendly and trusting relationships with parents. Parents were confident that they could talk to her and discuss any concerns they had. The childminder was open to suggestions and feedback from parents. The childminder involved children in planning their activities and care. We observed that the childminder respected the children as individuals, listened to them and supported their individual needs very well.

The childminder involved parents and children in assessing and improving her service. She completed a self assessment during this inspection and this process would be improved by including the voices of parents and children.

We reminded the childminder that her Certificate of Registration should be on display so that parents can see it. We did this because the certificate had slipped behind a bookcase.

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 must develop a personal plan for each child. The plan must be reviewed every six months, or when there is a significant change or event.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 3 - Health and Well-being.

This recommendation was made on 20 January 2015.

Action taken on previous recommendation

Personal plans had been introduced after the last inspection. These had not been maintained consistently. The childminder had purchased the SCMA format for personal plans and was in the process of updating the plans for all children.

This recommendation is: met

Recommendation 2

At the time of the inspection we viewed open alcohol which was in reach of children, and some chemicals that were also in children's reach. We recommend the childminder assess these items in terms of possible risk or harm to children attending.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 2 - A safe environment.

This recommendation was made on 20 January 2015.

Action taken on previous recommendation

The alcohol and other chemicals had been moved and were no longer visible to children.

This recommendation is: met.

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 Jan 2015	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
5 Mar 2013	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
30 Apr 2009	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed

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