

# Florence, Marion Child Minding

Type of inspection: Unannounced  
Inspection completed on: 8 January 2019

**Service provided by:**  
Florence, Marion

**Service provider number:**  
SP2008971128

**Care service number:**  
CS2008182778

## Introduction

This service has been registered since December 2009.

Mrs Florence, referred to as the 'childminder' in this report, is registered 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, of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

Until 31 December 2019, care can be provided to a maximum of eight children at any one time under the age of 16, of whom no more than six are under 12, of whom no more than three are not yet attending primary school, of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

The service is provided from the childminder's home in a quiet residential area of New Carron in Falkirk. The children have access to the ground floor of the family home, however, mainly use the well equipped playroom and family kitchen/dining area. The enclosed garden to the rear of the property provides a safe enclosed outdoor play area. The childminder makes good use of local parks, groups and places of interest.

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. Information on SHANARRI can be found at:

<http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

## What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by a Care Inspectorate inspector. The inspection took place on 8 January 2019 between 9:30 and 11:45. We gave feedback to the childminder on 8 January 2019.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the childminder to complete and submit to us.

We sent out three care standards questionnaires for parents and carers prior to our inspection. We received two completed questionnaire before the inspection.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the children
- the childminder.

We observed and viewed:

- the environment

- the childminder's practice and interactions with children
- the children playing.

We looked at the following evidence:

- evidence from the most recent self assessment
- children's records
- children's art display
- accident and incident records
- written policies and procedures
- information for parents
- newsletters
- questionnaires
- children's personal learning and care needs diary.

As part of this inspection we focussed on how this service promoted children's health and wellbeing through infection prevention measures.

We took account of all of the above information when we evaluated this service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

## Views of people using the service

There was one minded younger child present during our visit. They were happy to speak with us briefly and pointed to things of interest within the home. The childminder had a very warm, caring and nurturing manner and throughout the course of the inspection she was attentive and responsive to care needs and play requests. Where required she very naturally provided support and a reassuring cuddle.

We received two completed parent questionnaires and they were happy with the service they received. They told us:

"We get questionnaires several times a year and actions are taken on the results".

"Annual forms updated with likes/preferences and targets".

"A bit too much sugary foods, but a variety of foods are available".

"Always great craft activities, love getting homemade cards for Mother and Father's day".

"Regularly at the parks and library".

"Regular questionnaires for me and children on what they enjoy, asks for suggestions and ideas".

## Self assessment

We received a fully completed self assessment from the childminder. We were satisfied with the way this was completed and with the relevant information included. The childminder identified what the service did well and gave examples of areas for improvement. These demonstrated the childminder's priorities for development and

how they were monitoring the quality of the provision within the service. Through our discussions with the childminder it was evident she had reflected on her practice and involved parent's and children in the improvement journey of the service. This would make them feel included and respected.

## What the service did well

The home was clean, bright and well organised for play experiences. Children accessed different play spaces independently and a range of well thought out play resources encouraged learning and development. The local community was well used to extend children's learning opportunities, such as the local library and toddler group. The childminder used a range of systems to prevent the spread of infection including regular cleaning and helping children learn about good practice in hygiene.

## What the service could do better

To further enhance the very good practice in the service, we asked the childminder to consider additional research and reading in evidence based practice to increase her understanding of the theories underlying effective early learning and childcare. In particular, positive behaviour management strategies when dealing with small conflict issues. This would ensure children developed skills in independently managing small conflict situations in the future.

## 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 atmosphere in the home was calm and the childminder had developed close bonds with children in her care. The childminder was nurturing in her interactions and supported care needs quickly and effectively. Younger children were reassured by her soft voice and ability to understand and connect with their developing language skills. For example, body gestures, such as pointing were acted upon which enriched play opportunities and supported emotional well-being. Appropriate and timely skilled interactions helped to build positive relationships and respect.

The free access to the home and play spaces encouraged purposeful child led play. For example, during our visit one younger child transferred story books from room to room and happily shared her knowledge of these with us. Easy access to the books promoted early language skills such as listening and talking. Rhyme time and signing sessions also helped to promote an interest in sounds and patterns of words. Supporting children to develop good early language skills before starting school is key to children being able to read and achieve in areas of early literacy.

The childminder worked with parents to find out more about each child as an individual. For new families to the service, questionnaires, settle in visits and 'all about me sheets' were used to build positive relationships and gather significant information. This ensured care routines such as sleeping, toilet training and eating patterns were consistent with home and parents wishes. This sense of partnership working developed confidence in the service and built positive relationships with families. This would help them to feel valued and included.

Children had daily diaries and these were shared with parents and children regularly. The childminder had clearly documented children's play experiences, feelings and care needs. The childminder told us that parents enjoyed reading the entries and looking at the photographs. The childminder found this was a useful way to consult with parents and work in partnership to set new learning and development targets for children. Significant achievements, learning and development were recorded within the diary and children enjoyed revisiting these with the childminder, often on the settee in story form. Involving children in their learning journey in this way encouraged them to be active learners and have pride in their achievements.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

Designated play rooms leading to an outdoor play area provided exciting and challenging play opportunities. The room was bright with natural light from a full length window, allowing the smaller children to observe nature, for example, changes in the weather and seasons. A large table encouraged social group games and floor space was available for indoor active play. The play resources for children were age appropriate and helped them achieve. Thought provoking art materials encouraged children to explore textures, techniques and design ideas. A range of well-planned indoor and outdoor learning experiences provided a rich environment for exploratory play and learning.

Active and healthy outdoor opportunities were on offer regularly. Children walked to local parks where they could run, climb, swing and explore physical boundaries. Being active and healthy supported children's all round health and wellbeing.

The childminder made good use of her local community to engage children in social interactions and learning. Trips to the library, soft play and toddler group encouraged children to be respectful, responsible and included in their community. Children benefited from being out and about in their local area, this would give them sense of belonging and provided them with further learning experiences.

The childminder kept her home clean and hygienic through a well established cleaning routine. Infection control procedures were effective and clear systems were in place to ensure children remained healthy. Well organised

and uncluttered areas, such as the hallway, toilet and play areas kept children free from any potential hazards. We were confident that the childminder had worked hard to provide a safe and healthy environment.

The childminder supported the children in managing risks and looking out for dangers. Fire drills supported the children in fire safety awareness. The childminder was mindful of involving children in fire drill routines to promote deeper thinking and make them more aware of safety measures. For instance, children were encouraged to think about different fire safety scenarios and how this would affect the exit routes from the home. Involving children in this way told us that children had opportunities to be responsible and keep themselves safe.

## 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

Although the childminder had a calm manner when interacting with children, we discussed with the childminder how to manage behaviours in a more positive and enabling way. She should consider language and actions used to ensure these are encouraging children to think about feelings of others, solutions to small conflict problems and positive outcomes for all. The childminder was keen to take on our suggestions of these and try out different techniques and language to support consistent positive behaviour management. Managing behaviours in this way would encourage children to be responsible and would make them feel respected and included in decision-making.

The childminder encouraged healthy food choices and had a good understanding of the nutritional best practice guidance 'Setting the Table'. A parents request for less sugary foods had been acted upon by providing a 'healthy eating competition' to encourage children to try different healthy option foods. The childminder planned to take the children on a shopping trip to purchase their competition items (art work of these were displayed for parents to view) and then set up a taster session to try the new healthy options. These experiences ensured children were involved in the process of learning about and trying out healthy food options.

As a member of the Scottish Childminding Association and other organisations the childminder had been able to access a variety of training and kept up-to-date with current practice. She talked about the impact that training had on her practice. When asked about recent training (Food Allergy by the Food Standard Agency) she told us

she is now more confident in allergy awareness. The new information had made her reflect upon the differences between an allergy and intolerance and what that meant for her service. Developing her understanding and practice in this way supported children's health and wellbeing and demonstrated a self-reflective approach to her service.

Recorded information regarding the care and support of children was of a high quality and up-to-date. The childminder had worked hard to gather the views of the parents and children. She explored a variety of approaches. We could see that children's comments of likes and dislikes were considered and opportunities to address these had been planned. The childminder was keen to take on our suggestions of ways in which to develop opportunities for reluctant readers. She was motivated to ensure children received thought provoking opportunities to help them achieve and develop life skills.

## 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](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	
25 Jan 2017	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
14 Dec 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
30 May 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
1 Nov 2010	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed



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