

Inglis, Susan Child Minding

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

Service provided by:
Inglis, Mrs Susan

Service provider number:
SP2003905867

Care service number:
CS2003012141

Introduction

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

Mrs Susan Inglis childminder is registered to provide a care service for a maximum of seven children under 16, of whom a maximum of six will be under 12 years, 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 childminder provides the service from her home on the outskirts of Edinburgh and is close to local amenities and public transport. The areas used for the purpose of childminding include the living room, kitchen/dining area and family bathroom. Minded children had access to the large shared garden area to the rear of the property.

Ten children currently use the service on a part-time basis. On the day of the inspection there was one minded child in attendance.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. 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.

What we did during our inspection

We wrote this report following an unannounced inspection on Wednesday 28 November 2018. We gave feedback to the childminder during the inspection.

We sent three care standards questionnaires to the childminder to give to parents and all of these were completed and returned to us.

During this inspection process, we gathered evidence from various sources, including the following:-

We spoke with:

- The childminder.
- The minded child during their play.

We looked at:

- The environment, equipment and toys.
- A sample of children's files and records kept.
- A sample of policies and procedures.
- Medication system.
- Accident recording system.

- Certificate of registration.
- The childminder's interaction with the minded child.
- The three care standard questionnaires we received from parents.
- The childminder's self assessment that she submitted to us.

Views of people using the service

There was one minded child in attendance during the inspection and we observed that they were confident and content in their environment. The minded child had a positive rapport with the childminder who interacted and responded to them in a nurturing and professional manner. The minded child chose from a variety of toys and resources in the living room including books, a dolls house, jigsaws and building bricks.

We received three care standards questionnaires from parents and those all indicated 'Strongly agree' to the statement 'Overall, I am happy with the quality of care my child receives at this service'. We have outlined additional feedback from these questionnaires throughout this report.

Self assessment

The Care Inspectorate received a self-assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information included.

What the service did well

The childminder provides a professional and nurturing environment for minded children using her service. She was committed to providing a variety of experiences for minded children to support their care needs in partnership with parents.

What the service could do better

The childminder should continue to review and develop her service in line with best practice guidance and as outlined in this report.

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 childminder had continued to work in partnership with parents to help support children's care needs and interests. Discussions with parents helped support children's continuity of care and to keep up to date with information. Policies and procedures were also shared with parents so they were aware of the childminder's practice and what to expect.

The childminder knew the children that attended her service well and described how she met their individual care needs taking into account their interests. Children's personal plans outlined relevant information and these were reviewed regularly with parents. Information about children included 'all about me' details, their achievements, routines, stages of development, interests and targets. Further progress was planned to develop the personal plan information held for school age children to take into account the wellbeing indicators.

The childminder was aware of the procedures to follow in the event of any concerns about children in her care and had updated her policy to include the contact details for Social Care Direct where any concerns would be referred to.

The childminder supported the minded child and used praise and encouragement during their play to enable independence and acknowledge their achievements. This approach helped support the child's self-esteem and confidence.

A medication system was in place to record information if parents asked for medication to be administered. The medication policy outlined information for parents about the childminder's practice including that the first dose of any new medication would not be administered by the childminder in case of an adverse reaction.

In the care standards questionnaires returned to us, the parents indicated 'Strongly agree' to the statements:-

- The childminder asks for your views about how you want your child to be cared for.
- The childminder regularly involves me in reviewing the information they have about my child.

Some written comments provided included:-

'Susan regularly reviews information on file to ensure up to date information'.

'Susan is always very interested in my children's activities and interests outside of school. She then can speak to them about these activities/interests and incorporate into their play at their house'.

'At every pick up Susan is always very welcoming to chat about my children's days, changes to snacks for instance are always discussed prior to any changes to reach a mutual decision'.

'We filled in a sheet of likes/dislikes for foods and routines'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

The areas of the premises used by minded children were well maintained. Written risk assessment information was in place to outline the key aspects of the environment that had been considered to safeguard children. The childminder also talked to us about the measures she took to reduce the potential risks around her home and garden. For example children were helped and encouraged to tidy away toys once they were finished to prevent potential trip hazards.

Children were supported to learn about healthy lifestyles through the promotion of healthy eating and handwashing prior to eating and after going to the toilet.

There were a variety of toys and resources for children to access. These were rotated or new experiences introduced on a regular basis to support children's interests and likes. For example one child had an interest in the weather and they created a weather chart and used equipment to take daily readings. The childminder told us about the local community resources she accessed with minded children including the park, toddler groups and walks. Such activities and experiences helped children to learn to assess and manage different environments and challenges with the support of the childminder.

Children's health and safety was supported as the childminder had attended first aid training. A system was also in place to document and inform parents in the event of any accidents or incidents involving their child when at the service.

In the care standards questionnaires returned to us, the parents indicated 'Strongly agree' to the following statements:-

- The childminder's home is a safe, secure, hygienic, smoke free, pleasant and stimulating environment.
- The childminder provides a suitable range of equipment, toys and materials for my child.
- The childminder makes good use of resources in the community, for example the library and parks.

Some written comments included:-

'Library, park, woods, Gorgie Farm, museum and soft play'.

'After school snack provided – always varied and balanced'.

'Susan always varies toys and follows children's interests. Always seems to be buying new things'.

'Always mutually discussed snacks. I am extremely pleased with the variety of snacks offered – fruit/vegetables always on offer too'.

'Susan varies the routine, with her children and ensures they know in advance where they will be. Keeps everything fresh and I am always told lots of stories about their play'.

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 demonstrated a professional and committed approach to her childminding service. She was confident in her approach to meeting children's needs and understood the importance of keeping up to date with her own professional development to support positive outcomes for them.

The childminder used information from the Scottish Childminding Association (SCMA) and the Care Inspectorate website to help keep up to date with best practice and publications. We discussed that keeping up to date with key documents was part of her professional development and it would be useful to record this and consider the impact or any action that was taken as a result. For example 'My World Outdoors' and 'Our Creative Journey' which promote outdoor experiences and art and craft experiences linked to the wellbeing indicators.

The childminder encouraged parents and children to give their views about the service through discussion and also the use of questionnaires. A complaints procedure outlined the action parents could take if they were unhappy about the service provided.

In the two care standards questionnaires returned to us, one parents indicated 'Strongly agree' to the statement 'The childminder involves me and my child when making improvements or changes to the service'.

Some written comments included:-

'Talks about resources with me relating to my child's interests'.

'I am extremely pleased with the care and attention Susan provides. She is a very reliable, kind and organised childminder and I am as pleased to have my children with her as I would be with family. She is open to discussion and always involves me in her planned day to day activities'.

'Susan often sends me photos of (child's name given) playing with different toys or going to different places. Susan gets new toys if she knows their interested in something different'.

'I can't rate Susan highly enough'.

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	
8 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
15 Nov 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
14 May 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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