

Brand, Gillian **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 21 December 2018

Service provided by:
Brand, Gillian

Service provider number:
SP2008972119

Care service number:
CS2008188154

Introduction

Mrs Gillian Brand registered with the Care Inspectorate in February 2010. She 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 and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

Gillian is the sole provider of the childminding service and will be known as "the childminder" throughout this report

The childminder provides a childminding service from the family home in a residential area of Dunfermline close to the local school, nursery, parks and other community facilities. Children mainly use the playroom and lounge / dining area on the ground floor of the property for indoor activities while the enclosed garden to the rear of the property provides a safe outdoor play space.

The childminder stated the aims and objectives of her service as:

"I aim to provide a professional and reliable service offering the best possible care for your child. This will be achieved through close partnership with parents and careful consideration of your child's individual needs. Care is provided within the caring and supportive environment of our family home."

What we did during our inspection

We completed this report following an unannounced inspection, which took place between 10:15 - 12:00 on 30 November 2018. We returned to the service on the 5th December to complete the inspection. The inspection was carried out by a Care Inspectorate early years inspector.

During this inspection we gathered evidence from various sources. This included speaking to the childminder and parents. We observed the care given by the childminder and looked at a number of documents including planning information, children's records and the methods in place for evaluating the service. We also looked at the childminding environment and considered the experiences of the children.

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 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

One minded child under the age of three was present on our return visit. He was very happy, relaxed and confident in the childminder's care. Interactions between them were positive, demonstrating that strong relationships had been formed.

Three parents emailed us to share their views of the service provided. Their comments included:

"Gillian was recommended to me by another parent and I can honestly say she has been fantastic, a god send. I am very impressed with Gillian's setting and early years provisions and I know my child is very comfortable in

her surroundings. Gillian is very caring and comforting and is fantastic at communicating with him in order for him to understand what they are doing at each stage of the day. He looks forward to going to Gillian's and she cares about making sure he is happy. I don't feel like this is just a business for her and she genuinely cares."

"Gillian was always our first choice as childminder. Myself and my husband were so relieved when she agreed to child mind our child. She is very approachable and professional. Gillian and her family have welcomed my son into their family and he adores spending time with Gillian. She always makes my son and myself feel comfortable and I feel we all have a fantastic relationship. They have such a lovely bond and he is extremely comfortable with her."

"Gillian has looked after my 4 year old son for 3 years and my 7 year old daughter for 18 months. I am more than happy with the care she gives them. My children have been made to feel part of her family through her nurturing approach and attitude. She goes above and beyond in her care of my children. She organises activities suitable to my children's needs, encouraging their social skills and their interests. Gillian has clear expectations around behaviour and manner which she calmly and consistently reiterates with all of the children in her care. The children have a voice in deciding what to do, and feel respected by her. Gillian's home environment is warm, welcoming and safe and I have no concerns around the care she provides for my children. "

Self assessment

The childminder submitted a detailed and fully completed self assessment to us before the inspection took place. We were satisfied with the information provided which included areas of strength and areas for further development.

What the service did well

Children experienced respectful, nurturing care in a happy and fun environment where they were supported well to grow and develop.

What the service could do better

The childminder should continue to provide families and children with a high quality care service.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
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 was performing to an exemplary standard in this area. We found that the childminder worked innovatively with parents which helped her meet the specific needs of the children in her care. Creating an ethos of partnership working contributed to meaningful relationships between the childminder and the families in her care.

The childminder told us that she considered the parents and children using her service as part of her extended family and that she tried to create a warm and welcoming environment for her families. Parents who emailed us spoke very highly of their childminder and made the following comments:

"My children have been made to feel part of her family through her nurturing approach and attitude."

"She goes above and beyond in her care of my children."

Encouraging meaningful relationships with parents promoted a nurturing environment for the families in her care because parents knew they could approach the childminder in confidence and trust that she would try her best to alleviate any concerns or worries that they had in relation to their child. This inclusive environment contributed to children feeling safe and secure.

The childminder described her 'settling in' procedure as a nurturing and respectful experience, acknowledging that parents knew their child best and therefore they ultimately took the lead in this transition. Using this approach enabled children to become comfortable in their new surroundings in the close proximity of their parents, which made them feel safe and secure to explore their new environment. A parent told us:

"I can honestly say she has been fantastic, a god send. We had a number of settling sessions for my child where we gradually increased his time there, with me and then without me until we were all comfortable."

The childminder's reflected practice demonstrated that children's health and well-being needs were met to a very high standard. The childminder discussed the need for all children to be involved in hand washing from an early age because it was important to instill good hygiene routines from the outset. We noted that younger children still in nappies were expected to wash their hands after their nappy change.

Children learned about healthy lifestyles through taking part in projects including looking after their teeth and healthy foods. We saw the evidence of this displayed on the playroom walls. Safety outdoors was promoted because children learnt about road safety when out and about in the community. The childminder demonstrated a high level knowledge about the need for children to become risk aware.

Gathering relevant and significant information helped her to provide the right level of care and support for each child. This included their likes, dislikes, personalities, development stage, preferred comforting methods, home routines, specific care needs and information about the family. Routine communication with parents enabled the childminder to ensure that she was aware of any changes that needed to be taken into account when meeting their child's individual care. This allowed the childminder to remain supportive of each child's development and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

The childminder was very good at including parents in the day-to-day care of their child and clearly understood why it was good practice to call parents if their child was involved in an accident or incident. This allowed parents to agree the best way to deal with the situation, which allowed the childminder to provide children with continuity of care and show them that she respected their parents' right to be involved in any decisions relating to their care.

Effective infection control practices contributed to children staying healthy and safe because the childminder was able to follow procedures to minimise the spread of infection within her service. For example, if a child became unwell with a communicable disease such as a vomiting or other stomach bug, the childminder asked their parent or emergency contact to come and collect them and keep them at home for at least 48 hours. This reduced the risk of other children within the service catching bugs and unwanted illness.

The childminder described how chatting to children about the importance of washing their hands before they sat for lunch or after using the bathroom, helped them to develop an understanding of their responsibility for keeping their bodies healthy.

Children experienced a very high level of choice, because the childminder was very good at involving them in planning the activities and outings they wished to participate in. These child centred opportunities demonstrated to children that the childminder valued their voice and respected their right to choose how they wanted to spend their time when in her care.

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 quality of management and leadership within the service was very good. We concluded this after discussion with the childminder, assessing the ways she encouraged parents and children to evaluate her service, and assessed the improvements the childminder had made since her last inspection.

The childminder was good at involving parents in all aspects of her service, we noted that she encouraged parental participation through regular communication with parents and encouraged them to share any concerns they may have had, and generally give their feedback about the service they received.

Discussion with the childminder highlighted that she understood why it was important to access training relevant to her role. She told us that on occasion it was essential to access specific training because it enabled her to provide appropriate support to individual children, which took account of their differing needs. This helped children feel included because the childminder respected their right to have their needs met by someone who had a better understanding of the support they needed in order to promote their life chances.

The childminder described how she often met with other childminders to share practice and discuss new guidance or legislation. This enabled her to take this information and incorporate it into her service, which resulted in good outcomes for children because then she was keeping her practice current and relevant.

We confirmed that the childminder was very good at undertaking self-directed learning as a means to keep her up-to-date with new guidance and best practice. We noted that she was knowledgeable about GIRFEC, Well-Being Indicators, 'Building the Ambition', 'My Childminding Experience' and 'My World Outdoors'. She told us that she found these key documents very helpful and often looked at them to keep her on the right track. This helped her to ensure that she was providing families with a high quality of service.

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	
17 Sep 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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