

# Alana Potter Childminding Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 24 January 2019

**Service provided by:**  
Potter, Alana

**Service provider number:**  
SP2013984698

**Care service number:**  
CS2013316051

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service registered with the Care Inspectorate on 21 August 2013.

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). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting It Right For Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators, we use these indicators at inspection, to assess how services are making a positive difference for children.

Alana Potter is registered to provide a childminding service from the family home in the outskirts of Bathgate, West Lothian. The home is within walking distance to the local shops, schools and parks.

The house is on a farm steading development and children have use of a large area on the lower floor. This provides children with plenty of space to socialise play and take part in a selection of activities. Children have the choice of different outdoor play areas.

At the time of the inspection the service is registered to care for a maximum of six children who are under 16 years of age. There should be no more, than three that are not yet attending primary school and no more than one child is under 12 months old. Numbers are inclusive of the childminders own family. Five children attend the service and are all part-time.

We suggested to Ms Potter she apply for a variation to her registration certificate as this statement no longer applies.

A summary of her aims and objectives are as follows:

"To provide the kind of care I would want for my own child, to provide a high quality childcare service in a loving, safe, homely and stimulating environment; to ensure the children feel safe and encouraged to learn and to develop to their full potential; to ensure each child feels happy and secure".

## What we did during our inspection

We wrote this report following a short-announced inspection carried out by an inspector on 24 January 2019 from 12:30 pm to 14:45 pm, where we met two children, Ms Potter's own child who was three and half years of age and a minded child who was two and half years of age We provided feedback to Ms Potter on the day of the inspection.

We sent questionnaires to Ms Potter to distribute to parents/carers. One questionnaire was returned to us from a parent who has two children who attends the service. The parent who made comments said overall they were very happy with the service.

During the inspection we gathered evidence from a variety of sources including discussion with Ms Potter. We engaged with the minded child and observed how the children played together. We examined some records that included information on the children, some policies, such as, child protection and medication. We spoke about the range of activities on offer to the children. We considered the general environment and the equipment used in the provision of the childcare service.

## Views of people using the service

We observed that the children played well with one another and the minded child had a warm caring relationship with the childminder. We spoke with both the children and they were able to tell us a little about their day. We observed that the minded children were very happy at the service.

The parent who returned the questionnaires provided the following comments:

"Alana is in regular communication with me and at any time when there are any changes and/or in conjunction with the children's development. Alana is open to any feedback and ensures my views are taken into consideration".

"There are a variety of activities the children are taken to i.e. Toddler/Childminding Groups, Singing at a Residential Care Home for the Elderly, Jo Jingles, Music Class, Book Bugs. I am very happy with these opportunities".

## Self assessment

The Care Inspectorate received a fully completed self-assessment from Ms Potter. She identified what she thought she did well.

The self-assessment submitted was of a good standard and an appropriate reflection of the positive practice identified during the inspection.

## What the service did well

Ms Potter had day-to-day knowledge of the child's needs and how they are progressing. She uses this information to provide for their well-being.

She has built a professional caring relationship with children and families. She involved the children and parents in her service.

She has an excellent understanding of her role and responsibilities and is confident in caring for children.

## What the service could do better

To continue to develop the service with parents and children input.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## Quality of care and support

### Findings from the inspection

On our arrival to the service the children proudly told us they had been to a 'Robert Burns' activity that took place in the local community. They were keen to show us what they were wearing; a tartan skirt and a kilt that related to the activity attended. This activity provided the children with a fun, learning experience and an opportunity to play and socialise with other children within their community.

We noted that children were provided with a wide selection of appropriate resources, indoors and outdoors that held their interest. These supported the children to explore, inquire and challenge their ability. Children had the opportunity to visit a local residential care home on a regular basis. Ms Potter was keen to ensure that this provided them with new experiences to socialise with other adults.

We noted that children were encouraged to contribute their ideas and be involved in decision making about their day. For example, children had helped to create a, 'Wish Board' displayed in a suitable area of the house. Ms Potter recorded the children's ideas, such as, 'the things they would like to do', and the things they had done'. A selection of lovely photographs showed how much the children enjoyed the activities. This excellent idea had clearly involved children in making choices about their learning and helped them plan and evaluate their experience.

We noted that Ms Potter has successfully provided a range of events for children and their parents. For example, 'Stay and Play' sessions for parents. Parents were able to see first-hand the types of activities their child took part in. During this time the childminder provided parents with a questionnaire. This let her know what improvements she could make to the service. This also provided parents with the opportunity to get to know one another and who their child played with while attending the service.

Ms Potter was keen to involve children in their local community, we saw many examples of this, such as, in a Poppy Appeal Scotland, Children in Need and a Food Bank. This helped the children to consider others and be involved in their community.

During our time at the service we saw how well Ms Potter took the time to encourage the children to understand their emotions; for example, talking about why a child was upset. She clearly recognised and understood the individual needs of children in her care.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 6 - excellent

## Quality of environment

### Findings from the inspection

The home was spacious, warm, cosy and homely. We noted how well the resources indoors and outdoors provided an excellent balance of indoor and outdoor experiences for children.

Ms Potter provided a well-planned and sensitively thought-out environment that helped to foster and promote the wellbeing of children. She listened to what they wanted to do and supported them in their choices. Good practice guidance, including 'My World Outdoors' supported Ms Potter to provide an excellent environment.

Play space indoors was thoughtfully arranged to support younger children to move around safely. The arrangement enabled children to make real choices; play alone or together in different areas of the home. The selection of different size tables supported children of all ages to sit alone or alongside another child.

We saw that a child's 'wigwam tepee tent' had been erected indoors and this gave children a private area to play alone or with other children. Ms Potter provided an environment that respected that children also need privacy in their play.

Children had the opportunity for quiet restful times and sleep if they wished. We noted Ms Potter listened to the children in a calm and unhurried manner. This supported them to be nurtured and valued.

The children had the opportunity to access different areas of the outdoors. This outdoor space was attractive and inviting. There were opportunities for children to build structures - including a climbing structure. They had the chance to be involved in risky play and assess their own risk. We saw there was a range of loose parts material, indoors and outdoors available to support the children's learning.

Depending on the time of year, children had the opportunity to experience planting, growing and picking vegetables or fruit first hand. Overall, children had an excellent opportunity of outdoor experiences.

## Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

Ms Potter applied her childcare experience, qualifications and training to her every day practice. She valued keeping her knowledge and skills up-to-date. She attended a number of courses, such as, first aid, child protection, book bugs and Makaton Sign Language. This has supported her excellent every day practice.

The childminder shared examples of her learning and told us about the changes she had made to her service; for example, the significant improvement to the outdoor space. Children now spend more time in the outdoors and this has supported their physical and over all well-being.

Ms Potter is a member of the Scottish Childminding Association (SCMA) and found this a useful resource. She is also part of a local childminding group and has attended the latest SCMA Annual Conference. These have helped to promote networking with other professionals and opportunities to keep up-to-date with best practice.

The Childminding Group has enabled Ms Potter to work alongside other childminders to develop further activities for children, such as, the Lego Club and a Gymnastics Club. These innovative ideas benefit the needs of the children attending the service.

We found recorded information on the children was of a high quality and up-to-date. Learning and development of individual children were clearly recorded and shared with parents and children. Children were involved in planning and evaluating the programme of activities that extended their learning and promoted their happiness.

Ms Potter kept a record of training and reflective account of this. She evaluated her training needs and this helped her to identify her future personal development aligned with the needs of the children.

She regularly evaluated her service and set goals. This excellent practice helped to provide for the needs of the children and families using the service.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 6 – excellent

**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	
12 Mar 2015	3	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.