

Miller, Eileen Child Minding

Type of inspection: Unannounced
Inspection completed on: 14 February 2019

Service provided by:
Miller, Eileen

Service provider number:
SP2003905380

Care service number:
CS2003009973

Introduction

Eileen Miller has been a registered since 2002. She is currently registered with the Care Inspectorate to provide a care service to a maximum of three 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. The numbers are inclusive of the childminder's own family.

From 21 August 2018 until 30 June 2019 or sooner if any child leaves the service during term time; on a Tuesday between the times of 08.30 and 17.00, 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 four are not yet attending primary school and of whom no more than one is under 12 months. The numbers are inclusive of the childminder's own family.

From 21 August 2018 until 30 June 2020 or sooner if any child leaves the service during term time; on a Wednesday between the times of 8.30 and 15.00, 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 four are not yet attending primary school and of whom no more than one is under 12 months. The numbers are inclusive of the childminder's own family.

Minded children cannot be cared for by persons other than those stated on the registration certificate. Overnight care will not be provided.

The service is provided from the childminder's home in Auchterarder, Perthshire. It is close to the local school, shops, parks and other amenities. The area used to provide the service are the living room, kitchen and bathroom. Children can also access a secure garden from the property.

Aims of the service includes, providing a service that ensures a safe, secure environment and stimulation for all children at each development stage.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by an early learning and childcare inspector, on Wednesday 14 February 2019. Feedback was given to the childminder at the end of the inspection.

During this inspection, we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

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. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

For this inspection, three parent or carers returned a completed Care Standards Questionnaire (CSQs). The responses from these showed that they all strongly agreed that they were happy with the quality of the care provided. Comments included:

'We got ourselves incredibly fortunate to have got places with [Eileen]. She's approachable, is fantastic with the [children] and is always flexible/willing to give extra help... The [children] are involved in all aspects of their care and thoroughly enjoy going. She treats them all individually and is responsive to their needs... Eileen has been a huge support and worked with us to meet their needs. We 100% trust and value her. She also supports nursery/home transitions and communication.'

'Eileen is wonderful and I have so much trust and faith in her as a childminder. Her advice is always appreciated and her knowledge and experience is second to none.'

'I am more than happy with the service Eileen provides. It is a home from home feeling and this has definitely helped both my children settle well when they both started. My children love going to Eileen's and enjoy everything that's provided. [They] always look forward to going to Eileen's. I would never have managed to choose another warm, friendly person to after my [children].'

'Colin, Eileen's husband is in the home on occasion. The children adore him and will often ask him for things to play or show him something.'

On the day of inspection, two minded children were present. Children were seen to be content and at home within the service. The childminder was attentive and nurturing throughout, ensuring she was responsive to their needs and interests. Children's comments on the day included:

"Look, look what I'm doing, I'm flossing!"

"Calm down, calm down, calm down."

"Lets go walk."

Self assessment

Every year all care services complete a self assessment telling us how their service is performing. We check to make sure this is accurate.

We did not receive a self assessment from the provider. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan are considered below.

What the service did well

Since her last inspection, the childminder had improved children's personal plans to ensure their details were stored accurately, identifying their needs and how they will be met. We found these was done in consultation with the children and their parents.

Children were encouraged to explore their imagination and learn new skills in a fun, play based approach to learning.

Children and parents using the service were found to be very happy with the service. The childminder had a wealth of knowledge and experience that enabled her to provide very good outcomes for children.

What the service could do better

Children were given good opportunities to rest and sleep if required. We advised the childminder to consult current best practice guidance with regards to a safe sleeping environment. We encouraged the childminder to share this information with parents so that they can make an informed decision about how to keep children safe during sleep times.

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

The performance in this quality theme was found to be very good. Particular strengths were seen in the childminders knowledge of each child and their individual needs.

On the day of inspection, the children were seen enjoying a range of toys and games that enabled them to explore their imagination. The childminder used warm, nurturing language to engage children and help play cooperatively. Children benefitted from an inclusive and loving environment.

Children's needs were reviewed regularly to ensure care they received was right for them. The childminder told us she regularly asked the children what they wished to do and expanded on their interests. Parents and carers views and opinions were regularly sought to shape children's care. One parent told us;

"Eileen always asks if there are any changes to my children's routines and is happy to adapt anything that is needed for the care of my children."

We found this to be very good practice, ensuring that everyone worked together in a genuine partnership to ensure children's needs were identified and met.

Children were able to eat a nutritious, home cooked meal provided by the childminder. The childminder created meals that were healthy and promoted children to try new things. One parent told us this was 'an enormous plus for us', while another commented;

'My children have become less fussy at home when eating dinner due to the healthy lunch and snacks Eileen has provided for them. My [child] especially enjoys telling me what she has eaten there.'

We found that by including the children in shopping for ingredients, the childminder was able to expand their knowledge on where some foods come from and encourage more choice. We found the childminders commitment to promoting, healthy life choices to be very good.

Through discussions, we found that the childminder had a good understanding of how to safeguard children. She had a very good policy and procedure on child protection that would ensure that any cause for concerns were treated correctly and promptly. The childminder told us she was in the process of seeking online training to refresh her knowledge and understanding.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be very good. Particular strengths were seen in the opportunity for children to experience a homely, relaxed environment where they could feel safe and secure.

On the day of inspection, we found the environment to be relaxed, welcoming and peaceful. The childminder ensured children were safe through regular visual checks of the environment, being sure to move anything that posed potential harm to the children.

Children were able to choose from a range of activities that stimulated them. One parent told us, they would regularly attend;

'parks, local woodlands, local shops to buy materials and snacks together, library (rhyme time and book bug storytime). In the school holidays [they go to] Perth by bus to the park or cinema.'

This provided children with regular access to the outdoors. As well as a spacious, secure back garden, the childminder made very good use of the local community to promote active play. We found that the children would take part in scavenger hunts and walks in order to explore their natural world. Often these experiences were child led, depending on their age and interests. We found this to be very good practice.

We discussed the balance between organised and freely chosen extended play. Children were found to have very good control of their experiences and thrived from this level of responsibility. We asked the childminder to expand on her collection of open ended natural materials, also referred to as Loose Parts.

Children were given good opportunities to rest and sleep if required. We advised the childminder to consult current best practice guidance with regards to a safe sleeping environment. We encouraged the childminder to share this information with parents so that they can make an informed decision about how to keep children safe during sleep times.

Children received treatment that was safe and effective. The childminder kept good documentation of any accidents and incidents, ensuring she shared these with parents and carers promptly.

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 performance in this quality theme was found to be good.

The childminder was found to be professional, proactive and responsive in providing good outcomes for children. She knew the children and families very well and had good systems in place to support families when needed. Parents told us they felt involved and well informed within the service. One commented, "Eileen always asks if there is anything that I feel needs changed and is more than happy to listen."

Through discussions, we found that the childminder promoted feedback from children and parents using the service. She told us she would take forward any ideas or suggestions in order to improve her service. The childminder should use this information to contribute towards her own self assessment and quality assurance practices.

We found the childminder was well organised and had all paperwork available for the inspection. We reviewed policies and procedures and found these to be a good reflection of the service.

Regular training ensures children and families are confident their childminder is skilled and competent. We found the childminder had completed some courses, such as first aid, and consulted with other childminders on current best practice guidance. We discussed keeping a record of this, also known as continuous professional development (CPD) in order to reflect on any training and reading. This would enable her to measure any impact on children's outcomes and identify further areas for her own professional development. We signposted the childminder to a The Care Inspectorate Hub, where she should be able to find a variety of current best practice guidance, <http://hub.careinspectorate.com/>

Overall, we found the childminder's had a progressive attitude towards her service. Her enthusiasm to continually improve, coupled with her knowledge and understanding of children's needs ensured children were experiencing a good quality of care and support. We would encourage the childminder to reflect on her practice and take forward areas of improvements identified during inspection, in order to further enhance children's experiences.

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

To promote children's health and wellbeing, the childminder should improve children's personal plans. Plans should include:

- clear information about children's health needs and the support they require.
- reviewed routines, including sleep arrangements.
- details of children's progress and achievements.
- ensuring children (where appropriate) and parents/carers are involved in setting and reviewing plans.

This recommendation was made on 16 March 2018.

Action taken on previous recommendation

We found that the children's personal plans reflected their needs and how they will be met. Children were encouraged to complete their own All About Me if able. This enabled children to feel respected and responsible.

Recommendation 2

The childminder should seek training to refresh her existing knowledge, skills and experience to ensure she is providing the best standard of care to children that reflects current best practice and legislation.

This recommendation was made on 16 March 2018.

Action taken on previous recommendation

We found that the childminder had sought a number of training opportunities. We discussed how to capture this and identify further training needs.

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	
22 Jan 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 3 - Adequate
25 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
3 Dec 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
24 Oct 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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