

Connelly, Gillian Child Minding

Type of inspection: Unannounced
Inspection completed on: 4 February 2019

Service provided by:
Connelly, Gillian

Service provider number:
SP2005948333

Care service number:
CS2003037063

Introduction

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

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people – and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are – safe, healthy, achieving, nurtured, active, respected, responsible and included – often referred to as 'SHANARRI'.

Gillian Connelly is registered to provide a childminding service from her home in the town of Kilmarnock, East Ayrshire. She is registered to care for a maximum of six children under the age of 16 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 the childminder's family.

On the day of the inspection, there were five minded children present at different periods of attendance. The children were relaxed and settled within the childminder's care.

What we did during our inspection

We wrote this report following an unannounced inspection which took place on Monday 4 February 2019 between 12:50 and 14:50 hours. We provided the childminder with feedback on the day of the inspection.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hubcareinspectorate.com.

During this inspection process, we looked around the areas of the childminder's home used by the minded children. Children had access to a lounge, dining area and fully secured back garden. We gathered evidence from a range of sources including the relevant sections of policies, procedures, records and other documents, including:

- Children's records and folders
- Policies and procedures including child protection, complaints
- Photographs

- Observations of how the children interacted with one another and with the childminder
- Observations of how the children used the toys, and the space in the childminder's home
- Examining equipment and the environment
- Talking to the childminder, parents and the children.

Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to this inspection, we received three completed questionnaires. Responses in the care standards questionnaires told us that the parents strongly agreed that they were happy with the overall quality of care their child received.

Comments they made included:

"Gillian is a fantastic childminder for my children. She is calm, caring and nurturing. She works hard to ensure my children are happy and thriving whilst in her care".

"I am extremely happy with care Gillian provides".

"I cannot recommend Gillian enough".

There were six children present during this inspection. All children were observed to be happy within the service, playing with toys available to them. Comments received from the children about their time within the service include:

"I enjoy having space to complete my home work".

"Gill does fun activities with us. My favourite is making a building out of icing and sugar cubes".

"I would like to walk home from school more often in the summer but other than that there is nothing I would change, I really enjoy it".

Self assessment

We received a completed self-assessment document from the service provider prior to this inspection. We were satisfied this contained information which identified strengths within the service, some areas for improvement and any changes the service had planned.

What the service did well

The childminder provided a homely environment for children to relax and play within. She demonstrated that she knew the children very well and supported their individual needs through a wide variety of experiences. The childminder was kind, caring and friendly in her approach.

The childminder had developed positive relationships with children and families currently using her service.

The childminder is currently studying to achieve an HNC in Childhood Practice.

What the service could do better

The childminder should expand her risk assessment format to identify potential risks and control measures considered to reduce the risk of harm.

We have suggested the childminder could consider keeping a record of her training and self-study and any changes she has made to her practice or policy as a result of this.

The childminder should continue with her plans to record children's views through the use of floor book planning.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

At this inspection, we found that the childminder was providing very good care and support to children. The childminder demonstrated that she knew the children very well and used information gathered about children's individual needs to plan appropriate support. All children had a personal plan in place which were reviewed in line with legislation. This meant that all children's progress were monitored, achievements celebrated and targets were identified in consultation with parents. The childminder should continue with her plans to develop and enhance how she records the journey of children's growth and development.

The childminder had considered allergens contained within the snacks she offered and had shared this information with parents. We found that children's health and wellbeing was being supported as the childminder offered a variety of healthy snacks and drinks, and regular outdoor play was encouraged. We sampled pictures capturing children engaged in physical outdoor activity, which confirmed children were supported to live active, healthy lifestyles.

We asked the children to tell us about their experience within the childminder's home. The children told us they felt happy, safe and had fun. We observed children excited to collect their peers from school and the children spoke positively of their relationships with each other and the childminder. Children's comments included, "We collect our friends from school", "I really enjoy it here at Gill's house". We found that the children felt valued and included.

The childminder had appropriate processes in place for the recording, storage and administration of medication. She had attended child protection training and could clearly discuss her roles and responsibilities in safeguarding children. We are confident the childminder could ensure the safety of children within her care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home was warm and welcoming for children and their families. The childminder had clearly considered the layout of her home to allow children to access a wide range of readily available toys and resources. We observed children freely selecting toys they wanted to play with. We could see this supported the children to feel included within this environment and provided opportunities for personalisation and choice.

The indoor and outdoor environments appeared clean, risk assessed and well maintained. The back garden was fully enclosed and offered children a safe place to play. Good infection control procedures were in place and the childminder had a good understanding of current infection control guidance. We encouraged the childminder to expand her risk assessments to identify control measures for all areas accessed by the children; this would ensure children could play and explore safely.

We asked the childminder if she had registered her service with the Food Standards Agency and found she had. The childminder has registered as a food business, which ensures that she continues to follow good food hygiene practice and is preparing food safely for the children attending her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder has developed good relationships with East Ayrshire's childminding development officers and regularly attends training facilitated by East Ayrshire Council. She told us she kept up to date on best practice guidance through accessing The Care Inspectorate's 'The Hub'. The childminder is demonstrating a commitment to providing a quality service and is currently studying towards achieving an HNC in Childhood Practice. We suggested the childminder should consider keeping a record of her training, self-study and any changes she has made to her practice or policy as a result of this. This would support the ongoing development of the service and enhance experiences offered to children.

The childminder actively seeks feedback from parents using an annual questionnaire. Parents have the opportunity to influence routines and activities on a daily basis through informal face to face contact. This means the childminder is able to adapt routines and plan activities according to the needs and wishes of the children. The childminder should continue with her plans to develop methods of gathering the views of children to ensure they are actively involved within the service they receive.

An appropriate range of policies and procedures were in place and had recently been reviewed to ensure they were in line with current best practice and national guidance; this supports the childminder to provide a safe, secure and stimulating learning environment for the children in her care.

The childminder has registered her service with the Information Commissioner's Office and has shared a GDPR privacy statement with all parents.

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

The childminder should further develop a personal plan for each child using the service and agree this with the child's parents/carers. The plan should be reviewed with parents/carers and the child where appropriate when changes are required, and at least six monthly.

This recommendation was made on 26 August 2014.

Action taken on previous recommendation

The childminder has personal plans in place for all children attending her service which have been reviewed in line with legislation of every six months or sooner as required.

Recommendation 2

The childminder should review and update her administration of medicine policy and recording format to take account of the best practice guidance available from the Care Inspectorate.

This recommendation was made on 26 August 2014.

Action taken on previous recommendation

The childminder has updated her administration of medication policy and recording procedures to reflect best practice guidance.

Recommendation 3

The childminder should review and update her Pet Policy to ensure parents are fully informed of how she maintains the pet's health, her safety measures and how children will have access to the pet.

This recommendation was made on 26 August 2014.

Action taken on previous recommendation

The childminder no longer has a pet dog.

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	
26 Aug 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed 4 - Good
13 Aug 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
27 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
15 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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