

Pennock, Deirdre and Brian Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 31 January 2019

Service provided by:
Pennock, Deirdre and Brian

Service provider number:
SP2006962455

Care service number:
CS2006139611

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 registered with the Care Inspectorate on 1 April 2011.

Deirdre and Brian Pennock run a childminding service from their family home in a rural area near Taynuilt. The service is provided from a detached two storey house, with children having access to the lower floor and large front garden only.

Current registration allows the childminders:

To provide a care service to a maximum of twelve children at any one time under the age of 16, of whom no more than seven are not yet attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of children of the childminder's family.

When only one childminder is present the care service will be provided to a maximum of eight children at any one time under the age of 16, of whom a maximum of six will be under 12, 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.

What we did during our inspection

We wrote this report following an announced (short notice) inspection, which took place between 13:00 and 16:15pm on Thursday 31 January 2019. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminders and the children present.

We observed the care given by the childminders and also looked at the following:

- Aims and objectives
- How the childminders communicated and involved children and their parents in their service
- Children's personal plans and records
- What training the childminders had undertaken
- The childminders' welcome pack and policy folder
- The environment and resources
- Confidentiality
- Complaints
- Child protection
- Risk assessments
- Accident and incident reports
- Attendance records
- Medication records
- Certificate of Registration
- The service's public liability insurance certificate.

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 (known as SHANARRI).

Views of people using the service

There were five minded child present at the time of the inspection all under school age. We observed the childminders being warm, caring and attentive in their approach. As a result, the children were happy and relaxed, reassured in their care enjoying responsive, nurturing interactions and being soothed when unsettled.

Four parents returned questionnaires to us. The responses from these demonstrated that they were very happy with the quality of care their child received.

Comments we got back included:

"Dee and Brian provide an excellent service. They have fantastic facilities and resources one of which is a beautiful garden and plenty of animals around that all the kids love to feed. We are always well informed and kept up to date with anything concerning the children"

"Dee and Brian provide a loving home from home environment. You can see how happy the children are to see Dee and Brian and how content they are in their company and in their home environment. We would be lost without them"

"Very happy with the care and service offered. My children adore them and I would highly recommend to any parent".

Self assessment

We received a fully completed self assessment document from the childminders. This was comprehensive and well thought out, identifying strengths, any changes they had planned and areas where they wanted to improve on.

What the service did well

They were committed to embedding the new Health and Social Care Standards My support, my life into their practice to achieve the best outcomes they can for children and their families.

They continued to:

- Build very positive, nurturing relationships with children and their families and provide a warm, kind and compassionate service where children felt valued, loved and secure.
- Provide exciting opportunities for children to explore their natural environment, be adventurous and enjoy different challenges outdoors, helping to develop their skills, enrich their learning and enhance their fun.

What the service could do better

They should continue to provide a high quality of care and support to children and their families and implement any further developments they have identified or planned.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminders continued to offer a high quality of care and support, contributing their knowledge and expertise of how children grow and flourish to build very positive relationships with children and their families. We were able to see they had developed loving, nurturing, relationships with the children present, creating an atmosphere of mutual trust and respect and an experience where children felt safe, happy, nurtured and included.

They were implementing the principles of GIRFEC and the wellbeing indicators throughout the planning and assessment of children's progress and development, refining children's support plans to clearly set out their needs, developmental milestones and learning strategies, as well as capturing significant developments and incorporating next steps into their observation sheets. They knew about the long term impact that adverse childhood experiences (ACEs) can have on outcomes for children and their families, and the importance of wellbeing risk assessments as part of their support planning and assessment process to further enable them to provide warm, nurturing and responsive care.

The children present were being nurtured and well cared for with a service tailored to their individual needs. Praise and encouragement was being used effectively to promote their independence and build their confidence and self-esteem.

The childminders routinely refreshed their knowledge and understanding of child protection and reviewed their procedures, as well as updating and reviewing their procedures on managing medication and children's sleeping arrangements in line with current good practice guide.

They continued to provide a balanced range of healthy snacks for the children, as well as keeping everyone healthy and active by playing outside in the garden and going for walks in their local area, woodlands and beach.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

The environment used for childminding continued to be excellent. Children had their own playroom where they could move safely and freely into the large enclosed front garden to enjoy their outdoor play. The room had a good source of natural light and was bright, clean and fresh. They were focussing on providing a dynamic, fun, stimulating and enabling environment both indoors and outside, to enhance and enrich children's experiences.

The childminders knew the importance of managing risk positively to promote children's independence and empower them to make safe decisions. They had a very good understanding of the balance between children having the freedom to explore, be adventurous and enjoy different challenges and making sensible judgements and decisions about their health, wellbeing and safety. They were implementing the balanced approach of a risk benefit model to further support children's learning, promote their independence and build their resilience, self confidence and enjoyment of risky play.

Play equipment was being cleaned on a regular basis. Toys we looked at were clean and in a good state of repair. Resources were being regularly replaced and replenished.

Comments we got back included:

"Very safe, well maintained home and gardens. All toys provided are age appropriate. There is a huge variety of indoor and outdoor activities and toys on offer".

Children continued to have excellent opportunities to be active and independent in their play and learning. For example, developing their natural curiosity, physical agility and resilience "free flowing" outside to the garden with open ended materials, resources and loose parts play, on trips to the beach and local woodlands where they could explore, experiment and make discoveries with a range of different materials, natural and sensory resources, messy and muddy play. They were also using our new guidance "Animal Magic" that promotes the physical and emotional benefit of being around and caring for animals as well as "Our Creative Journey" to help support the development of children's experiences both inside and outdoors, enabling them to flourish, follow their curiosity, solve problems and make sense of the world.

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

The childminders were experienced, enthusiastic, committed to providing the highest quality of care and embedding the new Health and Social Care Standards My support, my life into their practice to achieve the best outcomes they could for children and their families.

They reviewed their service using the SHANARRI wellbeing indicators and updated their policies and procedures in line with current good practice. They had also participated in local authority training to further develop their skills and expertise and support positive outcomes for children.

For example, they were implementing their local authority's '0-5 Developmental Framework' to support and track children's progress, as well as, further developing children's personal plans with parents. They had also purchased and replenished their resources to help develop children's skills, enrich their learning and enhance their fun. They were committed to making sure children were nurtured, safe, felt respected, included and happy.

They continued to:

- Keep themselves up to date with current best practice and legislation. For example, they knew about our recently published sharing good practice guidance "My Childminding Experience", the learning and development resource "Your Childminding Journey" as well as, the new Health and Social Care Standards My support, my life that set out what children should expect when using care services in Scotland. They were also registered with the Information Commissioner's Office; the independent public authority set up to uphold information rights, and were using the Scottish Childminding Association (SCMA) guidance on Child-Led Participation (based on 'The Golden Rules' of participation developed by children and young people), as part of their quality assurance framework.
- Involve children and their families in the ongoing evaluation and review of the service, regularly asking them for their ideas and feedback and implementing any changes or suggestions they made.
- Regularly review their paperwork and policies (in consultation with parents), updating their welcome pack with any changes.

Everyone who returned questionnaires to us strongly agreed that they were happy with the quality of care that their child received and that they and their child were given opportunities to be involved in developing the 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 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed 6 - Excellent
30 Sep 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 6 - Excellent Not assessed 6 - Excellent
15 Nov 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent Not assessed
19 Feb 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
30 Jul 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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