

Miller, Pauline Child Minding

Type of inspection: Unannounced
Inspection completed on: 24 January 2019

Service provided by:

Service provider number:
SP2005943198

Care service number:
CS2005087653

Introduction

Pauline Miller is registered as a childminder to care for a maximum of seven children under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than one is under 12 months. These numbers are inclusive of the childminder's family.

Pauline Miller provides a childminding service from her home in Falkirk. The home is within easy reach of school, nursery, parks and shops. Childminding mainly takes place on the ground floor of the home where children have access to the lounge, kitchen/dining room, study and bathroom facilities. There is an enclosed back garden well equipped with outdoor play resources for children.

Mrs Miller currently provides a childminding service for nine children, ages ranging from three to nine years. Mrs Miller provides a range of flexible placements, including out of school care, to meet the needs of working parents in the community. There was one child aged three years present during our inspection visit.

In summary, the main aims of the service are to, 'Offer a secure and caring environment for children. Ensure children enjoy coming into my home where they feel safe and secure. Tailor a range of activities to children's individual needs'.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on Thursday 24 January 2019. On the day of the inspection, there was one minded child present who was of pre-school age.

During the inspection, we observed the interactions between the childminder and minded child. We looked at relevant paperwork and documents related to the service. We spoke to the childminder about the service she provided. The minded child was too young to give us their views on the service. We looked at the resources available and the use of space.

Views of people using the service

The minded child that was being cared for at the inspection appeared to be happy and relaxed in the home from home environment.

In preparation for this inspection we sent out three care standard questionnaires. These were completed by the two families who used the service. Both respondents and a parent we met at the inspection, spoke highly of the childminder, for example we were told; 'We are delighted that our child remains at Pauline's. He really looks on Pauline's house as a second home and knows he can go to her with anything. The level of care is second to none - we couldn't be happier'

Self assessment

The childminder completed a self assessment with information about what she thought she did well in her service.

What the service did well

Children were secure and happy as the childminder was warm, encouraging and kind. Children accessed a range of experiences in the community that supported their learning and development. The childminder provided a safe, clean and homely environment, which contributed to children being relaxed and comfortable in her care.

What the service could do better

The childminder should ensure children's personal plans are continued to be formulated with parents.

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

Children were respected as the childminder had a warm and kind approach. She used encouraging and supportive language. This contributed to children feeling secure and included. The childminder's interactions with the child were relaxed and loving. They supported the child well and spoke in a way the child would understand. By offering toys and suggesting activities the childminder showed respect for the child and encouraged them to make choices.

The childminder knew minded children well and could share their care needs, interests and preferences. The childminder collected appropriate information prior to children starting and used this to ensure children received a consistency of care between home and the childminder's home. This supported children to feel safe and secure in her care. She had a good understanding of their routines and needs. The childminder was involved in helping children transition to school or nursery and supporting families through significant changes in their lives. This helped support children's emotional wellbeing as they were able to establish relationships and form attachments with their childminder who was sensitive to their needs

Children experienced a range of activities that helped to promote their individual interests and learning and to promote curiosity and creativity. This was confirmed by a parent who told us, 'There are numerous activities available to suit all needs. Arts and crafts, baking, construction, outdoor play, the list is endless. If there is a specific thing the children want to try, Pauline will also try to accommodate this'.

Children had regular access to outdoor play, which positively contributed to their health and wellbeing. Children were able to develop their social skills and friendships as they attended local groups and outings. Both respondents to our questionnaire confirmed that the childminder made good use of the resources in the community and one went on to tell us, 'Pauline will go out walking with my child and the other children and with Holly (the family dog) at times. They will go to the local park and also to other parks and play areas in the community'.

The childminder was confident in her role and responsibilities for protecting children and keeping them safe and healthy. She told us what she would do if she had any child protection concerns or concerns over a child's health and wellbeing.

The childminder provided children with healthy meals and snacks and encouraged children to get involved in baking and food preparation. This was helpful in teaching children independence and life skills.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder provided a homely environment that was clean, safe and well organised. The childminder had a variety of boxes and shelves where children could self-select the items they wished to play with. This arrangement allowed children to develop their independence and promoted choice. The childminder provided resources based on children's interests and needs resulting in them engaging in sustained periods of play.

There were appropriate procedures in place to prevent and control the spread of infection. Toys were cleaned regularly and any damaged toys were removed. Children were learning how to be healthy through regular hand washing routines. Children were kept safe and healthy as the childminder had appropriate procedures in place for the administration of medicine. She was aware that her first aid training was about to lapse and was already seeking further training. Parents signed paperwork relating to medication and any accidents to ensure they were fully aware of what had taken place and when.

The childminder had recently set up a separate room for the older children to relax, chat with friends and do their homework. She told us she had seen that this had had a positive impact on outcomes for all children as it gave them more space and freedom.

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 childminder's commitment and enthusiasm was a clear strength. Her friendly, reassuring manner meant that she provided a nurturing and supportive service. The childminder made it clear to parents that she was very keen to hear their ideas and feedback on how she could improve her service. By inviting views and suggestions from parents the childminder she was able to evaluate her service to ensure she was meeting needs. The childminder confirmed that she had positive relationships with parents who used her service. She told us that they mainly preferred to share their ideas informally through daily chats at the beginning and end of the day. This enabled her to respond naturally to their suggestions. In our questionnaire parents strongly agreed with the statement 'the childminder involves me and my child when making improvements and changes to the service'. A parent went on to tell us, 'Pauline will regularly ask the children about the play equipment and experiences. she listens and will adapt/put things in place. Pauline always speaks to us as parents, informing us of any changes or asking our opinions'.

The childminder demonstrated a knowledge of childcare and child development. She kept up to date with best practice through a variety of ways, including being a member of the Scottish Childminding Association (SCMA), The Care Inspectorate publications and website, magazine articles and online research. This helped to keep her up to date with new initiatives and current best practice. She also had built relationships with other childminder's in the local area which as helpful in sharing good practice and updating knowledge.

Policies and procedures were shared with parents so that they were aware of the childminder's practice and what to expect. The childminder ensured that all information provided to her was treated in confidence. She had updated her policies to take account of new legislation regarding General Data Protection Regulation (GDPR) and had registered with the appropriate agency. This had been shared with 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

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	Gratings	
13 Jan 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
30 Jan 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
21 Jun 2010	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Sep 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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