

# Beverley's Childminding Child Minding

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

**Service provided by:**  
Zingone, Beverley

**Service provider number:**  
SP2013984558

**Care service number:**  
CS2013315356

## 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 was registered with the Care Inspectorate on 16 May 2013.

Beverley's Childminding (Beverley Zingone) provides 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 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 childminders family.

From 7 January 2019 until August 2019 on a Tuesday and Wednesday term time from 15:00 to 17:00 and Tuesday, Wednesday & Thursday 08:00 to 17:00 School holidays and for when the schools are off on holiday, to provide a care service to a maximum of 7 children at any one time under the age of 16, of whom no more than 3 children are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. If any child leaves the service prior to August 2019 numbers will revert back to the original condition as above.

Mr Thomas Buchanan may assist in the care of the minded children.

A full statement of the childminder's aims and objectives are available.

## What we did during our inspection

We wrote this report following an unannounced inspection that took place on Wednesday 24 April 2019 between the hours of 11.20am - 2.25pm. We provided the childminder with feedback on 24 April 2019.

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](http://www.hubcareinspectorate.com).

During this inspection process, we looked around the areas of the childminders' home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- Three minded children

We looked at:

- Children's personal plans
- Floorbook
- Thinking tree
- Children's worry monster
- Attendance register
- Service policy and procedures
- Risk assessments
- Parental permissions

- Accident and incident recording forms
- Registration certificate
- Insurance certificates
- Medication records.
- Training records.

## 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 inspection, we received three completed questionnaires. The questionnaires were used as part of this inspection. Responses in the care standards questionnaire told us that parents strongly agreed that they were happy with the overall quality of care their child received. Comments they made included:

"Beverley is a truly fantastic childminder. My children love Beverley and are completely comfortable with her. I love being kept up to date with what they are doing and Beverley provides this so I don't feel I am missing out"

"Beverley has constantly supported my child as she has developed and has been flexible to her needs. My child feels nurtured and loved and this is shown in her lovely relationship with Beverley and her growing confidence"

"There is such a loving and warm environment where all the children create a special bond and are able to express themselves freely. I completely trust that when my children are in Beverley's care they are safe, nurtured and encouraged to try new things and to explore the outdoors".

The children present during inspection enjoyed playing with the toys available to them and were secure and confident in the environment. Children told us they were happy to come to the service; they told us that they really enjoyed playing in the garden with the mud kitchen and in the den.

## Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, areas for development and any changes it had planned.

## What the service did well

The childminder provided a warm, caring, nurturing environment for the minded children. She provided an excellent standard of care and support to the children and their families, while meeting their individual needs.

She demonstrated that she knew the children very well and supported their individual needs, through a wide variety of experiences. Throughout our inspection we saw that the children were confident in their interactions with the childminder and they were seen to be relaxed and happy in her care.

## What the service could do better

During this inspection we asked the childminder to ensure that the children's personal plans are reviewed within the six month timescale.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	5 - Very Good
Quality of management and leadership	6 - Excellent

## Quality of care and support

### Findings from the inspection

The childminder worked extremely hard to ensure that children were happy and secure within the service. Children's care plans were in place and reviewed with parents. We saw a wide range of evidence that the childminder shared information with parents and sought their views in a way that suited them.

We found that the childminder had encouraging, supportive and meaningful interactions with the children. During the inspection, the children presented as happy and relaxed in the care of the childminder, confident their needs would be met. They spoke to us positively about their experiences and told us that they particularly liked to play in the garden.

Children had many opportunities to influence their time at the childminder's home. There was an extensive range of high quality resources and well thought out activities available. Both the childminder and children told us they could make decisions about activities and outings. Children's ideas and wishes were gathered on a 'Thinking Tree'. The childminder and the children then discuss how they could progress their ideas. The childminder told us that she plans activities to reflect children's views. The childminder demonstrated a strong understanding of the wellbeing needs of each child.

Children were supported to be responsible as they learned about risks. The childminder encouraged them to identify potential hazards and consider how they could reduce potential risks. This process was highly effective when supporting children to make informed choices about risks and take risks in a safe way.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of environment

### Findings from the inspection

The childminder had made excellent use of the space available to ensure a warm, safe and homely environment for the children in her care. She had considered the layout of rooms to ensure that children could play, eat, and rest when they wanted. Interesting play spaces had been created to develop children's curiosity. The main playroom was resourced with an extensive range of toys, games, books and craft resources. We found these to be clean, in good condition, and appropriate for children's individual age and stage of development. Resources were displayed to encourage children's independent choices. Children could play on their own or in a small group.

The childminder had consulted children about the environment. As a result the garden area had been resourced with a range of play equipment chosen by the children, such as a mud kitchen and a den. A variety of toys were available for the children to choose from and the children's interests had led to the creation of a fairy garden which was displayed along the fence.

The children had easy access to the garden this supported them to explore the world around them. The childminder and the children spoke about their plans to continue to develop the garden and excitedly told us about a water feature they were planning to create.

We found that children had regular access to outdoor play and activities within the community. The childminder told us that she attended a variety of fun days with the children, and made good use of the local parks, play areas and beaches. We saw ample photographic evidence to support this. The childminder had also attended 'Grounds for Play' run by the East Ayrshire vibrant communities project. The children were able to tell us about their activities which they particularly enjoyed.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of staffing

### Findings from the inspection

The childminder had a named assistant who occasionally helped her in the care of the minded children. We asked the childminder to tell us about the assistant's role within her service; example of this would be in an emergency, if the childminder needed to take a child for medical care her assistant would take care of the other children until they were collected by their parents.

We found that the assistant had taken positive steps in their own continued professional development by undertaking a First Aid at work qualification. The childminding assistant had also recently undertaken a child protection awareness course.

The childminder told us that she ensured that her assistant has clear guidance on his role within the service. The childminder said that she did this through regular discussion where she shared information the assistant may need to be involved in looking after the children. This meant that the assistant was able to meet the children's on-going care needs.

The childminding assistant knew the children well. He regularly met parents when they dropped their children off at the start of the day. This gave parents opportunities to get to know him and see how their child interacted with the assistant.

The childminder told us how she was able to involve her assistant in improving her service. For example, the assistant regularly helped with maintaining the outdoor play area and carrying out safety checks on the outdoor toys. The childminding assistant had responsibility to maintain the children's pet hamster which he supervised the children's contact with.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and legislation. The childminder told us she keeps up-to-date with best practice through a variety of ways, including her membership of the Scottish Childminding Association (SCMA). The childminder also kept in touch with other local childminders and she kept in touch with East Ayrshire Early years development officers. This allowed her to access relevant training and keep in touch with childminding initiatives. We felt that the childminder had taken a balanced approach to keep her skills and professional knowledge current.

Since her previous inspection the childminder was in the process of undertaking a HNC in Childhood Practice and she had completed a good range of training courses including Understanding Autism, First Aid and Solihull. The childminder told us that she used the knowledge and skills gained to update and improve her practice. She discussed how some of her training had impacted on her practice, for example she told us that her awareness of how to progress the children's learning had improved and as a result she had introduced a 'Floorbook' which she was using to plan activities and to record the children's experiences.

During our inspection, we saw that the childminder communicated with children about what they would like to do and what equipment and resources they would like to play with. Children present during inspection

confirmed that they were given the opportunity to offer their ideas and opinions. They described their involvement in choosing equipment for the garden area.

The childminder shared informative information with parents on a regular basis; for example, through daily discussions and sharing photographs with parents. She had consulted parents about the best way to communicate with them about her service. This told us that the childminder actively encouraged parents to be involved in improving the service.

The childminder had registered her service with the Information Commissioners Office and provided information to parents and carers with regards to how data is collated and stored within the service. We found that information needed to meet statutory requirements such as public liability insurance were in place.

## 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

### Recommendation 1

The childminder should update her medication recording procedure in line with current health guidance on the Management of Medication in Daycare and Childminding services.

National Care Standards for Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.

**This recommendation was made on 20 April 2015.**

## Action taken on previous recommendation

The childminder submitted an action plan to Care Inspectorate on 18 May 2015. They wrote; I have now updated my medication recording procedure as recommended and have introduced a info leaflet for parents on medication for my parent pack and initial visits.

During our inspection visit to the service on 24 April 2019 we sampled medication records. We were satisfied that the childminder had considered how she would administer medication to minded children in line with the best practice guidance.

Recommendation is met.

## 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
20 Apr 2015	3	Care and support 5 - Very good Environment 6 - Excellent Staffing 5 - Very good Management and leadership 6 - Excellent
22 Apr 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good



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