

Crosthwaite, Linda

Child Minding

Type of inspection: Unannounced
Inspection completed on: 1 May 2019

Service provided by:
Linda Crosthwaite

Service provider number:
SP2003903350

Care service number:
CS2003005614

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.

Linda Crosthwait runs a childminding service from her home which is situated in Dumbarton. On the day of inspection two minded children were present.

The areas used include the lounge, the kitchen, upstairs toilet and back garden. The childminder also uses her front room as a quiet area for sleeping children. The childminder's house is close to the local schools, nurseries and parks.

Current registration allows the childminder:

To provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 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.

The childminder states in her documented aims and objectives that she aims to: "establish and maintain a safe, welcoming and enriching environment for all children entrusted to my care".

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on the afternoon of 1 May 2019. One inspector carried out this inspection.

We sent the childminder three questionnaires to give to parents. We received two completed questionnaires from parents before the inspection.

During this inspection, we spoke with the childminder and two children. We observed the care given by the childminder and looked at the environment and a number of documents including health and safety records, personal plans, training and insurance.

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.

Views of people using the service

Two children, under three years, were present during the inspection visit. We observed the childminder to be friendly and nurturing in her approach towards the children. She helped the children to have fun and to take part in activities. During our visit, we saw the children playing with sit and ride and small world toys. The childminder encouraged the children's interest in books. The children clearly enjoyed reading the books, in particular, the sensory books provided.

Parents comments included:

"Linda is knowledgeable, helpful and very caring towards my child."

"I am very satisfied with the service which Linda provides. My child is happy and well stimulated and clearly has a great attachment to Linda."

"Happy with activities."

"Well balanced structure to the day, a mix of social, interactive activity and quieter one to one time."

"Wide range of appropriate resources ."

"Soft play, toddler group and playgroup."

"Walks to local park and Bookbug."

Self assessment

The childminder submitted a self assessment document as requested and identified how she ensured positive outcomes for children. The childminder did not identify any areas for improvement however; during our discussions, the childminder discussed a positive approach towards continued improvement.

What the service did well

We found the childminder was performing well in the areas covered by this inspection. The childminder provides a friendly environment for the children to play and develop. She is caring and nurturing and treats children with respect. The childminder promotes the use of books well and is responsive to the children's needs and interests.

What the service could do better

The childminder discussed a positive approach towards the continued development of her service. She should use the areas for improvement detailed in this report and any suggestions made by parents and children to improve her service further.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder used friendly, caring and nurturing interactions with the minded children. We saw that she treated children fairly, listened to them and responded appropriately. We observed the children taking part in indoor play experiences and found these to be relaxed and positive experiences for the children.

The childminder described how she worked with parents to meet the children's needs. For example, she had daily discussions with parents and used electronic messaging to keep in touch throughout the day. She gave positive examples of how she had supported children and their parents. The parents who responded to our questionnaire confirmed they were very happy with the care provided. The childminder celebrated children's achievements well and shared this information with parents.

The childminder acknowledged that the children's personal planning could be further developed by making sure that all of the information is formally reviewed and updated on a six monthly basis or sooner if there are any changes. This will help to make sure parents are fully included in identifying their child's on-going needs.

The childminder described how she kept children safe and how she would report any child protection concerns, should she ever need to do this. She had taken part in training and kept up to date with current best practice. The childminder agreed to update her child protection policy and to include information and contact details for reporting concerns.

The childminder had a procedure in place for the safe administration of medication. She made sure parents completed consent forms before she administered any medication. The childminder agreed to review and update her medication policy in line with our best practice document 'The Management of Medication in Daycare and Childminding Services'.

The childminder considered the children's wider world and made sure children kept healthy and active through very good opportunities for physical exercise and exploration of their community. These experiences helped the childminder promote healthy lifestyles and inclusion.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminding environment was warm, bright and comfortable with a variety of resources to stimulate

children's interest and curiosity. The childminder agreed to look at ways of introducing more loose parts resources; this will provide children with opportunities for more open-ended play.

The back garden was fully fenced and the childminder used this area for outdoor play. The children clearly enjoyed outdoor play and we heard the children talk about "out the back". The childminder had developed opportunities for children to play, learn and be curious about their natural environment. For example, we heard about trips to parks, farms and the sea life centre. This helped to make sure children were included, active and achieving. We discussed how the childminder could use the guidance document 'My World Outdoors' to continue to develop learning experiences for children outside.

The childminder told us about checks she made to help maximise children's safety. She had Public Liability Insurance in place and demonstrated an understanding of risk factors. She told us she had also accessed car insurance and confirmed this included business use. The childminder told us about steps she had taken to make sure children were safe on outings, including having parents give written permission for any outings. The childminder agreed to extend her risk assessments to include written risk assessments about how she minimises risk on outings. This will help reassure parents about the steps the childminder has taken to maximise safety.

The childminder followed up to date infection control guidance and she encouraged the children to develop good hand washing practices. She confirmed she used single use gloves and aprons for nappy changing. This will help to reduce the spread of infection in the service.

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 had a professional attitude towards her continued professional development. She had completed a range of training and used information from training to continue to develop her knowledge and understanding of childcare topics. Training completed included, First Aid, Child Protection, Word Aware and Infection Control.

We suggested the childminder continue to access the 'Hub' section of our website. We discussed the best practice documents and publications, which would allow the childminder to continue to keep her knowledge up to date.

The childminder met regularly with other childminders. This provided opportunities for the childminder to discuss and share good practice and for the minded children to socialise with other children.

The childminder recorded a daily register of the children using her service. This demonstrated that she works in line with her conditions of registration regarding the age range and numbers of children.

The childminder had some systems in place to monitor the quality of her service, including completing a self assessment for us. Parents were encouraged to share their views about improving the service through verbal consultation and social media. We saw feedback from parents specifically asking the childminder not to use feedback questionnaires, as they were happy with the current arrangements.

The childminder gave parents a policy folder so that they understood the way her service worked. The folder included a complaints procedure. This created an opportunity for parents to raise any concerns they may have about the service. There had been no complaints about this service.

One parent commented:

"Fantastic childminder who gives me reassurance while I am at work she provides an excellent home from home".

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
1 Oct 2015	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
26 Oct 2011	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
21 Oct 2009	Announced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>

Date	Type	Gradings	
7 Oct 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.