

Ward, Wendy **Child Minding**

Type of inspection: Announced (short notice)
Inspection completed on: 1 March 2019

Service provided by:
Wendy Ward

Service provider number:
SP2003904442

Care service number:
CS2003007475

Introduction

Wendy Ward provides a childminding service from her own home which is a detached property, located in a residential area within walking distance of most local facilities. The aims of the service include the following statement: "To care for children in a happy, friendly and homely environment which is safe, clean and secure."

The service operates under the following conditions:

- The care service may be provided to a maximum of eight children at any one time under the age of 16 years, of whom no more than six will be under 12 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 children of the childminder's family.

From 17th September 2018 until 4th July 2020, during school term time from 8:00 - 9:00 and from 15:00 - 17:00:

- The care service may be provided to a maximum of eight children at any one time under the age of 16 years, of whom no more than seven will be under 12 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 children of the childminder's family.

- Overnight service will not be provided

- Minded children cannot be cared for by persons other than those named on the registration 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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included (often referred to as the SHANARRI indicators).

What we did during our inspection

The service was registered by the Care Inspectorate in 2011. This inspection took place on Friday 1st March 2019 and was carried out by one inspector. We gave short notice of our inspection visit, having previously visited unannounced and found no-one at home. We provided feedback to the childminder on the same day. There was one preschool child present during the inspection.

We sent three Care Standards Questionnaires (CSQs) to the childminder to distribute to relatives and carers of people who used the service. We received three completed questionnaires and have taken account of the feedback provided by parents.

During this inspection we gathered evidence from a number of sources, including the following: We spoke with the childminder, minded child and briefly met another member of the household. We observed the childminder's practice and interactions with the child and inspected the areas of the home used for childminding purposes. We also looked at childminding records.

We took account of all of the above information when we evaluated this service.

Views of people using the service

The child who was present was happy and settled throughout the visit. She was fully engaged in her play activities and we saw that she particularly enjoyed using her imagination to role play.

Comments included the following:

"I'm getting inside (collapsible fire engine). Beep beep!"

"That's me with S." (pointing to photograph)

"Can I put this on?" (dressing up)

"I'm going to the party. It's Cinderella's party."

Feedback from parents' questionnaires reflected a high level of satisfaction with the service.

Comments included the following:

"There has been fantastic consistency and structure to the care provided which has had an excellent effect. We would highly recommend our childminder to friends and family."

"Wendy has a fantastic relationship with my child and involves her in so many activities. I am more than happy with the service Wendy offers."

"My child attends bookbugs, toddler group and is out and about in the local community regularly."

Self assessment

The self assessment was submitted in March 2018, as requested, and was completed to a good standard. The self assessment is a tool which can be used to reflect on the service being provided and to consider whether any improvements are needed. This can be updated at any time, in line with any developments in the service. In this way, childminders can record changes as these take place, in preparation for submitting the self assessment when asked to do so.

What the service did well

Mrs Ward provides a caring and nurturing environment in which children benefit from a range of experiences. She has formed very good working relationships with children and their parents who have expressed a high level of confidence in her work. Mrs Ward actively seeks to develop her service and applies the learning she gains through training to reflect on her practice and identify areas for improvement.

What the service could do better

We discussed ways in which children's personal plans could be further developed and shared 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 care and support

Findings from the inspection

Mrs Ward worked closely with parents to ensure that children's needs were understood and met. She used a range of methods to share information, including daily chats, photos, newsletters and Facebook. Parents confirmed that she communicated well and sought their views. This meant that they remained fully involved in their child's care.

Mrs Ward had formed close, nurturing relationships with minded children and provided a range of experiences which supported their learning and development. The pace of the day took account of the individual needs of those being cared for at any given time and children could sleep or enjoy restful activities when they needed to. Mrs Ward told us that the children were very settled in her care and also enjoyed some contact with other members of the family.

Mrs Ward provided nutritious lunches and snacks, including sandwiches, fruit and yogurt. The children sometimes enjoyed a "pick and mix" meal which encouraged them to try new foods. A parent told us "My child often has food that she wouldn't eat at home which is great because generally it is healthier!"

The child who was present was supported very well throughout our visit. We observed good quality interaction and concluded that children were valued and respected. Positive behaviour was promoted and children were learning to be considerate and caring towards one another. This approach helped children to learn to play cooperatively and enjoy spending time together.

Through discussion, Mrs Ward demonstrated a good understanding of children's individual needs and interests and parents confirmed that their children received the care that they needed. Mrs Ward was aware of the need to develop a personal plan for each child and had recorded relevant information. Individual journals included photos and captions, reflecting a wide range of activities. Mrs Ward took account of the SHANARRI indicators when assessing how well children's needs were being met. We saw that she taken account of the views of both parents and children. We suggested that Mrs Ward could further develop children's plans by noting any significant discussions with parents and any action points which are agreed. This would reflect the very good partnership working which takes place.

Mrs Ward was aware of her role in protecting children and understood her obligation to act on any concerns. She had previously undertaken relevant training in this area and hoped to access further training when available. This will contribute towards children being safe and protected.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

The property is located in a residential area. The accommodation was well maintained and appropriately furnished and equipped for childminding purposes. The open plan sitting/dining room provided a base for the children's activities and the storage of some play materials. The kitchen was used at mealtimes. The toilet was also nearby and older children could access this themselves, which helped promote their independence.

Children had access to a good range of age-appropriate resources, many of which were easily accessible so that they could select what they wanted to play with. There was adequate space where children could set out their toys and activities. Daily routines involved time for free play at home as well as visits to toddlers groups and play centres. Mrs Ward enjoyed spending time with the children on a one to one basis, when possible, but also provided opportunities for children to mix with their peers and sometimes took part in joint activities with other childminders. The children enjoyed some contact with the family's two small dogs.

The enclosed garden provided space for outdoor activities. The children often spent some time at the park or in the woods on the way home from school where they could be active and energetic. This contributed towards their health and wellbeing and meant that they had opportunities to learn about the environment and extend their skills.

Mrs Ward had a very good awareness of safety issues and carried out visual inspections of the areas used by children, on an on-going basis. The children learned about taking care of themselves and being responsible through their daily activities. There had been no significant accidents or incidents affecting minded children; however, the childminder was aware of the need to record details of any occurrences and to inform parents about what had happened and any action taken.

We discussed infection control practices. Mrs Ward encouraged routine hand washing. She was registered with the environmental health service as a food provider. Nappy changing was carried out hygienically. Parents generally kept their children at home if they were unwell. These measures minimised the risk of the spread of infection.

Mrs Ward confirmed that public liability and motor insurance policies were in place. These may provide a degree of protection to herself and to families who use 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

Mrs Ward shared written and verbal information about the service and welcomed feedback from parents and children. This helped her to evaluate her work and to identify any changes or improvements which may be needed. Feedback from parents was very positive and reflected confidence in the service.

Mrs Ward knew where to access relevant information about childcare and childminding issues. She was aware of various guidance documents which are in place to help ensure positive outcomes for children and we directed her to some additional publications which may be helpful. Mrs Ward had been proactive in undertaking further learning to support her understanding of her role and was working towards gaining a relevant SVQ qualification. She felt that the learning gained had enabled her to reflect on her work and strive to further improve the quality of care she provides. Mrs Ward was a member of the Scottish Childminding Association and sought networking opportunities with other childminders.

Mrs Ward had a good understanding of regulatory issues. She had submitted information to the Care Inspectorate when asked to do so and was aware of the need to make formal notifications, in certain circumstances. A complaints procedure was in place and was shared with parents. Record keeping was of a good standard and complied with current requirements.

A Disclosure Scotland check was outstanding for a member of the household and Mrs Ward was taking steps to address this.

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
2 Dec 2016	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div>

Date	Type	Gradings	
8 Oct 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
13 Sep 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Nov 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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