

Neil, Lyn

Child Minding

Type of inspection: Unannounced
Inspection completed on: 27 March 2019

Service provided by:
Neil, Lyn

Service provider number:
SP2003900559

Care service number:
CS2003001937

Introduction

Lyn Neil's childminding service has been registered with the Care Inspectorate since 1st April 2011. Current registration is to provide a care service to a maximum of six children at any one time under the age of 16, 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.

The childminder provides a childminding service from her own home in a quiet residential area of Laurencekirk. The house is close to the local school. The parts of the premises not to be used are all areas of the house other than the playroom, downstairs toilet/shower room and rear corridor. The garden is also not to be used other than as an access route to the local play park.

The childminder's aim was to ensure that the children were happy, safe and secure, imaginative, kind, polite, caring, respectful and friendly

What we did during our inspection

We wrote this report following an unannounced inspection carried out by one inspector. The inspection took place on 27th March 2019 between 11:30am and 16:30pm. Feedback was given to the childminder throughout the visit and at the end of the inspection.

During the inspection we observed the childminder working with one to six minded children and evaluated the quality of care, environment and management and leadership. We looked at relevant documents and records including children's records, care plans, policies and procedures.

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

Children present during inspection - one to six

One child was present when we first arrived. They were too young to express their opinion. However, they appeared at home and relaxed in the childminder's company. Throughout the afternoon, more children were collected from nursery and school, up to a maximum of six children.

We watched children positively interact with their childminder as they played together and supported each other. Children were able to confidently interact with us throughout the inspection and said to us:

"I am going to play with the cars from the big green box"

" I am going to make a 'mummy' from the play dough"

CSQ's returned: three

Three parents returned questionnaires to us. The responses from these demonstrated that they strongly agreed that they were happy with the quality of care their child received. Comments from parents included:

"Lyn provides an excellent service and our children are happy and well looked after. Both my children are delighted on their days within Lyn's care and when asked, always have a good time in her care. As a parent, I do not ever worry about my children when they are within Lyn's care; I quite often don't even think about them until I leave work to collect them. I am extremely happy with all aspects of the service Lyn provides and she is always open to suggestions and changes"

"Lyn asks regularly, verbally and face to face if there is anything more she can do while looking after my son"

"My daughter has additional needs, meaning she has developmental delay and has an overly friendly nature with adults, children and animals. Lyn has never been daunted by any request I make and deals with my daughter with great kindness and patience; but still insists on following instructions which is what my daughter needs. Since starting with Lyn, my daughters eating has improved"

Self assessment

The Care Inspectorate received a fully completed self-assessment document from the childminder before the inspection. The childminder identified what they thought they did well, and told us how she helped meet the needs of the children in her care.

The childminder could develop her self-assessment by giving consideration to GIRFEC and the SHANARRI Wellbeing Indicators.

What the service did well

The childminder was providing a warm, homely environment where children were nurtured and valued. Children were seen to be relaxed, secure and settled. They had clearly established strong attachments with the childminder.

Very good relationships had been established with parents and there were good opportunities for informal information sharing to meet children's individual needs.

What the service could do better

To help promote independence, curiosity and investigative skills, children would benefit from having more room to roam around the ground floor and enclosed garden.

The childminder should also develop her understanding of current good practice guidance to inform the development of her service.

Consideration should also be given to how she extends her recording for individual children to include more focus on children's progress and how she is supporting them in their next steps in learning.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder was friendly and approachable. She had a fun, caring and interactive approach with the children present and we watched her appropriately encourage children's efforts. This helped children to achieve, while feeling relaxed and secure in her company. During the visit, we observed children having fun with some homemade play dough. This encouraged children to engage in imaginative and creative play.

Through discussion, it was evident how well the childminder knew her children and this helped them to feel nurtured and respected. This was reflected in the personal plans she had created. We asked the childminder to further develop her planning for children's development. This will support her to meet children's current needs and preferences and monitor children's progression.

Parents appreciated the childminders' flexible approach and the effort she took to work around family routines. Strong links with home were effectively maintained through face to face daily discussions, text messages, daily diaries and regular newsletters. This had supported positive transitions and helped keep parents up to date with information about the service.

Parents provided all meals and we observed a snack being served which supported healthy life options. Children did not have access to the kitchen and this limited opportunities for them to help prepare snack. We asked the childminder to reflect on this in order to enhance children's independence and responsibility. To comply with her duties as a registered childminder, we also asked the childminder to register as a food business.

There were currently no medication requirements from children. A policy and procedure were in place to ensure she could respond appropriately to meet children's health and wellbeing needs. However, we found pre-signed consent forms were in place. This meant that information might not be current and could put children at risk. We asked the childminder ensure all permissions obtained were time limited in line with best practice guidance.

More information can be found on the following link:

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children benefited from being cared for in a well maintained, clean environment. A range of quality resources were organised so that children could independently make their own choices. The toddler present had lots of fun and laughter with the childminder, as they explored a large box of cars. This was positively supporting children's learning and development.

Children had access to the downstairs toilet and a dedicated playroom. The child who was present when we arrived had ample space to move around. However, when more children arrived in the afternoon, there was limited space to explore. We discussed the benefits of opening up the whole of the ground floor, to allow children more variety. This would offer more space for children to play in different ways. To achieve this, the childminder would have to apply for a variation from the Care Inspectorate.

A safe and enclosed garden was situated at the back of the house; however, this area was not part of the registered service and therefore could not be used by her minded children.

This limited opportunities to encourage children to be active and healthy. We discussed the benefits of creating free flow access to this space, to give children opportunities to spontaneously explore the natural environment in all weather. If the childminder decided to develop this, she would need to apply for a variation from the Care Inspectorate.

As an alternative, the childminder explained how children regularly accessed a play park, through a gate from her garden. This provided opportunities for fresh air and exercise.

We heard how she walked everywhere with the children and this contributed to children's confidence, as they became familiar with their community.

Within the indoor and outdoor home environment there were limited opportunities for children to problem solve, investigate and be creative. The childminder had started to collect natural materials for children to explore and imaginatively lead their own play. We asked her to develop this further to extend children's learning and development through open-ended play opportunities. She agreed to consider how to develop this area to promote curiosity and discovery through a wider range of loose parts.

Information to support the childminder to develop the experiences for children can be found at:

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

<https://hub.careinspectorate.com/media/1557/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder responded positively to the inspection process. She had developed positive relationships with parents that supported her to meet children's daily needs. We heard how questionnaires were regularly handed out to parents. However, effective systems were not in place to support her to reflect on her service and identify improvements that would make positive differences to children. We asked her to familiarise herself with best practice documents. This would support her to develop her skills and knowledge and enable her to provide high quality care and support for children.

The childminder was developing her skills and knowledge through accessing core training and additional courses on-line. She should now consider how to use her learning from this to improve her service and experiences for children. We asked her to access further training and best practice guidance which she could use to tailor activities to meet children's needs and interests. This will enhance children's learning and help create challenging activities which will inspire investigation, creativity and discovery. (see recommendation 1)

The childminder had a good understanding of how to identify indicators of abuse and was confident about her role and responsibilities for safeguarding children. However, we found that her child protection policy referred to the safety of adults. This could potentially give information to parents which was not accurate. We asked her to develop her policy further, in line with the national guidelines for Scotland. This will ensure that the information she has to support her childminding business pertains to the safety of children.

The childminder had some knowledge of GIRFEC and had started to use the SHANARRI wellbeing indicators to reflect on the development of her minded children. Through discussion, we felt she would benefit from developing her understanding of GIRFEC and using this to support her to introduce chronologies for each child. This would contribute to her ongoing assessment of children's needs and help ensure children and their families were provided with the right support at the right time.

More information can be found on the following link:

Child Protection Guidance

<http://www.gov.scot/Resource/0045/00450733.pdf>

Information on chronologies can be found at:

<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To further develop her service and support positive outcomes for children the childminder should:

a. Develop her skills, knowledge and understanding through accessing training, other development opportunities and best practice guidance.

b. Use her learning from training and development opportunities to evaluate the service she provides and make improvements that will have a positive impact on children.

This ensures care and support is consistent with the Health and Social Care Standards, which state that I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organizational codes (HSCS 3.14)

A range of best practice documents can be found on the Care Inspectorate Hub, some useful documents include:

Building the Ambition

<http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

Your Childminding Journey

<http://www.childmindingjourney.scot/>

My Childminding Experience

<http://hub.careinspectorate.com/media/582717/my-childminding-experience.pdf>

The Care Inspectorate HUB

<http://hub.careinspectorate.com/>

The new Health and Social Care Standards

<http://www.gov.scot/Resource/0052/00520693.pdf>

Grade: 3 - adequate

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

To reduce the risk of infection and to support children's health and wellbeing, the childminder must ensure that she removes her gloves after changing a nappy.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 2: A Safe Environment and Standard 3: Health and Wellbeing

This recommendation was made on 9 February 2018.

Action taken on previous recommendation

This recommendation was met.

The childminder was able to confidently explain her nappy changing procedure, which was now in-line with current best practice.

Recommendation 2

In order to support positive outcomes for children, and the development of her service, the childminder should continue to build on her knowledge and skills.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 13: Improving the Service

This recommendation was made on 9 February 2018.

Action taken on previous recommendation

This recommendation had been partially met.

The childminder had taken some steps to undertake some on-line training. However, she should now access training and best practice guidance which she could use to tailor activities to meet children's needs and interests. A new recommendation had been made.

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
9 Feb 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
18 Apr 2013	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
17 Apr 2013	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
27 Apr 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed

Date	Type	Gradings	
20 Aug 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
23 Jun 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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