

Porter-Smith, Rebecca Child Minding

Type of inspection: Unannounced
Inspection completed on: 12 June 2019

Service provided by:
Porter-Smith, Rebecca

Service provider number:
SP2008969448

Care service number:
CS2008173889

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Rebecca Porter-Smith is registered to provide care for 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.

Siobhan Thompson and Kenny Thompson will be employed as assistants when required.

The childminder operates her childminding service from the family home in Garelochhead.

The childminder aims to: "... promote and encourage each child's development in all areas. To provide daily activities and opportunities for children to play, have social interaction, stimulate their imagination and interests and to extend their abilities to communicate through their ideas, thoughts and feelings."

What we did during our inspection

We wrote this report following an unannounced inspection on 12 June 2019.

As requested, we received an annual return and self assessment electronically. We considered the information within these documents as part of the inspection process.

We also gave consideration to the collated responses to the care standards questionnaires completed and returned to us by three of the families using the service.

We observed the parts of the premises used for childminding purposes and observed the interaction between the childminder and the minded child in attendance, sampled children's records, viewed other relevant written documentation and discussed the service with the childminder.

Getting it right for every child (GIRFEC) is Scotland's approach to supporting children and young people. It is intended as a framework that enables organisations who work on behalf of Scotland's children and their families to provide a consistent, supportive approach for all. The approach uses eight areas of wellbeing in which children and young people must progress in order to do well now and in the future - safe, healthy, achieving, nurtured, active, respected, responsible and included (SHANARRI). These SHANARRI indicators are used to record observations, events, concerns, if there are any, and act as an aid in putting together each child's plan.

Views of people using the service

During the inspection, there was one minded children present aged under five years. The child enjoyed playing with the toys provided in the playroom, including the cars and Stickle Bricks. The child played comfortably and confidently and we could see that the child was very happy with the service, activities and toys.

Self assessment

As highlighted previously, a self assessment was submitted electronically. This gave us information about what the childminder felt she did well. The childminder completed the self assessment document to a high standard.

What the service did well

The childminder presented as professional and well-organised. She had established positive relationships with the children in her care and their families. The childminder was observed to be warm and caring towards the children in her care treating them with consideration and respect throughout the inspection. It was clear from viewing the responses to the questionnaires completed and returned to us that the families using the service were very happy with the quality of the service.

What the service could do better

The childminder needed to continue with her plans to become familiar with using the Curriculum for Excellence as part of her early learning and childcare arrangement with the local authority.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder worked closely with new parents to ensure that children settled well into the service and were provided with high quality nurturing care. Parents provided a wealth of written information to ensure that children's care plans and All About Me booklets gave the childminder all the information she needed to tailor care to each child's individual needs. We sampled some children's files and noted that the information provided was comprehensive and relevant and reviewed every six months. Parents commented:

"The childminder will ask us our child's routines, likes, dislikes, etc and use this information in planning their care."

"To ensure my children are happy and well cared for, the childminder uses regular 1:1 discussions, personal emails, closed group Facebook messages and monthly newsletter with a feedback option. Very satisfactory."

"Regular 'All About Me' booklets went home, official emails sent with requests to check information, very open informal channels of communication."

The childminder maintained a GIRFEC plan for each child in relation to the wellbeing indicators and a development rainbow to record significant developmental milestones achieved. The childminder completed progress reports about children's learning and development whilst in her care linking these to curricular areas and detailing next steps in learning. We found that the information retained was of a high quality.

The childminder was secure in her knowledge and understanding of her responsibility for safeguarding children in her care and recently participated in relevant training to underpin her knowledge and practice. She had clear expectations for behaviour and children were familiar with the house rules. The childminder told us that she liked to focus on encouraging children to be kind to each other and the importance of continuity and consistency. However, she reported that there were seldom any issues with behaviour.

The childminder provided all snacks and meals for children and tried to ensure that these offered children healthy and balanced options. The childminder had registered the food provision aspect of her business with the local authority as required by legislation. Parents commented:

"Snacks and meals are child led but guided by the childminder. Varied but always include fruit/veg."

"They provide a good healthy variety of meals and snacks throughout the day. A good varied diet each day they are there."

"All snacks & meals provided with weekly variety. Very satisfactory."

The childminder had put in place appropriate arrangements for the safe storage and administration of medication which were in accordance with best practice guidance. At the time of inspection, no children required medication within the service.

During the inspection, one child was present. We could see that a close relationship had been developed between the childminder and the child. The child was safe and secure in the childminding setting and freely chose from the range of toys available. The childminder encouraged tidying each time new toys were chosen and the child participated enthusiastically in this.

Parents commented very positively on the range of activities their children could experience including the regular play and activities outdoors in the childminder's garden and on outings within the local community and further afield. The childminder was keen to ensure that children had access to a broad and balanced range of activities and told us that the children's views were fundamental to the planning process.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

The childminder provided her service from the family home in Garelochhead. Children were able to access the playroom, lounge, kitchen, hallway and downstairs toilet. Outdoor play was offered in the rear garden.

During our visit, we found the home to be clean, tidy and well-organised. The playroom was attractively laid out and contained a wide range of age appropriate play resources for children. Parents commented:

"All toys and equipment are updated regularly."

"We and our child enjoy hearing about their day at the childminder. Lots of outside play and adventures and imaginative play at home."

"We feel the environment is ideal. Lots of different things for our child to play with or learn about."

"Immaculately clean. Equipment rotated/purchased as led by children's interest theme."

The childminder told us that she checked and cleaned the premises each day to ensure that she maintained appropriate standards. A chart was in place to detail risk assessments that were in place to minimise children's exposure to hazards indoors, outdoors and on outings.

The childminder ensured that she maintained good standards to control and prevent the spread of infection within her home through cleaning schedules and a monthly deep clean. Children were made aware of the benefits of good hand washing practices and the childminder talked with them about germs and the importance of using soap to hand wash. Appropriate personal protective equipment (PPE) was used for nappy changing including gloves and aprons.

Parents were made aware of the exclusion criteria operated by the childminder at the time of enrolment. This was to ensure that children did not attend when they had any illnesses which may be infectious.

Good arrangements were in place to ensure that parents were advised of any accidents or incidents relating to their children. The childminder completed the relevant forms and ensured that parents signed these when collecting their children. Screenshots of the forms were sent to parents before arrival to give them prior knowledge of the accident/incident.

The childminder had a valid insurance policy in place to operate her childminding business and we confirmed that she also had relevant car insurance to use her car for business purposes. An annual arrangement was in place to ensure that the gas boiler was safely maintained.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder is registered to work with two additional assistants. At the time of inspection neither of these assistants was present. The childminder advised that their assistance was used very occasionally since moving to her new home. We discussed the roles of these assistants and the childminder agreed to consider whether she intended to retain these assistants as part of her registration.

The childminder told us that she ensured that her assistants were meeting children's needs at an appropriate standard. A range of policies and procedures was available to support them in their roles. One of her assistants had recently participated in first aid and child protection training.

No formal continuous professional development records (CPD) were in place for the assistants. If the childminder intended to continue to use these assistants, we advised that there would be an expectation that CPD records would be put in place and maintained appropriately.

The parents told us that they were aware that assistants were sometimes used to help the childminder with specific tasks, commenting:

"They support the childminder with school runs and trips."

"Occasionally, her husband helps out, who our children also know really well."

"Very occasionally the childminder's husband and sister-in-law help depending on childminder's unavoidable appointments."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

The childminder held a relevant childcare qualification and as such had recently been approved to provide funded early learning and childcare by Argyll and Bute Council as part of the Scottish Government initiative to provide all eligible children with 1140 hours of free childcare. The childminder expected to participate in relevant training with the local authority to ensure that her skills were in line with those working in early learning and childcare centres. We suggested that it may be beneficial to make links with a local centre prior to August to build relationships and encourage skill sharing. We felt that the childminder was well placed to make the transition to provider of early learning and childcare.

The childminder was committed to keeping her knowledge, skills and practice up-to-date. Since the last inspection, she had participated in training sessions in:

- Safeguarding Children
- First Aid
- Health & Safety/Risk Assessment
- Allergens
- Learning & Child Development.

The childminder kept continuous professional development (CPD) records and a CPD action plan to highlight what training she intended to participate in each year.

The childminder regularly accessed websites and social media sites to ensure that she remained current in her practice and that she worked in accordance with local and national best practice guidance. She received regular support in her role as a community childminder with Argyll and Bute Council from an officer from the authority. The childminder had also made links with a number of other childminders from the local area which helped with information sharing.

The childminder worked closely with children and their parents to ensure that she evaluated her service regularly. Although questionnaires were used, the childminder reported that verbal feedback was the most successful method of obtaining views.

Parents told us:

"I speak directly with the childminder. She is very approachable and always keen for feedback."

"She will discuss and get new ideas from the children on new things for her service. Also at times asking parents for suggestions."

"In person, the childminder is very approachable. She regularly asks for input and suggestions."

"We complete regular questionnaires about our child, which we do with them at home. This helps our childminder with their likes & dislikes."

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	
8 May 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good 5 - Very good
14 May 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good 5 - Very good Not assessed
13 Jul 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 4 - Good Not assessed
12 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent Not assessed

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