Grant, Karen
Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 22 May 2019

Service provided by: Grant, Karen
Service provider number: SP2004918644

Care service number: CS2004073879
Introduction

This service has been registered since 2004.

The childminder lives with her husband and three daughters in a residential area of Inverness close to local primary and secondary schools. The accommodation was on two levels though childminding only takes place on the ground floor.

The aims of the childminder were:
To provide a safe caring and welcoming environment for children and to work in partnership with parents to ensure that care at home is reflected when at the childminders.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

What we did during our inspection

This report was written following an unannounced inspection visit on 22 May 2019. The childminder submitted an annual return as required. These provided up to date information about the service.

In this inspection we gathered evidence from various sources, including the following:
- discussion with the childminder
- evidence from the childminder’s most recent annual return.
- children’s records (sample)
- observation of the interaction between the childminder and the children present
- observation of the environment and toys
- discussion with parent of child attending.

Views of people using the service

We observed the childminder supporting and caring for the children attending the service. One of the children was being left with the childminder for the first time following a settling in visit. The other child present was clearly comfortable and secure in the care of the childminder and they were aware of the small range of toys and activities available from which they were able to self select.

We sent out three care standard questionnaires and two were returned prior to the inspection taking place. Both respondents were very happy with the quality of the service. Comments included “.....Trips to the park and groups (attended) are great.”

Other comment included “Very happy with the childminding service...(children) are happy going there and are well cared for when they are.”

Self assessment

It was not clear why we did not receive an up to date self assessment. However we would underline the value of completing this activity as a means of identifying strengths and areas of development linked to children’s experience whilst at the service.

What the service did well

The childminder told us she made regular use of parent and toddler groups and trips to local parks and woods. It appears the current children attending benefit from these activities/visits. We note the rear garden was work in progress and agree that the development of loose parts would enhance children’s experience at the service.

What the service could do better

The childminder should continue to seek to develop her service in line with good practice guidance. We would agree that the information and guidance provided in ‘Building the Ambition’ and ‘My world outdoors’ will assist when focusing on further development within the service.

We discussed the importance of displaying a current certificate of registration within the service. And the childminder agreed to take steps to ensure this legal requirement is met.

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**

4 - Good

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**Quality of care and support**

**Findings from the inspection**

The childminder and care standard returns indicated that time was allocated each day to speak with parents to share information about their child’s time at the service so that they were well informed. The childminder also shares some written information with parents/carers as to how the children have spent the day and other aspects linked to the child’s development as appropriate. Good levels of communication between parties helps the childminder to provide continuity of care and to meet individual children’s needs resulting in them being secure and confident in the care of the childminder.

At the beginning of the child’s placement, parents had access to the service’s aims and objectives, as well as the extensive range of policies and procedures. This provided parents with an overview as to how the childminder worked to ensure the children in her care were kept safe healthy, nurtured, and involved.

The childminder kept records on each child which helped support a child-centred approach. These records included All About Me forms which held important information that linked to children’s health, interests, likes, and dislikes. This record appeared to be up to date. We would encourage the childminder to continue to promote the SHANARRI wellbeing indicators with parents/carers and children using the service ensuring their review as required.

On the day of the short announced inspection, the minded child was observed to have a snack of their choice and was provided with opportunities to engage in activities of their choice, such as puzzles or drawing. As the established child played, they presented as being happy and confident in their relationship with the childminder. We saw that the childminder encouraged the child to give their opinions and share ideas.

Throughout the inspection the childminder was warm, responsive, and nurturing when interacting with the minded children. The second child was on their first day and appropriate planning and reassurance was seen to be part of the childminder’s interaction with parent and child.

The childminder was aware of the Care Inspectorate’s information Hub where both she and parents of those using the service could access further up to date information and guidance linked to early years care. We would encourage the childminder to make further use of this database and share and promote this information portal with parents/carers of the children using the service.

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**Requirements**

**Number of requirements:** 0
Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder had systems in place for recording any accidents and incidents. Such occurrences would be discussed with parents at appropriate times; sometimes by telephone immediately or at other times when they collected their child. The childminder is aware of the importance of maintaining an up to date first aid certificate and she endeavours to ensure it remains current.

The childminder’s home was clean for the children using her service and were supported to wash their hands after using the toilet and prior to eating their snack. The childminder was aware of the importance of maintaining appropriate infection prevention and control. We highlighted the updated infection control procedures available on the Care Inspectorate’s information Hub and the childminder agreed to share this with parents. We would encourage the childminder to reference updated guidance in any written information given to parents/carers. The childminder’s home was comfortable and child-friendly, providing a homely environment for the children.

The children were using a relatively small space adjacent to the kitchen however free flow was possible to the large rear garden. The childminder told us how she promoted regular outdoor play opportunities, both at her home and neighbouring parks. We noted that the larger living room could be used as required.

The childminder promoted children’s health and wellbeing by ensuring that she routinely cleaned toys and resources they played with.

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 continues to have good working relationships with the parents/carers of the children using her service. She was aware of the importance of seeking parents’/carers’ and children’s views as to the quality of the service. We would encourage further measures to audit these views. For example, she may wish to consider the ongoing use of questionnaires/floor books to support children’s ideas into the ongoing planning of activities. The childminder does not have a background in childcare; however, she indicated that she is keen to access further training opportunities to support her work with children. We highlighted online resources available from various providers to help with this aim.

The childminder was aware of the importance of outside play in meeting children’s developmental milestones. We discussed her current support of this area of practice, as well as additional opportunities to further develop her garden area to promote activities linked to numeracy and literacy. We noted that the childminder had accessed the national document ‘Building the Ambition’ and can use the information within this document to add to her knowledge and understanding of child development to further develop the quality of the service.

The childminder had an appropriate understanding of signs and expected responses linked to any child protection concerns that may present themselves in the future. We noted training had been organised in the coming weeks and agree that this will reinforce the childminder’s current knowledge and understanding of safeguarding responsibilities. This should help her to respond appropriately to any concerns and protect children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – 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

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<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<tr>
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<td>Announced (short notice)</td>
<td>Care and support 5 - Very good</td>
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<td></td>
<td></td>
<td>Environment 5 - Very good</td>
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<td>Staffing Not assessed</td>
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<td></td>
<td>Management and leadership 5 - Very good</td>
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