

Leask, Audrey Child Minding

Type of inspection: Unannounced
Inspection completed on: 4 July 2019

Service provided by:
Leask, Audrey

Service provider number:
SP2003905094

Care service number:
CS2003009529

Introduction

The service is registered 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 six are under the age of 12 and 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.

For a limited period from 3 September 2018 until 3 September 2019 the maximum numbers will be increased in the afternoons to no more than four 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 service is provided in a detached house with small outdoor area set in a quiet cul-de-sac in Lerwick, Shetland. The childminder provides a pick up and drop off service from local childcare services within Lerwick. Overnight care is not provided.

Included within the aims and objectives for the service was:

- "My aim is to look after children in my care in a homely and friendly environment".

The Care Inspectorate 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 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.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on Thursday 04 July 2019 between 09:15 and 12:15. One Care Inspectorate Inspector carried out the inspection. There were two young children present during our inspection with another two arriving later. At the end of the inspection we gave feedback to the childminder.

During this inspection we spoke to the childminder and discussed how the service was operating. We observed the care given by the childminder and how she was with the children. We looked at a number of documents, including children's records, recent training attended as well as the administration regime. We discussed Care Inspectorate inspection methodology, best practice, child protection and her role in keeping children safe within the home and the need to return documentation to the Care Inspectorate.

We received very positive feedback from the parents through three completed Care Standards Questionnaires. We spoke with the young children informally during the inspection. They were too young to be formally interviewed, therefore, we observed them as they played, enjoyed a snack and their relationships with the childminder.

Views of people using the service

During the inspection process we seek feedback from parents who use the service via Care Standards Questionnaires (CSQs). We also sent two emails to parents who supplied their email address for them to add any additional comments they might have. We received three completed questionnaires before the inspection. From these we found parents were very happy with the quality of care and support provided.

We noted hand-written comments on the questionnaires two of which were:

- "They have a fantastic routine. She regularly gets them to the park and out for walks"
- "Our child loves going to the childminder and we are delighted with the service we receive".

The children were too young to share their views meaningfully, however, when we asked if they liked playing at Audrey's - they nodded that they did. We observed the children and saw all were very much 'at home', comfortable with the childminder and relaxed in her care. We found a warm, positive atmosphere within the home.

Self assessment

We asked the childminder to complete this and submit to the Care Inspectorate and this was completed following the inspection visit.

What the service did well

The service provided a welcoming, friendly environment where children could choose what they wanted to play with and had daily opportunities to go outdoors. Children were cared for by a warm, caring and very experienced childminder who put the children at the heart of her service.

Children were observed as being happy and content, playing with the toys provided. We saw them choosing from a range of activities and playing with the childminder. Children were noted to be 'at home' within the service, having open friendly relationships in a small happy group. We received positive feedback from parents who were very happy with the care provided.

What the service could do better

There were some areas we asked the childminder to look at:

- the childminder should continue with plans to attend refresher training in first aid and food hygiene. This will ensure she is up-to-date with these areas which will support her in caring for children.
- we discussed the importance of keeping up-to-date with best practice guidance and directed her to: 'The Hub' on the Care Inspectorate website where she could find current childcare guidelines.
- we reminded her to update all records with the new contact details for the Care Inspectorate.

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

Children were cared for by a warm and caring childminder who put the children's needs first. During our inspection she sat on the floor with children, playing with them, enjoying hearing their news and stories. We saw the children were relaxed and happy and enjoying playing with the toys. Children had very friendly, positive relationships with the childminder. Parents told us through the Care Standards Questionnaires that they were regularly updated about their child. We saw various communication methods used including text messages, daily conversations, telephone, email and a 'Whatsapp' group chat.

We noted the childminder had a sound knowledge of the children she cared for. All children had a care plan which detailed their individual needs. The childminder could describe the care she provided. All plans were reviewed every six months.

Children were encouraged to lead healthy lifestyles with outdoor play encouraged daily. We discussed the importance of fresh air and exercise, which was an area the childminder was keen to promote. Healthy eating was promoted with parents providing snacks and meals and encouraged to put healthy options in the lunch-boxes. Water was readily available should they be thirsty. Children could have a rest or a nap when needed which showed us the childminder was aware of the importance of rest as well physical activities.

Children could choose from a large range of activities, suitable for all ages. When caring for new children the childminder asked parents for ideas of favourite activities until she became familiar with their child. Children enjoyed free choice of all activities and we saw them asking for other toys, which were quickly provided.

We saw positive behaviour was encouraged with the childminder being a good role model for courtesy and manners. The childminder was very experienced in caring for all ages of child and we noted she had a kind and caring way of dealing with the children. Children were reminded to be considerate of their friends, to share and take turns.

Children were assured of being safe within the service. The childminder had a sound knowledge about child protection and of keeping children safe. A suitable accident recording system was in place. We saw an appropriate system for recording medicine given. Children were encouraged to keep themselves safe, for example, we heard her reminding them not to throw the cars as this would hurt others. Overall we found she nurtured all the children in a warm and friendly way which ensured they felt safe and valued.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We noted the home was warm and welcoming and nicely decorated. The childminder had made good use of the space she had for play. This was mainly the ground floor. Children had use of the living room, hall area, kitchen, bathroom and the garden. At times the older children could use the open plan area upstairs and use of one bedroom. She checked her home for safety before the children arrived, making sure all areas were safe. We saw a high standard of cleanliness. This showed us that she was aware of her role in maintaining a safe, suitable environment for the children.

We saw a wide selection of toys and activities available which were in a good clean condition. During the inspection we saw the children choosing which toys they wanted and playing happily with the cars before having snack. After snack they asked for 'Duplo' which was quickly provided. Children also had walks in the local area, visited the leisure centre as well as the local play-parks.

We discussed where babies or young children could sleep or where older children could rest and relax. She told us she worked with the parents' wishes and made sure babies and toddlers could sleep when needed and had use a travel cot available. The three care standards questionnaire showed us that parents were very happy with the childminder's home and variety play experiences and especially liked that they were outdoors so often.

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

We found that the childminder took her role and responsibilities as a registered childminder seriously and worked hard to provide high standards of care. We looked at the policies and procedures which had recently been reviewed and shared with parents. We saw records were safely stored and well-organised. She was keen to ensure records were up-to-date and used a childminding diary to remind her when she needed to give attention to any area. We noted public liability insurance was current, as well as appropriate insurance cover for her home and vehicle.

We looked at evaluation of her service and viewed questionnaires she had given to parents. She held regularly conversations with parents, asking for suggestions on how she could improve which parents told us they liked. We saw reviewing of care plans was an additional opportunity to consult parents as well as the 'Whatsapp' group. She involved the children naturally through daily practice. She had developed child questionnaires which helped her find out their likes and dislikes.

We looked at the training file which was a record of training courses and certificates received. She strived to keep up-to-date with current practice and training though had found this challenging due to a lack of training opportunities locally. We asked her to continue to seek appropriate training and discussed how knowledge and skills gained would improve her practice and keep her updated about changes in legislation. Recent training online child protection. She was a member of Scottish Childminding Association (SCMA) and received best practice guidance from that source and the Care Inspectorate. She agreed to attend first aid and food hygiene.

We shared the Care Inspectorate's online information hub which contains a range of documents and guidance to support the childminder manage and improve her service. The Hub can be accessed at:

<http://hub.careinspectorate.com/improvement/spotlight-on-improvement-for-children-and-young-people/spotlight-on-childminding/your-childminding-journey/childminding-library/>

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

Requirement 1

The childminder must ensure that each child has a detailed and accurate personal plan in place. These must be reviewed at least every six months or sooner if required.

This is in order to comply with Regulation 5(1), (2)(a)(b) of SSI 2011/210 - Personal Plans.

Reference:

National Care Standards, early education and childcare up to the age of 16 years.

Standard 4: engaging with children; standard 14: well-managed service.

Timescale - within two weeks of receipt of this report.

This requirement was made on 21 July 2015.

Action taken on previous requirement

The childminder has appropriate care plans in place for each child which are regularly reviewed and updated.

Met - within timescales

What the service has done to meet any recommendations we made at or since the last inspection

Previous recommendations

Recommendation 1

The childminder must update her medication policy in line with current medication guidance.

This is to include how the childminder will record medicine she has administered and what to do if medication is refused.

Reference:

**National care standards, early education and childcare up to the age of 16.
Standard 3 - health and wellbeing; standard 14: well-managed service.**

This recommendation was made on 21 July 2015.

Action taken on previous recommendation

The childminder updated the medication policy following the previous inspection report.

Recommendation 2

To reflect details of the regulator, the Care Inspectorate.

This recommendation was made on 21 July 2015.

Action taken on previous recommendation

The childminder updated her records following the previous inspection report.

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	
22 Jun 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
25 Jun 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 Jan 2010	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
3 Dec 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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