

Ball, Susan Child Minding

Type of inspection: Unannounced
Inspection completed on: 30 May 2019

Service provided by:
Ball, Susan

Service provider number:
SP2005948326

Care service number:
CS2003054869

Introduction

This service has been registered since 2004.

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.

Susan Ball runs a childminding service from her family home in the town of Thurso. The service is provided from a terraced, three storey house, with children having access to the ground floor, second floor and back garden only.

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, 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.

What we did during our inspection

We wrote this report following an unannounced inspection which took place on 30 May 2019. This was carried out by one inspector. The inspection took place between 10am and 12 noon. We gave feedback to the childminder on the day of the inspection.

We sent care standards questionnaires to the childminder to distribute to parents and carers of children who attend the service. Two parents and carers completed and returned a questionnaire.

During this inspection process, we gathered evidence from various sources including the following:

- Discussion with the childminder
- Talking with the children present
- Observation of interaction between the childminder and the children
- Children's records
- Policies and procedures
- Information folder made available to parents and carers
- Certificate of registration and public liability insurance
- Examination of the premises.

Views of people using the service

There were three children, two aged two years and a one year old, present on the day of the inspection. The children were very happy and relaxed in the care of the childminder.

The parents and carers who completed and returned the care standards questionnaires were all very positive in their comments about the standard of care provided by the childminder. They both strongly agreed with the statement; 'Overall, I am happy with the quality of care my child receives in this service.'

Comments made included:

'Susie provides the most safe and loving environment for our children. They think the world of her.'

'Susie is very proactive in ensuring she is aware of our views on how we wish our children to be cared for.'

'She always has time to talk to us and will feedback to us daily.'

'Susie provides breakfast and lunch. She cooks and prepares meals which our children both love.'

'Provides lunch and snacks - always healthy.'

'Susie provides a haven of toys, games and reading materials.'

'She actively takes our youngest to the library, a singing group and encourages outdoor activities.'

'Loads of age relevant toys.'

Self assessment

The childminder explained that she had not realised that an inspection was imminent and that she was required to submit her self assessment.

What the service did well

The childminder was very attentive towards the children. There was a great deal of positive interaction, encouragement and praise between the childminder and the children.

The childminder had very well established relationships with the families she worked with. Parents and carers were all very positive in their comments about the childminder and the individualised service provided to their children.

What the service could do better

The childminder was committed to ensuring that she continued to provide a service of a very good standard to the children and their families. She should continue to access relevant training when it becomes available.

The childminder should continue to keep up to date with current best practice. She should routinely review and update her policies and procedures to ensure that they continue to reflect best practice.

The childminder should review the layout of the playroom and the storage of her very large selection of toys and equipment.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found that the childminder provided very good care and support for the children. We were able to see that the childminder's practice supported very good outcomes for each child and we were able to gather information to support this.

The childminder explained that she had well established working relationships with the families. She stated that she very much operated an open door policy and parents and carers were welcome to contact her at any time about her service. The parental feedback in the completed care standards questionnaires confirmed how well the childminder worked with families. Parents and carers commented very positively on the childminder's approachability and friendliness. They also commented on how she always asked for and listened to their opinions and suggestions in relation to the service provided to their children.

Information sharing took place informally when parents and carers came to collect their children. Parents commented on the very good levels of information they received each day. The childminder also made use of texts and messenger to keep in contact with families and to share photographs. We reminded the childminder of the need to register with the Information Commissioners Office.

From our observations and discussions with the childminder, it was evident that she knew each of the children in her care extremely well. However, she only had limited written background information. We discussed the requirement to have written personal plans in place for each child attending the service. We spoke about what information should be included in personal plans and the importance of completing and routinely reviewing these in conjunction with parents and carers. The childminder should also ensure that she had appropriate written parental consents in place, including consent and a procedure for those children who walk unsupervised to her house after school.

Listening to the children, respecting what they had to say and including them in deciding what activities they would like to do, was important to the childminder. During the visit the childminder was very attentive and responsive to the needs of each of the children. There was lots of positive interaction, chatting, praise and encouragement when required.

The childminder ensured that the activities provided encouraged the children to adopt healthy lifestyles, appreciate the benefits of being active and learn to keep themselves safe. The childminder provided healthy

snacks and meals which parents greatly appreciated. Every day the children spent time outdoors taking part in a range of activities.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found that the environment was of a good standard. The childminder ensured that children in her care were safe and healthy by maintaining the premises and resources to a good level. The childminder explained that she completed visual checks of the premises and their contents on a daily basis before children arrived as well as throughout the day. Toys and equipment were cleaned on a regular basis. Parents and carers were all happy with the accommodation and the resources available to their children.

The childminder made good use of the space available both indoors and outdoors. She had a designated playroom which contained a very large selection of toys and equipment. During the inspection, the three minded children had lots of fun playing with various toys. We spent time with the childminder discussing the benefits of reorganising the playroom and the storage of the equipment. The childminder acknowledged that she did have a very large selection of toys and resources in the room and it was not always easy for the children or for her to readily access them. De-cluttering the playroom, reorganising and rotating equipment would allow improved access.

The childminder had completed appropriate risk assessments in relation to her premises and equipment and there were clear written records in place. We reminded the childminder to ensure that she recorded when she undertook reviews. We also discussed the need to have appropriate risk assessments in place in relation to walks and outings in the local community.

There was a garden to the rear of the property which the childminder used to allow the children the opportunity to take part in a range of activities outdoors. There was a good selection of outdoor resources available. We discussed with the childminder making greater use of loose parts, open-ended and natural resources both outdoors and indoors. We signposted the childminder to various websites and good practice including; 'Space to Grow', 'Our Creative Journey' and 'My World Outdoors'. As well as using the garden for active outdoor play, the childminder also made good use of the local play parks, walks and visits to the beach. Parents and carers all appreciated the opportunities the children had for outdoor play and learning while they were with the childminder.

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 managed her service to a good standard and recognised the importance of ensuring that she had the appropriate knowledge and skills to meet the individual needs of the children attending. The childminder had previously completed first aid, child protection and food hygiene training and had booked to attend a refresher first aid course in September. As a member of SCMA she received regular updates and information about current best practice and any training opportunities. She was also on the mailing list for the local authority so that she was kept informed of any planned training. The childminder explained that there was only very limited training available locally and had completed some training online.

The childminder had in place a range of policies and procedures. We discussed with her the need to routinely review these to ensure that they reflected current best practice. During the inspection we signposted the childminder to various websites where she could access best practice and get ideas as to how she could develop her service. We suggested a range of guidance which would be beneficial including; 'Loose Parts', 'My World Outdoors', 'My Creative Journey', infection control and risk assessment guidance.

The childminder encouraged the children and their parents and carers to give her any suggestions as to how she could continue to improve her service. As stated previously, she tended to get most feedback informally at the end of the day when parents and carers came to collect their children. The childminder also routinely asked the children for their comments and ideas and used these to develop the activities provided for them. Comments from parents and carers highlighted how happy they were with the service and how the childminder listened to and acted on any comment or suggestion they made.

The childminder had in place a clear complaints policy and procedure which she shared with all parents and carers. There had been no complaints at the time of the inspection.

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

Date	Type	Gradings	
3 Jun 2015	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
30 Jun 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
29 Apr 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
8 May 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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