

Claire's Childminding Service

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 12 June 2019

Service provided by:
Lawns, Claire

Service provider number:
SP2014985671

Care service number:
CS2014323740

Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 3 June 2014.

The childminder runs her childminding service from her home in Dunoon. The areas used for her service are the lounge, playroom, kitchen and rear garden.

Current registration allows the childminder:

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 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.

The childminder's aims include:

- Provide a safe and caring environment when children are in my care.
- To meet the individual needs of children without discrimination.
- To work in partnership with parents and carers.

What we did during our inspection

We wrote this report following an announced (short notice) inspection, which took place between 10.45am and 1.15pm on Wednesday 12 June 2019. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminder and the children present.

We observed the care given by the childminder and also looked at the following:

- Aims and objectives
- How the childminder communicated and involved children and their parents in her service
- Children's personal plans and records
- What training the childminder had undertaken
- The childminder's welcome pack and policy folder
- The environment and resources
- Confidentiality
- Complaints
- Child protection
- Risk assessments
- Accident and incident reports
- Attendance records
- Medication records
- Certificate of Registration
- The service's public liability insurance certificate.

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), 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 parents 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 (known as SHANARRI).

Views of people using the service

There were three minded children present at the time of the inspection all under school age. We observed the childminder being warm, caring and attentive in her approach. As a result, the children were happy and relaxed, enjoying their play and reassured in her care.

One parent returned a questionnaire to us. Their responses demonstrated that they were very happy with the quality of care their child received.

Self assessment

We received a fully completed self assessment document from the childminder. They had identified strengths, any changes they had planned and areas where they wanted to improve on.

What the service did well

The childminder was building positive, nurturing relationships with children and their families and providing a warm, kind and compassionate service where children felt valued, loved and secure. Children could relax in a comfortable, homely setting and were being given good opportunities to be active and independent in their play and learning both inside and outside in their local community and the natural environment.

What the service could do better

The childminder should continue to develop in line with her current plans and embed the new Health and Social Care Standards My support, my life into her practice to achieve the best outcomes she can for children and their families.

She agreed she would as a priority:

- Refresh her training in child protection and first aid.
- Update her child protection statement to reflect the local area guidelines she followed and contact numbers she would use.
- Register with the Information Commissioner's Office if required.

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

Quality of care and support

Findings from the inspection

The childminder was observed to be warm, caring and sensitive in her approach and building positive relationships with children and their families. She was taking the time to get to know children and their families well, through a series of visits before they started using the service. We were able to see the children present had formed a close attachment to her. She was sensitive to their needs and used praise and encouragement appropriately to promote their independence and help build their confidence and self-esteem.

Each child was gradually settled into the childminding service at a pace that suited them and their parents best. She was using an 'All about Me' format to link with home and gather the information she needed to support their routines, development and learning. This was enabling the children to feel safe and happy in the new environment, creating an experience where they were being nurtured, stimulated and felt included. The childminder told us how important the initial contact with parents/carers and children was to achieve these positive outcomes.

The childminder was building each child's folder into their personal plan (using the SHANARRI Wellbeing Indicators) with photographs of the day and their achievements and developmental progress being recorded. This was to further strengthen links with home and enable parents to be more fully involved in their child's development and learning, helping to review and support their progress and celebrate their achievements. The childminder was clear any strategies to support children with for example, toilet training or their sleep routines would be included as part of their personal plan. We discussed how the Scottish Cot Death Trust's Safe Sleeping Guide could be used to help review and further support safe sleeping arrangements for children. Children's information was being updated at least every six months, or more frequently if a change took place in a child's life or routine.

The childminder provided a balanced range of healthy snacks for the children, as well as keeping everyone healthy and active by playing outside in the garden, going for walks in their local community and exploring their natural environment.

The childminder knew what to do should she have any child protection concerns and who to pass the information on to. She understood the importance of continuing to refresh her knowledge and understanding of this area of her work and intended to undertake the next available training course in her area. The childminder agreed she also needed to update the child protection statement shared with parents to ensure it reflected the local area guidelines she followed and the contact numbers to be used.

No children were being given medication at the time of the inspection. We discussed our current guidance 'Management of Medication in Daycare and Childminding Services' which the childminder was using to inform the ongoing review of her policies and procedures.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The environment used for childminding was comfortable, warm, pleasant and stimulating. Children had their own playroom and space within the dining area where they could play freely, have lunch and move safely into the enclosed back garden to enjoy their outdoor play. The rooms had a good source of natural light and was bright, clean and fresh.

Risk assessments were being regularly reviewed and updated, play equipment was cleaned on a regular basis. Toys we looked at were clean and in a good state of repair. We were able to see the children present having great fun expressing themselves and playing with a range of different resources that interested and stimulated them.

Children were being given good opportunities to be active and independent in their play and learning. For example, developing their natural curiosity, physical agility and resilience outside in the garden, on walks to the playpark and in their local area where they could explore, experiment and make discoveries with a range of different materials, natural and sensory resources, as well as enjoying socialising at their local toddler groups and attending book bug sessions with their friends.

The childminder understood the importance of managing risk positively to promote children's independence and empower them to make safe decisions. She had a good understanding of the balance between children having the freedom to explore, be adventurous and enjoy different challenges and making sensible judgements and decisions about their health, wellbeing and safety. We discussed how implementing the balanced approach of a risk benefit model could further support children's learning, promote their independence and build their resilience, self confidence and enjoyment of risky play.

The childminder knew about our guidance 'My World Outdoors' and how this could be used to further support positive outcomes for children. For example, when developing the garden area for the children with natural materials and loose parts play. We discussed how the 'Loose Parts Play' toolkit (produced by Inspiring Scotland in collaboration with the Play Strategy Group and Scottish Government) and our guidance 'Our Creative Journey' could also be used to help support the development of children's experiences both inside and outdoors, enabling them to flourish, follow their curiosity, solve problems and make sense of the world.

She was following good practice in relation to her nappy changing procedures. She was sensitive to children's rights to privacy and dignity as well as supporting and promoting their independence with washing their hands afterwards. This was to minimise the spread of infection and promote children's health, wellbeing and safety.

A daily record of each child attending the service was available along with a record of any accidents or incidents and a suitable Public Liability Insurance certificate. The childminder was aware of her responsibilities in relation to notification reporting to us.

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 was committed to the ongoing improvement and development of her service and making sure children were nurtured, safe, felt respected, included and happy.

She was a member of the Scottish Childminding Association (SCMA) and was using their online resources as well as our website and her local early years team to gather new ideas and keep herself up to date with current good practice and legislation. For example, she knew about our sharing good practice guidance 'My Childminding Experience', the learning and development resource 'Your Childminding Journey' as well as, the new Health and Social Care Standards My support, my life that set out what children should expect when using care services in Scotland. She was also going to register with the Information Commissioner's Office; the independent public authority set up to uphold information rights, if required.

The childminder was using the SHANARRI Wellbeing Indicators to evaluate her work with the children and their families, involving them in the ongoing evaluation and review of the service, regularly asking them for their ideas and feedback, and implementing any changes or suggestions they made. It was clear she respected everyone's views and valued their opinions.

Since resuming her service in January 2019, she had reviewed her policies and procedures in line with current good practice and was in the process of updating her welcome pack with any changes, as well as purchasing and replenishing her resources to further enhance children's learning experiences and their fun.

The childminder held a BA in Education and Social Studies and knew the importance of continuing to build on her knowledge, skills and expertise to support positive outcomes for children. For example, selecting relevant courses from the local authority's training calendar.

Everyone who returned questionnaires to us strongly agreed that they were happy with the quality of care that their child received and that they and their child were given opportunities to be involved in developing the service.

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	
20 May 2015	3	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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