

Thomson, Shirley Child Minding

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

Service provided by:
Thomson, Shirley

Service provider number:
SP2012983857

Care service number:
CS2012310353

Introduction

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

This service registered with the Care Inspectorate on 8 May 2013.

The service is registered to provide a care service to 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.

The service is provided in an end terrace house in Kemnay, near Inverurie. The childminder's home is close to local schools, parks and amenities.

The aims of the service include:

"to provide a safe, clean and secure environment for the child".

"to encourage imagination and creativity through games and activities".

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by a Care Inspectorate inspector on 22 May 2019 between 13:30 and 16:00. We finished our inspection and fed back to the childminder on 30 May 2019.

During the inspection process we observed how the childminder cared for and interacted with the children she was caring for. We discussed how she met children's needs and worked in partnership with parents to promote continuity of care. We looked at some documentation including children's personal plans, and relevant policies and procedures. We also looked at toys, equipment and the areas children accessed.

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.

Views of people using the service

The minded children present during the inspection were happy and comfortable in the setting and with the childminder. They played well with toys and activities of their choosing and were supported by the childminder when they needed help and when they asked for different toys to be made available. Older children told us they were happy to be at the childminders. They said:

"I love it here. Shirley really looks after us. I can draw pictures and on the holidays we get to go to Hoodles and Wynford farm. They are soft play places".

"We go to the park most days after school".

"You can choose what to play with. The toys are in the cupboard. I like learning maths. I am so good at it".

"I like all the healthy stuff and not the unhealthy stuff".

"I've just started to eat fruit. I've tried pears. I like them. It's good to eat fruit coz it keeps you healthy".

Two parents returned care standards questionnaires at the time of our inspection. Both strongly agreed with the statement - "Overall, I am happy with the quality of care my child receives at this service."

These parents also strongly agreed and agreed that they and their children were involved in making improvements or changes to the service.

Further comments made which represented parents' views included:

"Childminder's service is amazing, our girls love her. She speaks to us on a regular basis about ideas and changes she wants to make. The kids also give her feedback on what they would like. I feel that the childminder's home is safe, clean with lots of different toys and activities and lots to do outside also".

"Very happy with the service and would recommend to anyone. Good routine and varied fun activities. They go to the library, parks, beaches cinema and walks around castles. Healthy, balanced meals and snacks provided".

Self assessment

The childminder had submitted a self-assessment of her service in advance of the inspection. They had identified strengths, any changes they had planned and areas where they wanted to improve on. The information contained in this was helpful during the inspection and in the writing of this report.

What the service did well

Children were nurtured and safe as the childminder's home provided a secure and homely environment. Children were included and respected as the childminder had a very kind, calm and caring manner. This helped children to develop a sense of security and positive relationships.

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.

We also discussed the potential to develop the range of loose parts resources to provide further opportunities for children to create, explore and develop curiosity and imagination.

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

The childminder continued to adopt a warm and caring approach and build positive relationships with children and their families. She took 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 the childminder. She was sensitive to their needs and used praise and encouragement appropriately to promote their independence and build their confidence and self-esteem.

Children were nurtured and included because the childminder knew them well. Personal plans held detailed information that the childminder used to offer a continuity of care between the child's home and her service. The childminder had ensured children's personal plans were reviewed and updated every six months or sooner if required. As a result parent's views were respected and children's wellbeing was promoted as the information held was accurate and reflected their current needs. Regular communication with parents resulted in them being included in their child's experiences with the childminder.

The childminder continued to provide a balanced range of healthy meals and 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 was committed to protecting children from harm and abuse. She 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 had recently attended training and had updated the service policy.

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 she made reference to along with the service policy.

The childminder ensured children had an enjoyable, positive experience when they were in her care. Children led their play and the childminder encouraged them to make decisions about activities as they played. The activities and resources on offer were dependent on the children attending, their needs, stages of development and their interests.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder spoke knowledgeably about the children in her care, and we observed that she knew the children present during our inspection very well. She had a very positive and nurturing relationship with them, and children readily approached her for a cuddle and reassurance.

Children were cared for in a stimulating environment. Children's experiences reflected their interests and needs as the childminder used her knowledge of them to plan fun and interesting activities.

During our inspection the children present were able to make lots of choices about how they spent their time. They moved freely between the three linking areas and the outdoor area, taking part in a range of experiences. There was plenty space where children could set out their toys and activities. The children were able to take part in art and craft activities and messy play, supporting their creativity and imagination.

The childminder was responsive to children's interests and requests. She enthusiastically supported one of the youngest children to draw animal pictures. Later the child enjoyed an interactive session as the childminder read stories about the animals they had drawn. Another child was supported to choose jigsaw puzzles and enjoyed the challenge and achievement of mastering more complicated puzzles.

The enclosed garden provided space for outdoor play. The children particularly enjoyed playing with the new mud kitchen. The childminder discussed her plans to further develop this area to promote creative and imaginative play, using loose parts.

Daily routines involved time for free play at home as well as outings which helped children learn about the local environment and community. They frequently went for walks to the local parks, explored in the woods and walked by the river. The childminder was committed to the children in her care experiencing the outdoors and enjoying healthy active lifestyles.

The childminder had a good awareness of safety issues and had updated her risk assessments as well as carrying out daily visual inspections of the areas used by children. This contributed to keeping children safe.

The children learned about taking care of themselves and being responsible through their daily activities. There had been no significant accidents or incidents affecting minded children; however, the childminder was aware of the need to record details of any occurrences and to inform parents about what had happened and any action taken.

We discussed infection control practices. The childminder encouraged routine hand washing. Nappy changing was carried out hygienically. Parents generally kept their children at home if they were unwell. These measures minimised the risk of the spread of infection and helped keep everyone safe and well.

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 consulted with children and families informally, through discussions at drop off and collection times, and more formally through questionnaires. We looked at some of the most recent feedback that the childminder had received and found that both parents and children reported positively about the quality of care and experience they received in the service.

The childminder had a number of policies and procedures in place to promote children's wellbeing and to support the effective delivery of the service. These were shared with parents to ensure they had relevant information and knew what to expect of the service.

As a member of the Scottish Child Minding Association, the childminder received information about childminding matters which she felt helped extend her knowledge. During discussions, the childminder presented as committed to improving her service, placing children's interests at the centre. The childminder took a proactive approach to her personal development. She was keen to continue to develop her skills and knowledge. Since her last inspection, she had participated in a range of relevant training such as child protection, first aid, and 'Share the Moment' aimed to support effective communication. She felt this supported her to ensure positive outcomes for children.

The childminder had completed the Care Inspectorate self assessment which had helped her identify the service strengths and areas for development. To further develop the evaluation of her service improve her practice we asked the childminder to familiarise herself with the Health and Social Care Standards (HSCS). **(See recommendation 1 which has been restated from the previous inspection.)**

Reading and referring to best practice documents would allow her to consider how she implements key principles into her childminding service. We suggested that Building the Ambition, My World Outdoors and My Creative Journey would be interesting documents that were relevant to her service. Further reading about GIRFEC and the associated SHANARRI wellbeing indicators would help the childminder evaluate the effectiveness of her service. This increased knowledge would also help her to develop the children's personal plans and make it easier to track children's progress. **(See recommendation 1 which has been restated from the previous inspection.)**

The childminder continued to have links in the community with other childminders. This gave her an opportunity to have professional dialogue and keep up-to-date with local activities. She also used online forums as a good way of sharing best practice and gathering information relevant to providing her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1.
Quality assurance methods should be developed further, this would enable the childminder to evaluate the overall quality of the service she provides, identify areas for development and continue to improve outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

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

Recommendation 1

The childminder needs to develop personal plans that detail how each child's health, welfare and safety needs are to be met. She also needs to ensure she obtains more detailed information from parents whose children have additional support needs. These plans must be reviewed at least once within every six month period or more often either, if requested to do so or if there is a significant change in a child's health, welfare or safety needs.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'My personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This recommendation was made on 8 May 2018.

Action taken on previous recommendation

Personal plans now held detailed information that the childminder used to offer a continuity of care between the child's home and her service. The childminder had ensured children's personal plans for all children were reviewed and updated every six months or sooner if required. This recommendation has been met.

Recommendation 2

To ensure the safety and wellbeing of the children the childminder needs to review and update the service risk assessments. This should include measures taken to reduce the risk of harm to children when using the trampoline.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'my environment is secure and safe' (HSCS 5.17).

This recommendation was made on 8 May 2018.

Action taken on previous recommendation

The childminder had a good awareness of safety issues and had updated her risk assessments as well as carrying out daily visual inspections of the areas used by children. This contributed to keeping children safe. At the time of the inspection the trampoline had been dismantled and was no longer in use. This recommendation has been met.

Recommendation 3

Quality assurance methods should be developed further, this would enable the childminder to evaluate the overall quality of the service she provides, identify areas for development and continue to improve outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19)

This recommendation was made on 8 May 2018.

Action taken on previous recommendation

The childminder had completed the Care Inspectorate self assessment which had helped her identify the service strengths and areas for development. To further develop the evaluation of her service we asked the childminder to familiarise herself with the Health and Social Care Standards (HSCS). We also asked her to read and refer to best practice documents which would allow her to consider how she implements key principles into her childminding service. This should support the childminder implement a more robust quality assurance programme. This recommendation has not yet been fully met. This recommendation has been restated within the Quality of Management and Leadership section of this 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	
8 May 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
10 Apr 2014	Unannounced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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