

Lorimer, Moira

Child Minding

Type of inspection: Unannounced
Inspection completed on: 10 July 2019

Service provided by:
Moira Lorimer

Service provider number:
SP2003901301

Care service number:
CS2003002817

Introduction

Moira Lorimer is currently registered with the Care Inspectorate to provide a care service to a maximum of eight children under the age of 16, of whom a maximum of six children will be under 12 years of age, of whom no more than three are not yet attending primary school and of whom, no more than one are under 12 months.

Numbers are inclusive of children of the childminder's family. Minded children cannot be cared for by persons other than those stated on the registration certificate. Overnight care will not be provided.

The service is provided from the childminder's family home in Monifieth. It is close to the local school, shops, parks and other amenities. The areas used to provide the service are the living room, playroom and bathroom. Children can also access a secure garden from the property.

Aims of the service includes, providing a service that ensures a safe, secure environment and stimulation for all children at each development stage.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by two early learning and childcare inspectors, on Wednesday 10 July 2019. Feedback was given to the childminder at the end of the inspection.

During this inspection, we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

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 parent(s) 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. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

For this inspection, two parent or carers returned a completed Care Standards Questionnaire (CSQs). The responses from these showed that they all strongly agreed that they were happy with the quality of the care provided. Additional comments included:

"Excellent. My child enjoys a variety of activities."

"My child has enjoyed their time with Moira...Moira is lovely and very approachable. Great with the kids, which is all I want from a childminder. Loving friendly family, made us all feel part of the family."

On the day of inspection, four minded children were present. Children were seen to be very happy and at home within the service. The childminder was attentive and nurturing throughout, ensuring she was responsive to their needs and interests. Children's comments on the day included;

"We're playing shops."

"I enjoy playing outside."

"Can we play with the cars too?"

"I want more balls."

"I enjoy playing football."

"I'm making a dog."

"It's way too hot out there."

"I'm watering the plants out."

"Look! I done S-'s"

Self assessment

Every year all care services complete a self assessment telling us how their service is performing. We check to make sure this is accurate.

The Care Inspectorate received a fully completed self assessment from the childminder. We found that it accurately reflected the service provided. The childminder should use this tool to reflect on her service and identify key areas that she believes can be improved. We found that she actively sought children and parents' feedback through questionnaires, information gathered from these should be used in her self assessment process.

What the service did well

Children were cared from in an inclusive, home from home environment. The childminder supported them to feel loved and secure through her nurturing and compassionate care. We found that she had created strong relationships with children and families, enabling her to provide care that was right for those using her service.

What the service could do better

The childminder was committed to her professional development. We found that she had good training and links with other professionals. We discussed the importance of reflecting on professional development to ensure positive outcomes for children.

During the inspection, the childminder identified paperwork as an area for improvement. We supported her to improve systems and ensure she had the correct paperwork in place to enhance outcomes for children.

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 performance in this quality theme was found to be very good. Particular strengths were seen in the strong relationships formed within the service.

On the day of inspection, children enjoyed a variety of play, constructed by their own likes and interests. The childminder fully respected their choices and enabled them to be independent in their play.

Children's experiences were captured by the childminder and regularly shared with parents and carers. The childminder used face-to-face discussions and text messaging to share relevant information promptly. Parents told us:

"Discussions on children's behaviour, always takes on board my requests and acts in my children's best interests."

We found that basic children's information was recorded, and care needs discussed regularly on an informal basis. We highlighted the importance of using this information to fully complete children's personal plans. This has been reflected in the quality of management section of this report.

Children were supported to enjoy an unhurried, calm lunch. The childminder promoted a positive experience, where children were able to sit together and eat in a social environment. Parents and carers provided children with packed lunches and snacks. The childminder told us she would promote healthy choices and supply additional snacks if necessary. We asked the childminder to explore registering as a food business, in line with best practice.

Through discussions, we found that children were supported to manage conflict in a kind and respectful way. The childminder told us she would spend time with the children to reflect on moments of conflict and harm and discuss ways to resolve the situation. This encouraged children to form an understanding of how actions impact on others and the importance of building positive relationships. We highlighted the importance of her policies reflecting her practice.

Children and families were found to be highly involved in the service. Parents told us they strongly agreed that they were involved in their child's care. The childminder actively sought and listened to everyone's feedback and acted upon it accordingly. We found this to enable a respectful and inclusive ethos within the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be good. Particular strengths were seen in the childminder's use of the local community.

The childminder had successfully created a warm, welcoming environment where children were enabled to feel safe and secure. She told us she encourages children to feel at home within the service and use it as they wished. We saw that children were very comfortable in their environment as a result of the childminders nurturing approach.

Children had a wide variety of toys and games in their playroom, that they could access at their choosing. We asked the childminder to consider the organisation and storage of some of the toys to further encourage children's independence. We found that children were encouraged to explore and investigate open ended, natural resources, such as shells and sticks while out on their walks. We asked the childminder to consider ways of extending this further and indoors. We signposted her to the Loose Parts Play Toolkit to explore this further, available on our Hub at <http://hub.careinspectorate.com/>.

Children benefitted from regular access to the outdoors. Parents told us about their children's experiences while with their childminder:

"Walks to the park and nursery, playgroups, libraries and other activities are organised every day. My children are very happy!"

The childminder made good use of the local community to promote further opportunities for the children to develop their social skills and meet new people. We found this to be very good practice, as they were able to feel included and develop new skills.

Since the previous inspection, the childminder had sought parent's approval for children's sleeping arrangements. We highlighted the importance of providing a safe and conducive environment for children to get the rest or sleep they need. Best practice guidance can be found on our Hub.

Through discussions, we found that the childminder had a good understanding of how to minimise the spread of infection. We highlighted some areas of improvement in relation to this, such as consistent hand washing, that the childminder should consider in order to provide a high quality of care and support to children using her service.

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 performance in this quality theme was found to be good. The childminder was professional and committed to providing a very good standard of care and support to the children and families using her service. She used her years of personal and professional knowledge and experience to meet the needs of the children.

We found that children, parents and carers were included in the service. Parents told us, "[Moir] brings us up-to-date, asks for updates and feedback and takes onboard suggestions". We found that the childminder used a variety of methods to maintain good communication. She used face-to-face discussions and text messages to share important information safely. We found that the childminder often gathered feedback and comments from children, parents and carers. This enabled their views and opinions to be taken into account and everyone using the service to feel included. She should now use this feedback as part of her self assessment and identify how to develop the service.

The childminder evaluated her paperwork as an area for development. We suggested systems that could improve her organisation and current practice, including the recording of medication and children's personal plans. This would enable paperwork to be more manageable and reflect the care and support being provided.

Children benefit from care and support that is based on relevant evidence, guidance and best practice. The childminder did this by taking part in training opportunities to enhance her knowledge and understanding. This included, GIREFC and child protection training. We asked the childminder to consider how she records and reflects on her professional development, highlighting that formal and informal development, such as reading best practice guidance, can contribute towards her development.

During the inspection, we found that some of the policies and procedures, such as medication and child protection, no longer reflected best practice. We discussed the importance of reviewing her policies and procedures following any professional development and updating them accordingly. We reminded her that a variety of best practice guidance and new publications were available via The Hub <http://hub.careinspectorate.com/>.

Overall, the childminder showed she was committed to providing children with positive experiences and outcomes, as well as providing families with a strong support system. She should now consider the areas of improvement identified during the inspection to improve her practice and maintain a well managed 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	
25 Aug 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Apr 2015	3	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
18 Oct 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Jun 2009	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed

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