

# Penny's Pitstop Child Minding

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

**Service provided by:**  
Copeland, Penny

**Service provider number:**  
SP2014986160

**Care service number:**  
CS2014328976

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was registered with the Care Inspectorate on 19 August 2014.

Penny Copeland provides her service from her home in Fairlie, North Ayrshire. The family home is a detached house in a small cul-de-sac with an enclosed back garden space. It is in close proximity to the beach and local outdoor park.

The childminder may care for a maximum of 6 children at any one time up to 16 years of age of whom no more than 3 are not yet of an age to attend primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

On a Tuesday from 1200 to 1245 hours and on a Thursday from 1200 to 1500 hours until 20 August 2019 the childminder may care for a maximum of 6 children at any one time up to 16 years of age of whom no more than 4 are not yet of an age to attend primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. This element of the condition only applies to the children referred to in the variation applications dated 21 November 2018 and 15 January 2019. Should any pre-school child leave the service or no longer requires care before 20 August 2019 this element of the condition will cease with immediate effect.

The childminder had ten children registered to attend at various times over the week. During the inspection two children were attending.

The childminder's aims include:

'I will aim to provide a safe and comfortable structured family environment in which to look after children, enabling children to flourish and develop as they would in their own home environment'.

'I will provide age appropriate activities which will interest and stimulate children, both indoors and outdoors. This will help children to develop into well-rounded individuals who can interact well with other children'.

'I will provide full-time care for younger children as well as pre-school and after school care'.

## What we did during our inspection

We wrote this report following an unannounced inspection by one inspector on Tuesday 4 June 2019 between 9.30am and 11:45am. To assess how well the childminder had been providing care to the children using the service, we gathered information from a range of sources.

Getting it Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com).

We looked at children's personal plans, relevant policies and procedures, observed how the childminder cared for the children and observations of the accommodation used for childminding purposes.

## Views of people using the service

Two minded children were present during the inspection. They played happily together looking to the childminder for reassurance as needed. We received four completed care standards questionnaires from parents/carers. Overall they strongly agreed they were happy with the quality of care and support for their child.

Comments included:

"We communicate daily".

"My son loves spending time with his childminder".

"I work and feel very happy my child is being well looked after".

## Self assessment

The Care Inspectorate received a self assessment from the service. The childminder identified what they thought the service did well and identified areas for on going improvement.

## What the service did well

The childminder was respectful and nurturing in her approaches. Children approached her with a confidence their needs would be met. Children and their families were valued and the childminder strived to work in partnership. Good use of the local community outdoors offered children opportunity for learning and play in a range of environments including the beach and local park, supporting them to achieve.

## What the service could do better

The childminder should review her medication procedure and written format for personal plan recording, continuing to access training as planned. Consideration should be given to evaluation of her service, contributing to improvement.

To support this we signposted to best practice guidance that would support self evaluation including:

'How good is our early learning and childcare' - [education.gov.scot/improvement](https://www.education.gov.scot/improvement)

'My childminding journey' - [hub.careinspectorate.com](https://www.hub.careinspectorate.com)

'My childminding experience' - [hub.careinspectorate.com](https://www.hub.careinspectorate.com).

## 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	4 - Good

## Quality of care and support

### Findings from the inspection

Care and support was planned around children's individual needs. The childminder gathered a range of information to develop children's personal plans and reviewed regularly, considering any changes and linking with the child's individual routines from home. It was evident during discussions that the childminder knew children very well however the format for personal plans should be reviewed to show clearly how the childminder is meeting children's health welfare and safety needs. Children were safe in the care of the childminder as she was confident in knowing when to act to safeguard children.

Children had opportunity to direct their own play and activities making choices to stimulate their learning and curiosity. Regular outdoor play allowed children to explore a natural environment and enjoy physical play. Children were included in planning play activities. Good use of the local area meant children were included in their community and had opportunity to develop social skills. Children benefitted from accessing a range of play activities that were developmentally appropriate and linked to their interests. The childminder had a good understanding of children's developmental stages.

Children received nurturing and affectionate care from the childminder as she used playful language praising children's achievements. Children were supported to develop a positive view of themselves. They were also developing warm relationships with the other children attending; with the positive support of the childminder who made sure all were included helping them to form relationships. Children had clear expectations about how to behave towards others and be respectful of others as the childminder explained how she supported positive behaviour by speaking to the children, giving them time to make the right choices. As a result, we observed happy settled children secure in the care of the childminder.

No children were being given medication at the time of the inspection. We discussed current guidance "Management of Medication in Daycare and Childminding Services" which the childminder planned to use to inform a review of her policy and procedure.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

We observed that the childminder's home was hygienic and organised to allow children to play. Space was organised to allow children to play on the floor, sit at a table or relax on the sofa within an open plan kitchen/dining/living space. A separate playroom was used for children to plan and choose their play activities with

resources organised and easily accessed. If children needed to spend time relaxing before or after school, they could access a family lounge supervised by the childminder. This allowed children choices if they needed a quiet space.

The childminder is aware of her responsibilities to make sure the environment is safe, using written risk assessments for her premises and specific activities to identify any hazards and action she needs to take to keep children safe. This should continue to be reviewed and updated considering the needs of children's changing and developmental stages.

Play activities led by the children's interests was offered indoors and outdoors. The garden area was spacious allowing children to participate in a range of social, creative, physical and learning activities. Natural resources considering 'Loose Parts' play could be used to further enhance outdoor play. The childminder told us of her plan to have a mud kitchen helping to support children's creative thinking.

The childminder followed best practice when supporting children with their personal care making sure protective clothing was used helping to limit any possible spread of infection. We reminded the childminder to consistently wear an apron when changing children. Children's privacy and preferences were respected and carried out in a dignified way. The childminder had a first aid certificate should children have any accidents and incidents helping to ensure any treatment or intervention is safe and effective.

A recording system was in place to ensure parents/carers had all information supporting children's health and wellbeing. The childminder was aware of safe sleeping guidance and followed this in liaison with parents' wishes, we suggested she should include this as part of her settling in procedures gathering parents' permissions.

## 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

The childminder had kept her knowledge and skills up to date by linking with other childminders, using the Care Inspectorate HUB and as a member of Scottish Childminding Association received regular updates. When training was available, the childminder had accessed to support her in her day to day work. This included child

protection, first aid and Health and Social Care Standards. The childminder recognised the importance of attending training and told us of her plans to access further qualifications to support her professional development.

Children and their families' views were important to the childminder, using any information to plan for improvement. Daily chats and use of text messages provided the childminder with parents and children's views. We observed the childminder reflective in her practice acting for improvement. This should be further developed by looking at best practice guidance for childminding and early learning and childcare, asking what works well and what could be improved on.

The childminder was aware of confidentiality, data protection and had registered with the Information Commissioner Office; contributing to children's safety and protection. A complaints policy was shared with parents and told them how to raise concerns about the childminder's service as part of their settling in visits. Parents who returned our care standards questionnaire indicated that they were confident that the service was well led and managed. A parent who returned our care standards questionnaire commented:

"I would discuss any concerns I had with Penny directly. We communicate well".

## 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

#### Recommendation 1

The childminder should continue to develop further methods of encouraging parents and children to participate in and express their views on the quality of the service including care and support, environment and management of the service. The information gathered should be used to make ongoing improvements.

National Care Standards for early education and childcare up to age 16: Standard 13 – Improving the service.

**This recommendation was made on 29 September 2015.**

#### Action taken on previous recommendation

The childminder had developed a comments book to formally gather parents' views.

#### Recommendation 2

The childminder should make sure the service evaluates what it does and make improvements referring to local and national guidance.

National Care Standards for early education and childcare up-to-the age of 16: Standard 13 Improving the service

**This recommendation was made on 29 September 2015.**

#### Action taken on previous recommendation

The childminder is reflective in her practice making changes for improvement as needed consulting with parents and children.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
18 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good



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