

Young, Kate Child Minding

Type of inspection: Unannounced
Inspection completed on: 24 June 2019

Service provided by:
Young, Kate

Service provider number:
SP2003903374

Care service number:
CS2003005646

Introduction

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

This service registered with the Care Inspectorate on 1 April 2011.

Kate Young runs a child-minding service from her home in the Alexandria area of West Dunbartonshire. The areas used within the house include the lounge, the kitchen and the downstairs toilet. Children also have supervised access to a fully fenced garden, adjacent to the property.

Current registration allows the childminder to care for a maximum of five children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. Numbers are inclusive of any family members.

At the time of inspection, the childminder cared for six children over the course of the week. One minded child was present during our visit.

The childminder aims to care for the children: "in a safe, fun and stimulating environment, to have open communication with parents." A copy of the full statement of aims and objectives is made available to families.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on the morning of 24 June 2019. One inspector carried out the inspection.

We sent the childminder questionnaires to give to parents. We received three completed questionnaires from parents before the inspection.

During this inspection, we spoke with the childminder and one child. We observed the care and support given by the childminder and looked at a number of documents including health and safety records, personal plans, training and insurance.

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.

Views of people using the service

One minded child was present during our inspection. We saw the child in the garden investigating the mud kitchen and playing in the lounge with an appropriate range of toys. We heard the child counting and naming different fruits. The child made pretend tea for the childminder and involved her in their play.

The childminder was knowledgeable about the child's interests and she encouraged the child's independence, whilst making sure the child was safe. We heard the child laughing and chatting happily to the childminder.

Parents who completed and returned our care standards questionnaires indicated they were very happy overall with the quality of care their children received. Parents commented positively on aspects of the service including the care provided, the wide range of outdoor and indoor activities, safety within the home and garden, healthy snacks and communications. Parents comments included:

- "It's an absolute pleasure knowing how well cared for my child is."
- "Kate is kind caring and considerate."
- "I would be lost without her, she always goes above and beyond for the kids."
- "Don't know what we would do without her."

Self assessment

The childminder submitted a self-assessment document as requested and identified how she ensured positive outcomes for children. The childminder identified things she thought she did well and some improvements she is planning.

What the service did well

The childminder provides a calm and nurturing environment for children and has developed very positive relationships with families. She promotes children's health and wellbeing through a wide range of outdoor play experiences.

What the service could do better

The childminder should continue to take forward the action plan for the service and complete the reviews and updates of children's personal plans. This will help the childminder to develop further positive outcomes for the children.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder had contracts with parents and each child had a personal plan. The plans included some information about what the childminder did to make sure the experiences she provided helped to achieve the wellbeing indicators. The childminder had started to review and update the children's plans with parents. She should continue with the reviews to help make sure she has current information, in order to meet each child's wellbeing needs.

The childminder had a procedure in place for the safe administration of medication. She had not administered any medication however she confirmed she had accessed Scottish Childminding Association (SCMA) paperwork and this included parental consent forms for the administration of medication.

The childminder described how she kept children safe and confirmed she would report any child protection concerns. The childminder had taken part in child protection training and this helped keep her up to date with current best practice. The childminder had identified the need to review and update her child protection policy. She agreed to use the National Guidance for Child Protection in Scotland 2014, to assist her in this. The childminder agreed to make sure her policy includes a description of the information she will record, including the use of chronologies. This will help to make sure the childminder has clear information to follow, should there be any concerns.

The childminder described how she promotes positive behaviour. This approach will help the children to manage their emotions and develop resilience.

We observed the childminder celebrating the child's personal achievements. This respectful encouragement supported the child to take the next step in their development and helped boost the child's self-esteem.

The childminder promoted healthy eating and we observed the childminder respectfully encourage the child to taste different fruit. The childminder made this a fun activity and the child clearly enjoyed smelling and tentatively tasting the range of fresh fruit on offer.

The childminder considered the children's wider world and made sure children kept healthy and active through opportunities for physical exercise and exploration of their community. This helped promote healthy lifestyles and inclusion.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder had created a comfortable and nurturing environment with a variety of resources to stimulate children's interest and curiosity. Parents confirmed they were happy with the childminding environment and the indoor and outdoor activities provided.

We observed the child smiling and chatting with the childminder and engaging in fun activities. Low-level resource storage boxes were easily accessible to the child and this resulted in the child independently selecting play activities.

The childminder used good practice documents to help her develop outdoor play opportunities for children to learn and be curious about their natural environment. For example, she had created an interesting learning environment for children in her garden with the mud kitchen, dinosaur play tray and opportunities for children to grow and care for plants. The childminder had invested in protective clothing for wet weather and sun umbrellas to protect children from extreme heat. This helped to make sure children could play outside each day. The childminder made very good use of local resources and this resulted in the children having a wide range of opportunities for outdoor play.

The childminder had Public Liability Insurance in place and her car insurance covered her for business purposes. The childminder carried out risk assessments to help make sure she cared for children in a safe and secure environment. She was aware of any hazards, taking steps to minimise them and to protect children. The childminder had accessed paperwork for a more detailed risk assessment for her home and garden and was planning to reintroduce this helpful process. This will help the childminder to record information about any identified risks and detail how she addressed these.

The childminder had developed written risk assessments to help make sure children were safe on outings. We heard about a recent project the children had been involved in and this resulted in children learning more about road safety and keeping safe on outings.

The childminder agreed to make sure she records information about any accidents and or incidents involving children. She was aware of the need to notify us of any serious issues.

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 met regularly with other childminders. This provided opportunities for her to discuss and share good practice and for the minded children to socialise with other children.

The childminder kept up to date with good practice through our HUB, SCMA and the local authority. The childminder had accessed a range of training, including, Child Protection, Infection Control, Word Aware and Rhyme Time. The childminder recognised the benefits of training, had plans in place to take part MAKATON

training, and was planning to work towards an SVQ Level 3 in Social Services Children and Young People. She should continue with plans to access more training, reflecting on any learning to continue to improve outcomes for children.

The childminder kept accurate attendance records for the children; this showed she was working within the conditions of her registration regarding numbers of children attending the service. The childminder discussed she may wish to increase the numbers of children she is registered for. Should the childminder wish to make any changes to this she should apply for a variation to change the conditions of her registration.

The childminder displayed her registration certificate and gave parents a copy of her policies and complaints procedure. This helped to keep parents informed about the operations of the service and provided opportunity for parents to raise any concerns, should they ever have any.

All parents we consulted confirmed they were happy with the quality of the service.

The childminder was keen to continue to develop her service and improve outcomes for the children, in line with good practice. She had developed an action plan and we could see the childminder was working towards areas of priority she had identified.

The childminder spoke respectfully about helping and supporting parents and using feedback from children and parents in the evaluation of her service. She acknowledged that it had been some time since she had issued feedback questionnaires however; she used private electronic messaging to regularly consult and inform parents. This provided opportunities for parents to share their views and be involved in service development.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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	
7 Aug 2015	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Sep 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
2 Jul 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
19 Jun 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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