

Sue's Wee Stars Child Minding

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

Service provided by:
Susan Gibson and Grant Gibson a
partnership

Service provider number:
SP2014012244

Care service number:
CS2014323475

Introduction

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

Sue's Wee Stars is registered to provide a childminding service to a maximum of six 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 12 months. Numbers are inclusive of children of the childminder's family.

The childminding service is currently provided from the provider's family home which is in the Bathgate area of West Lothian. Children have access to the lounge, playroom, kitchen and bathroom facilities. There is a safely enclosed large rear garden suitable for outdoor play.

Seven children currently attend with ages ranging from two to eight years. All children attend on a variety of placements including part-time and out of school care basis. Five children were present during our visit.

The service had appropriate of aims and objectives including 'To provide a happy, safe and secure environment for children, making sure they have fun and enjoy their day'.

What we did during our inspection

We compiled this report following an unannounced inspection which took place on Wednesday 24 April 2019 between 13:20 and 16:20. The inspection was carried out by one inspector.

We discussed routines and practices within the service and sampled some documentation. This included children's personal plans, certificate of registration, insurance, accident forms and training records. We observed the childminder interacting with children.

We discussed the strengths of the service, developments since the last inspection and some areas for improvement.

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

Views of people using the service

Five children were in attendance during our visit. All children were comfortable in the childminder's home. Some children were able to speak about their experiences and indicated that they were very happy and felt safe and secure at Sue's Wee Stars. Comments included 'I feel safe at Susan's', 'I would tell her if there was anything worrying me'.

We received three completed care standards questionnaires from parents. Response indicated that parents agreed or strongly agreed with all quality statements within the questionnaires. Positive comments were included in all questionnaires demonstrating that parents are very happy with the service. Comment included 'Susan does a brilliant job and is amazing with the kids',

'My child always comes home bursting to tell me how his day has been' and 'I always felt my child is safe. All toys are age appropriate and my son enjoys using all the resources available'.

Self assessment

We received a self-assessment which provided appropriate information about the service.

Areas of good practice within the service were identified including meal plans based on best practice guidance which promoted healthy eating and the space and resources the children had access to. The provider did not identify any areas for development of the service.

What the service did well

Each child using the service had a personal plan which identified their individual needs and celebrated their achievements. Plans reflected best practice and used the national practice model from Getting It Right For Every Child (GIRFEC) in planning for individual children and ensuring their needs were met.

Children had access to very good play and learning environments which included a dedicated playroom where they could display their work and independently access a wide range of play resources. Play opportunities and resources were based on the age and stage of the children. Best use was made of the large rear garden and parks in the local community. This ensured children could play outdoors every day and explore a natural environment.

What the service could do better

Procedures for the management of medication should be updated to ensure they reflect current best practice guidance.

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

The childminder had developed positive relationships with all children and knew them well. The children were all comfortable in the childminder's care. Parents and children were encouraged to shape the service and their care and support through daily discussions, social media groups and emails. This encouraged a spirit of genuine partnership within the service.

Personal plans were in place for all children using the service. These identified individual needs of children. Personal plans reflected the national practice model within Getting it Right for Every Child, also known as GIRFEC. This demonstrated that care and support was based on relevant evidence, guidance and best practice. The childminder used skilled observations of children's play to reflect on their individual achievements and inform next steps in their personal plans. This ensured that care and support met the needs of children and was right for each individual child.

Opportunities for play and learning were appropriate to the age and stage of development of the children attending. Children were motivated to direct their own play as well as engaging in activities led by the childminder. Children told us that they enjoyed the activities on offered and really liked getting to play in the park every afternoon on the journey back from school. This meant that children had fun while developing skills in understanding, thinking, investigation and problem solving. They were also able to develop their social and physical skills, confidence, self-esteem and creativity through a balance of organised and freely chosen extended play.

The childminder provided home cooked meals and snacks using 'Setting the Table' best practice guidance to plan menus. The children told us how they enjoyed meals at Susan's.

Comments in care standard questionnaires told us that parents were very happy with the range and quality of food provided. This confirmed that children could choose from healthy meals and snacks including fresh fruit and vegetables.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The provider's home was a welcoming environment for children using the service. Children had access to a dedicated playroom with a full range of suitable equipment, furnishings and resources to meet their needs. Storage of play resources enabled children to access them freely and encouraged independence. The playroom was directly off the main living room which children also had access to. This provided additional space with furnishings that enabled more restful and quieter activities should children want this.

The large rear garden provided very good opportunities for children to access outdoor play. The large lawn and suitable garden play equipment provided space and opportunities for children to explore energetic, physical play and the natural environment. In addition, the provider made good use of resources in the local community. Children told us that they always play in the park on the way back from school in the afternoon even if the weather is less favourable.

All of the above led us to conclude that premises have been adapted, equipped and furnished to meet children's needs and wishes, and that children have access to suitable environments that enable them to choose to have an active life and participate in a range of recreational, physical and learning activities every day, both indoors and out.

Suitable risk assessments were in place for all areas of the service including the physical environment and specific activities. This included very good arrangements for the drop off and collection of children in emergency or alternative situations. The physical environment was clean, tidy and well maintained. This ensured that children were secure and safe while using the service.

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 provider engaged both children and parents in evaluating and shaping the service. As well as annual questionnaires for parents, the children confirmed that they were included in planning and evaluating activities and play opportunities using spider charts, also known as mind mapping, and daily discussions. Responses in care standard questionnaires demonstrated that parents felt included in the life of the service and believed their children had opportunities to make suggestions for improvements. Comments included '(the childminder) asks my child about new toys that he would like' and 'I fill in regular forms with suggestions I have on improving the service or amending anything'. This led us to conclude that parents and children are actively encouraged to be involved in improving the service, in a spirit of genuine partnership.

The childminder had participated in several training courses since the last inspection, including child protection, food hygiene, ADHD awareness and promoting positive behaviour. The childminder was able to reflect on her learning and changes she had made to the service as a result. This demonstrated a commitment to ensuring the service was provided by people who were trained, competent and skilled, and are able to reflect on their practice.

An appropriate range of policies and procedures were in place to guide the practice of the service; the majority of which were clearly based on best practice guidance.

The provider had recently carried out an audit of the policies to ensure they complied with new data protection legislation and had informed parents about these changes. At the time of our visit, no children were receiving medication; however, we looked at the Management of Medication policy and noted some aspects that needed to be updated to ensure they reflected the most up to date best practice guidance. See recommendation 1.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the policy and procedures for the management of medication is updated to reflect current best practice. This should include procedures for the following situations:

- a child refusing medication or spitting it out
- a child given the wrong dose of medication
- medication being given to the wrong child
- cleaning of equipment used in the administration of medication.

This would ensure care and support is in line with the Health and Social Care Standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

Guidance on the management of medication can be found at: http://www.careinspectorate.com/images/documents/1427/Childrens_service_medication_guidance.pdf

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

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