

Arkell, Kathleen Child Minding

Type of inspection: Unannounced
Inspection completed on: 28 June 2019

Service provided by:
Arkell, Kathleen

Service provider number:
SP2008970975

Care service number:
CS2008182090

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Kathleen Arkell, referred to as 'the childminder' in this report, is the provider of Kathleen Arkell Childminding. She is registered to provide a childminding service to a maximum of six children at any one time under the age of 16 years, of whom no more than three are of an age not yet attending primary school and of whom no more than one is less than one year of age. Numbers are inclusive of the children of the childminder.

The service is run from the childminder's home situated in Cowie, close to local amenities including parks and schools. The house is well maintained and organised to meet the needs of children. The children have access to a designated playroom, kitchen and a fully enclosed safe garden.

The main aims of the service are:

'To provide each child with a safe, caring, welcoming and stimulating environment. This will be created by treating each child as an individual, taking into account and respecting race, gender and religion.'

We also 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.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on 28 June 2019. The inspection was carried out by a Care Inspectorate Early Years Inspector.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the childminder to complete and submit to us.

We sent three care standards questionnaires to the childminder to distribute to relatives and carers of people who used the service. We received two completed questionnaires following our visit. Parents were very happy with the service provided.

During this inspection, we gathered evidence from a number of sources, including the following:

We spoke with:

- the children present
- the childminder.

We observed and viewed:

- the environment
- the childminder's practice and interactions with children
- the children playing.

We looked at the following evidence:

- children's information
- accident records
- administration of medicine records
- photographs
- policies including child protection, medication and infection control
- certificate of registration.

We took account of all of the above information when we evaluated this service and wrote this report.

Please note that all parents and carers will be referred to as 'parents' throughout this report.

Views of people using the service

Two minded children were present during the inspection. They enjoyed our visit and were very enthusiastic to tell us about how happy they were with the childminder. They told us:

"Kathleen is very creative."

"We go to the park, paint Easter Eggs and went on a Peppa Pig walk."

"We walked up Dumyat."

"I like to draw monsters, look at the monster I drew." (on display).

"We make cakes in the kitchen."

"I like dressing up."

Parent's comments on the completed questionnaires told us:

"My children have been attending the childminder for three years now and always look forward to their time with her. I feel they are happy and well cared for in her care."

"Kathleen has been a great support to my daughter and always considers her feelings. She is an amazing lady who is always enthusiastic to provide a safe and educational and fun structure to everyday life."

"My daughter see's Kathleen four out of five days and she has been regularly known to ask to go every day."

"Kathleen is always taking the children on an adventure which is different each day, whether it be a walk in the woods, up to the top of Dumyat, the beach (on longer days) or to the different play parks in Cowie and Stirling. She always amazes me with the places they visit."

Self assessment

We received a fully completed self-assessment from the childminder. We advised her that this form could be adapted to add some areas for development and any changes she had planned. Such as, linking GIRFEC wellbeing indicators to recorded learning in all children's personal books.

What the service did well

Children's rights were valued and respected. There was a strong focus on consultation with children and responding to their needs and interests. The childminder promoted a positive culture, where children's successes and achievements were recognised and encouraged. The loving environment resulted in happy and confident children.

What the service could do better

The childminder could improve record keeping, for example, keep an improvement record and a training record. These would evidence the positive impact that training and improvements made to the service had on outcomes for 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

Children were cared for by a caring and nurturing childminder and we saw loving and trusting relationships during our visit. It was clear that the children were happy and settled in the very good service. There was a strong sense of creating a positive and respectful ethos with a focus on supporting children's sense of self-worth and confidence. They were encouraged to celebrate successes and could tell us about their achievements, which were displayed on the achievement tree.

Children and families who used this service received a very good quality of care and support. New children and parents were supported to settle into the service and trial visits were offered to ensure both child and parent felt comfortable and happy. On the initial visit the childminder discussed with parents all about their child, their needs and what the service could provide for them. Children were also supported to prepare for going to school, changing schools and when there were changes in family situations, for example, discussions about moving school with children and parents to address any concerns.

Speaking with the childminder, we were confident that she understood her role in protecting children, which kept them safe. Similarly, very good systems were in place for recording the administration of medication and we suggested that she should also record when parents gave the last dose of medicine at home. Very good systems, such as these, kept children safe and healthy.

We spoke to the children who told us about the rules they had made, which were, 'to co-operate, be respectful and to tidy up.' They were learning to be responsible and kind to others.

Children were encouraged to choose and negotiate the wide range of learning experiences offered. The childminder skilfully used photographs of learning experiences to discuss the GIRFEC wellbeing indicators, (safe, healthy, achieving, nurtured, active, respected, responsible and included). She used the language of the wellbeing indicators with children to raise awareness of their meaning and to be knowledgeable about them.

All children had their own book and the children present were keen to show them to us. It was clear that they used their books regularly to stick photographs and artwork in and write about what they had been doing. Parents contributed to their child's book and added their views in. We suggested that the childminder linked the wellbeing indicators when recording children's learning and use these to identify next steps. This would ensure children continued to make very good progress at an appropriate pace.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

The children benefitted from having a designated playroom, which had easy access to the kitchen and out to a large, safe, enclosed garden, which they were able to access independently. The environment was respectful and welcoming. There were attractive displays of children's artwork and photographs of what they had been doing and the children present during the inspection were very keen to show these to us. They told us about their experiences and the exciting places they had visited. Through revisiting and discussing such learning opportunities, children developed social and language skills.

The playroom was arranged to allow children to access a range of good quality equipment and toys to meet their needs, wishes and choices. For example, art and craft materials, games, making dens and dressing up. Children were regularly consulted about the layout of the playroom and had chosen the colour for the walls when it was recently redecorated. Speaking with them it was clear that they were proud of and respected 'their' playroom. Children were valued as individuals who confidently expressed their wishes and opinions.

Very good use was made of the local community, to give the children a wealth of experiences and the children present during the inspection told us about a recent walk to the top of a local hill called Dumyat. Similarly, the children regularly visited local parks, the Kelpies in Falkirk and the beach at Burntisland. This gave them opportunities to assess and manage risks, develop confidence during physical play and be active participants in their communities. Being active and healthy supported children's all-round health and wellbeing. Likewise, there were regular visits to the local library and children planned to participate in the summer challenge to read one book every week during the school holidays. This supported them to lead their own learning and develop reading skills.

We saw photographs and were told about educational visits to experience hands on activities and craft sessions at the Engine Shed in Stirling (a place to learn about Scotland's built heritage and how to look after it). This provided opportunities for children to develop skills for life and learning, through real life opportunities, to apply their developing skills.

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 taken on board previous advice given and had introduced loose parts (natural, open ended resources) into the service to support children to develop creativity and imagination and offer more engaging and challenging experiences for them as they grow and develop. Similarly, she had started using the GIRFEC wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included) when planning children's learning experiences. This informed us that she was committed to improving her service, which would have a positive impact on outcomes for children.

The childminder was committed to further her knowledge and understanding through accessing training opportunities and professional reading. As a member of the Scottish Childminding Association (SCMA) she kept updated and informed through reading SCMA guidance documents and their monthly magazines. Similarly, she kept updated with legislation and current initiatives through using the range of Care Inspectorate documents available at www.careinspectorate.com. The childminder had recently completed first aid and outdoor play training to develop her understanding of best practice and planned to review child protection training. Such opportunities developed her knowledge and understanding, which positively impacted on the quality experiences that she provided. Moving forward, we suggested that she kept a training record to show the impact that her learning had on outcomes for children.

Communication with parents was very good. Parents were given a daily update when they collected their child from the service. At parents' request, the childminder had introduced 'WhatsApp' to share photographs and video clips of their child's day when in her care. This kept them informed about their child's learning experiences and favoured this method of communication. Parents felt valued and as a result had developed positive and trusting relationships with the childminder. They felt confident to speak with the childminder should they have any concerns or required support.

The reflective childminder involved children and parents in the self-evaluation of the service. This gave them a voice to share what they thought could be improved. She did this verbally and more formally by asking children and parents to complete questionnaires. This approach ensured that children and families felt included and knew their views were welcomed and valued. We suggested to her that she record changes she made as a result of self-evaluation and how these changes resulted in improved quality learning experiences and outcomes for children. We signposted the childminder to 'Building the Ambition' framework document to support reflection and further improvements in children's experiences.

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
10 Jun 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
16 Jun 2011	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Apr 2010	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

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