Isla West Childminding Service
Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 26 July 2016

Service provided by:  
Service provider number:  
SP2010979009

Care service number: 
CS2010270062
The service

Introduction

Isla West has been registered with the Care Inspectorate since August 2010 to provide a care service to a maximum of six children under the age of 16 years, of whom no more than six are under twelve 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 12 months.

Numbers are inclusive of the children of the childminder’s family.

The service is provided from the childminder’s home within a residential area of Montrose close to the local school, shops, parks and other amenities. The areas used to provide the service were the dedicated playroom, kitchen/diner and downstairs bathroom. Children also had access to the rear garden.

The aims of the service are to provide a welcoming caring, safe and stimulating environment in which children will be encouraged to reach their full potential.

What we did during our inspection

We compiled this report following a short notice announced inspection, which took place between 11.00am and 2.30pm on 26 July 2016. A Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection, we spoke to the childminder and the children present. We observed the care given by the childminder and looked at a number of documents including children’s care plans, risk assessments, medication records, parent questionnaires, children’s planning and a range of policies and procedures.

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 also referred to as SHANARRI.

Views of people using the service

When we arrived children were playing football in the back garden. During the inspection children experienced a range of play including construction toys, a variety of games, use of the iPad and Wii. Children also had access to a dedicated playroom, which had a vast range of equipment for children of all ages.

Children were observed to be very happy and relaxed with the childminder and had a good relationship with her. Children told us they enjoyed coming to the childminder’s and told us some of the places they visit as well as what they like to play with. Children also told us:

"We have fun at Isla’s”
"We had a DVD day. We watched Charlie and the Chocolate Factory with popcorn”
"I love playing on the iPad”
"We go to the park and farm".
Three parents returned questionnaires to us. The responses from these demonstrated that they were very happy with the quality of care their child received. One parent told us:

“My child is always happy to go to Isla’s and happy when I pick her up. Isla has been great supporting our toilet training. She is always very approachable and carries out anything she says she is going to do. Generally always organised and a good time-keeper”

Self assessment

The Care Inspectorate received a fully completed self assessment from the childminder.

The provider identified what they thought the service did well and gave examples of improvements in gathering children’s individual needs and using the Getting it Right for Every Child approach. The self assessment clearly identified some key areas that the childminder believes can be improved and showed how the service intends to do this. The provider told us how the parents and children had taken part in the self assessment process and how their feedback directed the development of the plans for improving the service.

What the service did well

We saw that the childminder provided a warm, caring, nurturing environment for children. Children who attended the service were of a range of ages and the childminder met their needs well. Children were able to share their views through an ‘all about me’ booklet. These were different depending on the age and ability of each child. The childminder shared with parents on a daily basis a very good level of information about their child’s day. Children were provided with good healthy snacks and lunches which children told us they enjoyed.

What the service could do better

The childminder should look at implementing further the Getting it Right for Every Child approach to ensure all children’s needs are being met fully. Children could be involved in identifying risks in the home and during their play to promote their safety. The views of parents and children should continue to be gained regularly to help the childminder improve the service. The childminder must keep up-to-date with changes which affect her service in order to continue providing the best possible care for children.
From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5 - Very Good</td>
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**Quality of care and support**

**Findings from the inspection**

We reviewed the quality of care and support provided by the childminder and concluded she did this to a very good level.

Children had very good opportunities to choose activities on a daily basis and their decisions were respected by the childminder. All toys and equipment were freely accessible by the children to support their ability to choose. Children told us they are asked where they would like to go during the summer holidays. This included going to a local farm, parks and soft play.

Children had daily opportunities to be active by having direct access to the back garden where there was a range of play equipment available for children of all ages including a playhouse.

Children were able to share their views verbally with the childminder and through their ‘all about me’ booklet. Children told us if they wanted anything, they knew they could ask. Children’s ‘all about me’ booklets were child friendly and were tailored to different age groups. Information about the youngest children, such as their routines, was gained from speaking to parents and carers, but older pre-school and school aged children had a greater input into their booklet. We discussed with the childminder the importance of ensuring these booklets were dated, so we could be sure they were updated regularly, at least every six months.

The childminder encouraged feedback from parents verbally and through an annual questionnaire, however, the childminder had not handed out a questionnaire for some time. We discussed with the childminder some additional ways to gain formal feedback that was not as time-consuming. We viewed the last questionnaire completed by parents. The childminder had decided to stop providing a daily written review of each child’s session, however, parents really missed this form of communication. The childminder took this feedback on board and reinstated the form. This showed how responsive the childminder was to meeting the needs of each family.

We reviewed the childminder’s child protection policy and discussed her knowledge. We found both of these to be very good. The policy had a good level of detail and contained the contact details of relevant agencies if advice was required.
Children’s safety was promoted through a good procedure for recording and administering medication. We discussed the most recent best practice document ‘management of medication in daycare of children and childminding services’ which can be found on the Care Inspectorate Hub (www.hub.careinspectorate.com). The childminder should review her policy and paperwork to ensure it meets with this best practice. This will ensure her policy and procedure are more robust.

Children benefitted from a good healthy lunch. During the inspection, we saw a mixture of packed lunches provided by the parents and home cooked lunches made by the childminder. Children told us they really enjoyed the food provided by the childminder especially the tomato pasta. Children received a balanced menu including sandwiches, fruit and homemade soup.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 5 - very good

**Quality of environment**

**Findings from the inspection**

We found that overall the childminder provided a very good environment for children to play, care and learn.

Children benefitted from a clean, tidy and child friendly environment. Children had access to a playroom at the back of the childminder’s home as well as the open plan kitchen, dining area.

Children were able to choose from the wide range of resources available. All toys and equipment were maintained to a high standard and were seen to be clean and tidy.

The childminder risk assessed her home on a daily basis. Formal written risk assessments were in place, however, these were basic. The childminder should look at improving the quality of the risk assessment as well as involving children in the process where appropriate.

Children were encouraged to be responsible and independent where possible. When out of the home, children walked with a partner and held hands. Children told us that they must stay together and wait for the road to be clear, before crossing. At lunchtime, children were responsible for collecting their own lunchbox, plates and drinks and the childminder provided support where appropriate.
Children's health and safety were promoted as there were good infection control practices in place. We discussed with the childminder how she changes children. The childminder followed best practice from the infection prevention and control in childcare settings document, which minimised the spread of infection. The childminder was not aware the document had been updated, so we signposted her to the Care Inspectorate Hub where it can be found (www.hub.careinspectorate.com). Children were observed to wash their hands before eating and after toileting, which also prevents the spread of infection.

When a child had an accident, parents and carers were informed. The information was recorded on an individual accident sheet which contained a good level of detail. Parents and carers then signed the form to acknowledge they had received the information. There were a very small number of minor accidents which had been recorded since the childminder’s last inspection.

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

We found that overall the management and leadership of the service was very good.

The childminder was a member of a website designed to support childcare services and promote them. The childminder used this site along with the Care Inspectorate’s Care News magazine and networking with other local childminders to keep up-to-date with changes which would affect her business.

The childminder kept up-to-date with a range of training including first aid and child protection. We discussed with her alternative ways which other childminders had found popular to keep up-to-date with training, including the use of online learning materials.

Record keeping within the service was generally good, however, the childminder found it difficult to access some paperwork. All children’s file contained relevant information including registration forms, medication details and children’s ‘all about me’ booklets.
The childminder sent us her policies after the inspection. We reviewed these and provided feedback to the childminder with some areas to consider improving.

The complaints procedure was good, however, the contact details for the Care Inspectorate required updating. We also suggested it would be good to include our telephone number and website address in the policy.

The childminder had a good emergency procedure in place outlining what she would do in the event of any emergencies. We suggested it would be good to have a specific contact in place to take the children to if she was unable to access her home address or required to take a child to hospital.

We signposted the childminder to a range of documents on the Care Inspectorate Hub and outlined the best way to use these resources. The Care Inspectorate Hub provides ‘one-stop-shop’ access to a range of resources aimed at supporting improvement in the social care and social work sector.

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.
Previous recommendations

**Recommendation 1**

It is recommended that the childminder completes diaries for pre school children on a daily basis, to enable her to assess the development and learning of each child and to improve the activities programme.


This recommendation was made on 1 August 2012.

**Action taken on previous recommendation**

The childminder completed a daily diary for each pre-school child attending the service. These are sent home at the end of each session. Parents had the opportunity to comment on each child’s session.

The childminder has begun looking at the Getting it Right for Every Child approach and will use this information to support children’s learning and development.

**Recommendation 2**

It is recommended that additional risk assessments are developed as detailed within this report.

National Care Standards, Early Education and Childcare, Standard 3: Health and Wellbeing.

This recommendation was made on 1 August 2012.

**Action taken on previous recommendation**

The childminder had introduced a specific risk assessment for her dog to ensure any risks were minimised. We previously advised that a risk assessment should be completed for the trampoline in the garden, however, this has since been removed.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
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<td>Announced (short notice)</td>
<td>Care and support 4 - Good</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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