

# Kavanagh, Rosemary

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 18 July 2019

**Service provided by:**  
Rosemary Kavanagh

**Service provider number:**  
SP2003902308

**Care service number:**  
CS2003004187

## 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).

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve.

Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families. There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

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

Mrs Kavanagh provides her childminding service from her detached home in a residential area in the town of Kilwinning. Children are cared for on the ground floor and have access to a secure garden to the rear of house.

Mrs Kavanagh is registered to care for six children under the age of 16 years of whom no more than four will be under primary school age and no more than one will be under 12 months. Numbers are inclusive of children of the childminder's family.

At the time of inspection, the childminder provided a flexible service to eight minded children. Three minded children were present during our inspection.

A full statement of the childminder's aims and objectives were available. These included the following aim: To provide a safe and happy environment for children to play and learn.

## What we did during our inspection

We wrote this report following an unannounced inspection that took place on Thursday 18 July 2019 between the hours of 09:00 and 13:00. We provided the childminder with feedback on the day of the inspection.

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).

During this inspection process, we looked around the areas of the childminders home used by the minded children, and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- The children present

We looked at:

- Children's information records
- Children's personal plans
- Photographs of children
- Service policies and procedures
- Risk Assessments
- Parental permissions
- Accident recording format
- Registration certificate
- Insurance certificates
- Medication records
- Environmental health certificate
- Resources and toys available
- Training records and certificates
- ICO registration certificate
- GDPR privacy statement
- Attendance register
- Children's daily diaries
- Feedback questionnaires completed by children and parents
- Children's wish list
- WhatsApp communication.

## Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to the inspection, we received three completed questionnaires. All parents strongly agreed, that they were happy with the quality of care the childminder provided. Some of the comments they made included:

'The childminder always provide lots of fresh fruit and fromage frais along with sandwiches, homemade soup and other healthy snacks'.

'My child loves the variety of activities from drawing, painting, gluing, song time, story time, counting activities and colour activities too'.

'The childminder's home has great open space in the living room to play. She always rotates her never ending supply of toys to keep the children interested. All toys and equipment are in new condition'.

'My child goes to play group, bookbug and Jiggy Wrigglers every week and loves it'.

'Rosemary's home is a tidy and safe environment'.

'I couldn't ask for more from the service we receive from the childminder. From day one she has put me at ease to go back to work full time. My child loves going to Rosemary's and always comes home excited about their day'.

'Rosemary provides us with daily updates everyday about our child. We have massive confidence in the care that she provides. If and when there is ever something we want in particular, Rosemary always respects us and will follow it on'.

'My child gets a big variety of fruit and veg when with Rosemary. My child also gets homemade soup and lunches'.

'I have huge confidence in the safety within Rosemary's home for my child. My child enjoys playing with all the toys that are suitable for my child'.

'Each day is structured from going to local playgroups and classes to practicing colours and song time. I believe my child is so advanced for their age group down to the level of activity done at the childminder's'.

'Rosemary provides a fantastic service for me and my child. I can go to work and I know my child is well cared for. My child has a fantastic bond with Rosemary and has learned so much in such a short time. I can't speak highly enough of how great and excellent Rosemary is'.

## Self assessment

The childminder had completed and submitted a detailed self-assessment prior to this inspection. Areas of strengths were identified as well as some areas for improvement.

## What the service did well

The childminder had established excellent relationships with children and families. Communication was very good and was effectively supporting the childminder to meet children's individual needs.

The childminder provided a wide range of resources and experiences to extend children's learning and development.

The childminder attended regular training supporting her ongoing practice as a childminder.

## What the service could do better

The childminder should continue to develop her service in line with training attended and self learning. The childminder should reflect on learning undertaken and track any changes or improvements made, to evaluate the impact.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
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 developed excellent relationships with children and families. Parents told us that the childminder was 'fantastic' and communication was great. On questionnaires returned from parents, comments included 'Rosemary has been excellent when it comes to asking my opinion on caring for our child, she has followed our pace offering help and support when needed'. 'Rosemary updates information regularly on my child's likes and dislikes and often asks if there are any changes I would like to enhance my child's care'. Communication methods used by the childminder includes daily verbal feedback, diaries for younger children and regular photographs and updates through WhatsApp. We sampled some of the information shared during our visit, finding it to be valuable and informative for parents.

The childminder spoke confidently about the children in her care, demonstrating she knew them well. Personal plans were in place, supporting the childminder to meet children's individual needs. Progression in children's learning and development had been well captured within the plans. Comments from parents confirmed that children were making very good progress. During our inspection, the young children present were keen to demonstrate some of their learning. We found the childminder was providing appropriate activities and experiences to secure positive outcomes for children.

The childminder was kind, caring and responsive in her approach. Interactions between the childminder and children were warm and positive. Physical contact was plentiful, supporting children to feel safe, secure and loved. The childminder encouraged independence, providing appropriate encouragement and support when required. The young children present were relaxed and very active, exploring resources on offer for the majority of our visit.

The childminder had involved children in creating their own wish list of places they wanted to visit during the holiday period. We suggested that the childminder could fully capture experiences provided and include children's thoughts and evaluations in response to their ideas.

Children's health and wellbeing was actively promoted through healthy snacks and mealtimes and regular outdoor play. Parents commented positively on foods provided. Comments included, 'Rosemary provides breakfast, snacks and lunch every day. It is always varied and well balanced'. We sampled a menu of common

snacks and meals offered to the children. These were mostly healthy and nutritious. We asked the childminder to share allergen information on foods provided with parents.

We looked at the systems in place to ensure safe administration of medication. The childminder's policy and procedures mostly reflected best practice. While the childminder told us all medication would be administered by parents first, this was not included within her policy. We asked the childminder to add this.

The childminder had attended recent child protection training to keep up to date with current protection issues. The childminder described her role in keeping children safe and was clear about who to contact if she had any concerns about a child in her care. We found the childminder demonstrated a good knowledge of how to keep children safe and protected.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of environment

### Findings from the inspection

The childminder's home provided a very good environment for children. The environment was warm, welcoming and homely. Areas accessed by the children included the lounge, playroom, kitchen, downstairs toilet and rear garden. These areas were clean, safe and hygienic for the children to use.

In the lounge, children could relax on the comfortable sofas or bean bag, watch television or engage in floor play. In the play room, children had access to a wide range of resources which were age and stage appropriate, interesting and stimulating, supporting children to learn through play.

The childminder had a reasonable sized back garden which was fully enclosed, allowing children to play safely. The garden was well developed and provided children with an interesting environment with different areas to play. Children could freely access a wide range of resources that promoted their physical development, imaginative play and creativity. Resources included a water wall, mud kitchen and numerous slides and wheeled toys. We found very good opportunities were provided for children to have fun.

The childminder made good use of her local community and surrounding areas to broaden children's experiences. Parents commented positively on opportunities provided. Comments included, 'My childminder takes my child to Jiggy Wrigglers, playgroup, bookbug and messy play. My child also goes to the park in the good weather'. The childminder told us that the children visited the library regularly. We sampled photographs of experiences the childminder had provided indoors, outdoors and within the local community and found the childminder was successfully extending children's learning and development.

We looked at the procedures in place to maintain a safe environment for children. The childminder had registered her business with the local authority environmental health department and was preparing foods safely. Hand hygiene was promoted at the appropriate times. Risk assessments had been carried out, identifying areas of risk, with control measures put in place. We have asked the childminder to follow best practice guidance in relation to changing children and to review her risk assessments regularly, to ensure these are reflective of current risks within and outwith the home. The childminder should record the date when risk assessments are reviewed.

## 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

At this inspection, we considered how the childminder evaluated the service, made improvements and kept informed of best practice guidance and legislation. We gathered evidence through viewing records and discussions on training and development opportunities. The childminder was a member of the Scottish Childminding Association (SCMA) and used some of their standard of documentation to support the ongoing operation of her service.

The childminder had undertaken further studies and accessed relevant training from the previous inspection. This included completing a Scottish Vocational Qualification (SVQ) in Social Services (Children and Young People). We observed some changes to the childminder's garden in response to some of the training attended. We asked the childminder to record improvements and changes made as a result of learning. This will enable the childminder to evaluate whether change has been an improvement. The childminder should continue with her plans to update her first aid training in the coming months.

We asked the childminder to tell us about how she involved parents in self-evaluation to improve the service. The childminder told us that this was done through regular questionnaires and verbal feedback. We sampled questionnaires and found that comments from parents were very positive. These included 'We have massive confidence in the care Rosemary provides' and 'Absolutely fantastic service'. We found that very good opportunities were provided for parents to share their views.

We asked the childminder if she had registered her service with the Information Commissioners Office (ICO) and found she had. The childminder had formed a privacy statement stating how data was collated and stored within the service and shared this with parents. This ensures that data being processed by the childminder is done so fairly and lawfully.

During our inspection, we looked at the daily attendance register. The register included children's names and expected times. We asked the childminder to record accurate times when all children arrived and left the service to maintain a record showing the total number of children in the childminder's home at any one time.

The childminder's policies and procedures contained helpful information for parents. We identified that a few of these should be reviewed, such as the child protection and complaints policy. This will help to ensure that information shared with parents accurately reflects the ongoing service that is being provided.

We found that information needed to meet statutory requirements such as public liability insurance and car insurance were in place.

## 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](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 Jun 2015	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
20 Jul 2011	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>Not assessed</div>
13 Jul 2009	Announced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
24 Feb 2009	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>

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