

# Munro, Allison

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 8 July 2019

**Service provided by:**  
Munro, Allison

**Service provider number:**  
SP2003907655

**Care service number:**  
CS2003014001

## Introduction

Allison Munro has been registered since April 2002. The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than four are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the children of the childminder's family. The parts of the premises not to be used are the upstairs bedrooms, front garden and garage.

The childminder lives in a detached house in the Highland town of Wick. The children have access to an interesting enclosed garden at the rear of the property and a dedicated playroom within the house.

The aims and objectives of the service include:

"My aim is to ensure that every child in my care received high quality care and support which is tailored to their particular needs and choices". "My aim is to ensure that each child achieved levels of development and progress when they are ready (age and stage appropriate)". "My aim it to make sure that through play, each child acquires, practices and adapts skills in the three primary areas and the four specific areas of learning".

## What we did during our inspection

We completed this report following an unannounced inspection, which took place between 12.15 and 16.15 on 8 July 2019. Feedback was provided throughout the inspection. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke with the childminder and interacted and spoke with the preschool age minded children present. We observed how the childminder cared for and interacted with the children. During the inspection we evaluated the quality of care, environment and management and leadership. We looked at documents and records; including children's files.

We check that 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 centre of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. These are referred to as the SHANARRI wellbeing indicators.

## Views of people using the service

We chatted and interacted with the three young minded children who were present during the inspection. They spoke about the activities they were doing and what they enjoyed, these included:

"Come and join our picnic".

"Here's the birthday cake, it's only pretend though".

"I want to dress up, I can be an elf".

"I'm a fairy".

"It's good fun and we have lots to play with".

"We've planted flowers and other things too".

We observed the children to be very happy, confident and contented as they played.

We also received three questionnaires. One parent commented that they strongly agreed that they were happy with the care and support provided to their child. Comments from this included:

"What we receive at Allison's is above and beyond what we expected".

"Our child is thriving at the placement and could not be happier".

"(Child) has been going to Allison's for a while now and I am genuinely happy with this service".

"(Child) improved so much after they started going to Allison and she knows exactly what (child) is like and encouraged (child) to try new things. (Child) really enjoys going there and I am delighted having her as (child's) childminder".

"Allison provides a great service with lots of opportunity for learning/ development in a safe and fun environment."

"My kids love going to Allison's which shows they are happy and enjoy being there, they often ask if it's an Allison day when they are not due to be there and are disappointed when I say it's not".

## Self assessment

The childminder completed a self assessment prior to the inspection. This included detailed information about the strengths of the service and what the childminder does to support the wellbeing, learning and development of children. Information about ongoing developments within the service were also highlighted.

## What the service did well

The childminder knew the children and their families very well and understood how to best support each of the children in her care. She offered flexibility and individual care with a focus on nurturing children to achieve their potential. Children had daily access to a fun and exciting outdoor play area which they were encouraged to take responsibility for and organise. This helped to build their independence skills whilst being nurtured and supported to be creative and use their imaginations.

## What the service could do better

We discussed reviewing and updating policies and procedures when practice and guidance changes. The childminder attended various training and learning events. We discussed how she could now complete reflective accounts detailing the impact of her learning and how she will use this to develop the service further.

## 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

We assessed the overall quality of care and support provided as excellent.

Children were welcomed into the service by the childminder who understood and knew them very well. There was a warm and relaxed atmosphere where the individuality of each child was encouraged and respected. The children responded well to the high level of interaction and engagement which supported their opportunities to learn and develop. Children were confident, happy and had fun as they played and explored in a safe environment which they took responsibility and ownership of.

The childminder understood the importance of quality interactions and support to best enhance children's experiences. This helped to build children's confidence and self-esteem, empowering them to take responsibility for their activities and take pride in their achievements. The children spoke enthusiastically about their activities and what they had created themselves and as a group. They recognised and spoke about the importance of building strong relationships and interacting with their peers to explore and create their imaginative play activities such as building a train.

Strong relationships and attachments between the childminder and children were evident throughout the interactions. The childminder very sensitively and with great attention provided support to a child when they were upset following an accident, whilst continually including the other children. The childminder had a deep understanding of the care and support which was needed and what was right for the children in her care at that time. This ensured the children felt safe and secure as they were cared for in a loving and nurturing manner. This further demonstrated the childminder's awareness and understanding of their responsibilities for the safeguarding and protection of children.

The voice of the child was encouraged and evident throughout the inspection. Children's interests and ideas were sought at every opportunity and they were encouraged to share their views and stories. This enabled the children to be fully involved and included in the daily life of the service and be confident that they were valued.

In addition to individual care plans and all necessary registration forms for each child, detailed learning journals were in place. These tracked each child's progress, development and what they are working towards in their care and learning. These were completed in partnership with parents to ensure they focussed on the specific needs of the children. The journals had been adapted over time to better reflect the individual needs of each child and identify short-term targets and next steps. The childminder was exploring opportunities to develop online learning journals to promote greater engagement with families.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of environment

## Findings from the inspection

We assessed the overall quality of the environment as very good.

The areas used for childminding were clean, well maintained and comfortable for the children. Risks within the home had been assessed and appropriate measures put in place to minimise them. The resources and activities available reflected the ages and interests of children attending and were easily accessible to them.

The childminder provided opportunities for the children to choose from a wide selection of activities and toys that were of interest to them. The children selected to play outdoors for the majority of the day; creating a picnic area and building a train from loose parts. The childminder ensured children's interests and choices were very well supported and encouraged. They were provided with continuous opportunities to explore, use their imaginations and create their own learning world.

Children were familiar with routines and were gently reminded about hand washing following visits to the toilet and before meals. This supported children to develop and understand the importance of staying healthy and safe. The children took pride when showing how clean their hands were and that they used soap. All children's achievements and successes were celebrated and recognised, therefore helping to build their confidence as they become responsible learners.

Incident and accident records were maintained appropriately, and signed copies held within each child's file. The childminder responded confidently and calmly to an accident during the inspection. This ensured the children felt comfortable and safe as they were attended to. Suitable medication recording forms were in place and the childminder was confident about how and when these would be used.

Children had access to a fun and well-equipped enclosed garden at the rear of the property. Children made extensive use of the outdoor space during the inspection and spoke about playing outdoors and going for walks to the park. The childminder was familiar with 'My World Outdoors' and 'Loose Parts Play' guidance. She makes use of these regularly to support children's outdoor learning opportunities and enables children to explore creatively using their imaginations and promote independent thinking. The children spoke enthusiastically and confidently about how they had painted the cable reels to create different resources. These included making use of planks of wood and the reels to make a train and go on a trip. At the time of inspection, the childminder was awaiting funding to support the development of the outdoor area, which the children have contributed their ideas to.

## 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 assessed the overall quality of management and leadership as very good.

We found the childminder was very knowledgeable about children's development and aware of the individual needs of each child. She was experienced as a childminder, having been registered for a number of years and took extreme pride in doing her job well. She was familiar with best practice guidance and confident when making use of these documents to enhance experiences for children. The local authority had registered the service as a partner provider enabling her to provide funded places to eligible two year olds and those in their pre and ante-preschool years.

The childminder was enthusiastic about the care she provided and the impact this had holistically on the children and their whole family. Underpinning the service, the childminder was focused on ensuring all children received the best quality care and positive outcomes to support their development. She understood the importance of getting it right for each child and the need to work in partnership with families, building strong, trusting relationships. This was supported by comments made by parents using the service.

The childminder has membership with the Scottish Childminding Association (SCMA) and Care and Learning Alliance (CALA) and used their guidance information to support the development of her service. Various training and learning had been accessed by the childminder and she explained how and when this has influenced developments within the service. We discussed developing reflective accounts to clearly capture how learning and training had supported her development and impacted on improvements within the service.

Detailed policies and procedures were in place. This ensured people using the service were clear about what to expect and the guidelines the service followed. We discussed the importance of keeping policies and procedures up-to-date and ensure they reflect any changes in best practice guidance. The childminder agreed to review her policies, making use of the guidance available on the Care Inspectorate Hub: <http://hub.careinspectorate.com>.

The childminder met with other registered childminders, enabling them to build their experience and knowledge whilst providing children with opportunities to develop friendships in larger social groups. This supported the children and childminder to develop links and be included within the wider community.

### 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   |
|------------|------|--|
| 6 May 2015 | 2    | <div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>6 - Excellent</div> <div>5 - Very good</div> <div>Not assessed</div> <div>6 - Excellent</div> |

| Date        | Type                     | Gradings                  |               |
|-------------|--------------------------|---------------------------|---------------|
| 28 May 2013 | Announced (short notice) | Care and support          | 5 - Very good |
|             |                          | Environment               | 5 - Very good |
|             |                          | Staffing                  | 5 - Very good |
|             |                          | Management and leadership | Not assessed  |
| 31 May 2011 | Announced (short notice) | Care and support          | 5 - Very good |
|             |                          | Environment               | 5 - Very good |
|             |                          | Staffing                  | 5 - Very good |
|             |                          | Management and leadership | Not assessed  |
| 22 Oct 2009 | Announced (short notice) | Care and support          | 5 - Very good |
|             |                          | Environment               | Not assessed  |
|             |                          | Staffing                  | 5 - Very good |
|             |                          | Management and leadership | Not assessed  |
| 24 Feb 2009 | Announced                | Care and support          | 5 - Very good |
|             |                          | Environment               | 5 - Very good |
|             |                          | Staffing                  | 4 - Good      |
|             |                          | Management and leadership | Not assessed  |



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