

McKenzie, Adrienne

Child Minding

Type of inspection: Unannounced
Inspection completed on: 26 June 2019

Service provided by:
Adrienne Mckenzie

Service provider number:
SP2003902130

Care service number:
CS2003003934

Introduction

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

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

Adrienne McKenzie provides a childminding service from her home in Eaglesham, East Renfrewshire. She is registered to care for a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's own family.

The childminder provided a warm, friendly and relaxed environment for children in her care. She was enthusiastic and motivated and provided a varied programme of activities for children attending the service. There had been a particular focus on learning about the wildlife visiting the garden. The childminder had developed positive links with families using the service.

The childminder's aims and objectives include:

'To provide a supportive and flexible service to meet the needs of both parents and children.'

A full copy of the aims and objectives can be obtained from the childminder.

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

The Care Inspectorate has an important role to play in supporting this approach by inspecting care services for children. The Getting it right for every child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people.

The approach helps practitioners focus on what makes a difference for children and young people and how they can act to deliver these improvements. GIRFEC is being threaded through all policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, GIRFEC puts wellbeing at the heart of its approach. The eight indicators of wellbeing that form the basis of GIRFEC are: safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as SHANARRI.

What we did during our inspection

We wrote this report following an unannounced inspection which took place on Wednesday 26 June 2019. We made one visit to the service. We met with the childminder and two minded children who were not yet attending primary school. We looked around areas of the childminder's home that children spent time in and we also spent time in the garden.

We observed the childminder at work and looked at children's personal plans, photographs, policies and procedures, information that the childminder shared with parents, training certificates, questionnaires, risk assessments, accident records, registration certificate and insurance.

Views of people using the service

We received four care standards questionnaires from parents before the inspection. Comments included:

'Adrienne is a wonderful childminder. Our son is so happy going to her and has lovely experiences when there.'

'Adrienne is a fantastic childminder and my children love it when it is an Adrienne day! They are always excited to tell me what they have been doing. I feel she goes above and beyond.'

'She is extremely professional and dedicated to each of the children in her care. Both of my children have benefited from her services and being around other children also in her care.'

'Adrienne has taught all her minded kids about all the different types of birds this year which all the kids loved. She is always coming up with interesting things to teach the kids.'

Self assessment

The childminder submitted a self assessment before the inspection. We were satisfied with the way that she completed this and how she shared information about particular strengths of the service and how she will continue to develop and improve.

What the service did well

The childminder had developed positive relationships with families attending the service. She provided an excellent range of experiences which benefited children's health and wellbeing. The childminder ensured children had regular access to outdoor play experiences. Children enjoyed learning about wildlife and birds and interacting with nature.

What the service could do better

The childminder should continue with her planned programme of regular training and development.

From this inspection we graded this service as:

| | |
|--------------------------------------|---------------|
| Quality of care and support | 6 - Excellent |
| Quality of environment | 6 - Excellent |
| Quality of staffing | not assessed |
| Quality of management and leadership | 5 - Very Good |

Quality of care and support

Findings from the inspection

The childminder provided a welcoming, inclusive and nurturing environment for children and families. Parents shared positive feedback about the quality of care provided by the childminder and the range of exciting experiences she provided for children particularly in the outdoors. It was evident that the childminder provided high quality experiences for children. Children enjoyed playing and having fun both indoors and outdoors at the childminder's home and within the wider community, accessing a range of outdoor spaces and resources. One parent commented they liked that their child had very good access to their local community.

Children were playing and were relaxed in the childminder's care. They had very good access to the outdoor space. When we arrived at the service, children were outside in the garden learning about birds; they had made bird feeders. This had been a focus for the children as they observed the birds and wildlife in the garden and tracked them. Children were keen to share their learning with us and told us about all the species of birds they had seen. Children benefited from the range of experiences provided by the childminder for example, learning about nature and their wider world which promoted health and wellbeing.

Opportunities for children to play with open-ended resources such as loose parts and imaginative play encouraged problem solving and higher order thinking skills. The childminder shared photographs of children engaged in a range of experiences. These gave parents an insight into the kind of experiences their children were benefiting from during their time with the childminder. We saw children were highly engaged in the play environment and were guided by the childminder. The childminder offered children a clear structure and routine for the day which ensured predictability for children. Children were encouraged to be responsible and they had clear boundaries and house rules which they were respectful of and had been involved in developing.

Parents were involved in developing personal plans and this ensured that the childminder had the right information to care for and support children. This included any special care instructions such as comforting young children who were not yet able to express their views verbally. Parents told us they had very positive links with the childminder through regular communication. The childminder met regularly with parents to discuss children's individual needs.

To ensure the overall health and wellbeing of children, the childminder had a range of policies and procedures in place. These included child protection, safe sleeping, medication and healthy eating. The childminder demonstrated a very good knowledge and understanding of safeguarding children. She ensured children were safe and protected. The childminder had attended child protection training and shared policies and procedures with parents. The childminder competently demonstrated her procedures. She spoke with the children about being safe.

Communication was very positive between the childminder and the families attending the service. This created an open and inclusive environment. The childminder had clear systems in place for the safe storage and administration of medication. She followed the Care Inspectorate best practice guidance - Management of medication in daycare of children and childminding services

Parents provided all meals and snacks for children. The childminder promoted healthy eating and encouraged children to make healthy choices. She spoke with children about health and wellbeing along with simple activities about promoting healthy lives including being active and accessing the outdoors regularly.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

Children were being cared for in a safe, secure and homely environment where they could play, relax and have fun. Children made use of the rooms on the ground floor. The living room into the dining room was easily accessible and this then led the children out to the enclosed back garden. There was plenty of space for children to play and have fun both indoors and outdoors.

The environment was clean and well-maintained. The childminder promoted good hygiene practice ensuring children regularly washed their hands. The children had access to a range of high quality play equipment and the childminder also gave the children very good opportunities to access the natural environment and observe the local wildlife and learn about habitats and seasons. The children had spent a lot of time observing birds in the garden which sparked their interest to learn about all the animals and insects that came to the garden. The children's experiences were extended through the positive interaction from the childminder. The childminder demonstrated that she knew the individual needs of the children very well and adapted her environment to suit children.

We saw, through the photographs of the children, that they were highly engaged in outdoor play experiences particularly in the community. We spent time outdoors with the children where they showed us what they had been observing and the bird feeders they made. The garden offered a range of experiences that offered fun and challenge for children. Children were learning about the birds that visited the garden and they were also playing in the natural space. The garden had been well-equipped to encourage active energetic play and for children to explore.

Access to the outdoor environment gave children challenge and encouraged them to risk assess and manage their own safety. The childminder carried out regular visual safety checks throughout the day and adapted her environment and equipment to suit the children and the activities that were going on. We observed children moving around the childminder's home and we saw that children were making safe choices and they considered safety. The childminder encouraged children to tidy up and look after the environment and the toys and resources. This gave children responsibility and developed their self-help skills.

The childminder made use of the wider community and offered children a range of opportunities through visits to outdoor spaces, the local farm museum and parks. This gave the children a sense of the wider world and their community; it extended their experiences and gave them the opportunity to socialise with peers. The childminder planned her service well, by considering children's routines, to offer a high quality experience.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had developed very positive relationships with families attending the service. Children and parents were involved in improving the service through questionnaires and regular discussions about children's needs. Parents shared positive feedback on the very good open channels of communication they had with the childminder. The childminder showed a professional approach. She had all the relevant paperwork and information to share with parents and this ensured that parents were kept up-to-date on all aspects of the service.

The childminder had developed good links with other childminders and kept up-to-date with current practice and legislation through local groups. She was a member of the Scottish Childminding Association (SCMA) and had linked with online forums and used The Hub section of the Care Inspectorate website www.hub.careinspectorate.com

The childminder was committed to her own continuous professional development. She attended regular training and development and had completed a range of training and development to enhance the experience for children. This was evident through the quality experiences and interactions we observed. The childminder had highlighted that there were further areas of training she would consider to continue to enhance the childminding service she was providing.

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 |
|-------------|--------------------------|---|
| 16 Jun 2015 | Announced (short notice) | Care and support 6 - Excellent Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good |
| 23 Jun 2011 | Announced (short notice) | Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed |
| 18 Jun 2009 | Announced | Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed |
| 25 Jul 2008 | Announced (short notice) | Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership 5 - Very good |

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