

Gemmell, Mary-Anne

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 31 July 2019

Service provided by:

Service provider number:

SP2008972135

Care service number:

CS2008188241

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.

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.

How to use the wellbeing indicators

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.

The childminder provides her service from her home in Irvine in North Ayrshire. She can care for up to six children at any one time under the age of sixteen years, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. Additional conditions of registration are:

- Minded children cannot be cared for by persons other than those named on the certificate
- Overnight care will not be provided
- The parts of the premises not to be used are the rooms on the upper floor level

At the time of this inspection nine children of various ages were being cared for at different times.

The childminder principally aims to "deliver a child centred, family friendly, safe environment in which children will be empowered with self-esteem and confidence".

What we did during our inspection

We wrote this report following an announced (short notice) inspection which took place on 31 July 2019.

The childminder completed and submitted an annual return and self assessment form as requested.

We sent the childminder questionnaires to give to parents/carers using her service. Three were completed and returned to us prior to this inspection.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Parents and children feedback
- Newsletters
- Child's daily diaries
- Children's information / personal plans / development
- Photographs
- Menu choices
- Various parental permissions
- Medication policy / procedure / recording
- Policies / procedures
- Risk assessments
- Infection control procedures
- Parent information
- General Data Protection Regulation (GDPR) information
- Training record
- Good practice guidance
- Gas safety certificate
- Motor MOT certificate
- Insurance certificates
- Registration certificate

We spoke with the childminder and observed interaction and the relationships between her and the children present.

We also looked at the childminding environment and some resources.

Views of people using the service

Three children were being cared for during our visit. All were happy, settled and comfortable in their surroundings and enjoyed positive relationships with one another and the childminder. The older of the children was happy to chat with us, telling us about the outings and activities they had enjoyed so far during the holidays and showing us the photographs of the children at various venues.

Three parents completed and returned our Care Standards questionnaires giving us their views of the service. All were happy overall with the quality of care their children received. Comments made included "Mary-Anne is kind, caring, very patient and looks after and cares for all the children like her own". Further comments are included within this report.

Self assessment

We received a competently completed self assessment document from the service provider. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The childminder identified what they thought they did well, improvements she had made and also told us how the people who used the care service had taken part in the self assessment process.

What the service did well

The childminder had continued to develop her service to further enhance positive outcomes for the children and their families.

She provided excellent care and support for families in an inclusive, welcoming and nurturing environment.

She was committed to her own on-going learning and development, using this to make positive changes in her daily practice.

Parents were fully included in their children's care and development, were kept up to date and were included in evaluating the childminder's service. Children's views were sought and taken into account when providing resources and activities.

What the service could do better

The childminder should continue to maintain and develop the quality service she provides.

She could use the information she has learned and gathered to create a development plan to inform her planned continuous improvement such as further developing loose parts play and natural play materials.

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	6 - Excellent

Quality of care and support

Findings from the inspection

The childminder provided effective opportunities for children and their families to be actively included by listening to and acting on their views, providing them with choices and keeping them updated. She exchanged information in various ways including verbally, text messaging, phone, newsletters and daily diaries for younger children. She also messaged photographs of their children taking part in varied activities and on outings in the community with them. An album of photographs was available for them to view at any time. Parents told us there was "regular communication and paperwork updated on a frequent basis" and "Mary-Anne always goes above and beyond to accommodate each child's needs and involving parents so everyone can work together for each child's best interest". The children were consulted on what activities they wanted to participate in and the information gathered was used to plan taking account of their views/suggestions and interests. This told us that parents and children were included and respected.

The childminder knew the children well and made sure they were at the centre of everything she provided within her service. She ensured an inclusive and nurturing environment and had gathered a very good range of personal information to enable the appropriate care and support to be provided. Personal plans were individual to the children in her care. Specific needs were recognised and observations made by the childminder enabled the appropriate support and guidance to be provided. The children were supported in leading their own play promoting their confidence, self-esteem, skills and independence. As a daycarer with the local authority the childminder provided support and guidance to parents/carers both within and out with her home to assist in providing positive outcomes for them and their children. It was evident the principles of GIRFEC and the wellbeing indicators were embedded in the childminder's daily practice.

The childminder promoted healthy lifestyles. Food choices were varied and parents agreed that their children had a well-balanced diet which met their dietary needs. They told us "Good range of meals & snacks & very flexible if you have a specific requirement" and "Kids get a great choice of healthy meals and snacks". She supported parents with weaning, introducing new foods and providing parents with meal ideas. The childminder spent daily time outdoors, ensuring the children participated in regular active play opportunities to develop their physical skills and enjoy being in the fresh air. The children enjoyed outdoor play in the garden during our visit with a range of toys/activities to choose from. Appropriate policies/procedures and recording facilities were available should there be a need to administer medication.

A wide and varied range of fun, interesting and educational activities/resources were available for the differing ages and stages of development of the children attending the service. The childminder had undertaken nurture training and used her learning to make positive changes to the children's experiences, reducing the amount of resources she made available each day and introducing more natural materials to promote creativity and exploration.

The childminder was well aware of her responsibility in ensuring the children in her care were kept safe and operated various policies in her daily practice. She had updated her knowledge and understanding of current guidelines with regards to child protection to help raise her awareness of safeguarding children. Positive behaviour was promoted and the childminder worked alongside parents to provide continuity.

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 the children with a safe, clean, inclusive and nurturing environment. The children had access to the downstairs accommodation, upstairs bathroom and rear garden area which was accessed directly from the dining area. The environment was well maintained, secure and very welcoming with plenty of natural light and space to play and move freely.

She ensured the areas used by the children were safe and carried out risk assessments which were regularly reviewed and updated as required. Safety precautions were in place and toys and equipment were in a good state of repair. Risk assessments were also in place for outdoor venues and specific activities. The childminder had undertaken training on risk benefits and took this approach, building the children's confidence and responsibility. Parents told us "I never have any worries about my child being in Mary-Anne's home. I know she's safe and in a clean, loving environment" and "All toys are well looked after and safe". Accident/incident recording facilities were available should the need arise and the childminder held a current first aid certificate.

The garden area was fully enclosed, secure and well maintained. There was a wide choice of fun outdoor play experiences. Easy access to this area from the house allowed the children to make the choice of playing outdoors or indoors and still be under the close supervision of the childminder.

The childminder made very good use of community resources such as parks, activities in community halls, soft play and the library. Picnics and strawberry picking enhanced the children's experiences and ensured they enjoyed activities in the fresh air whilst exploring the natural environment. In her role as chairperson of the local childminding group the childminder arranged events such as sports days and seasonal events to which other parents and children in the community were welcome. Meeting other adults and children supported the minded children in developing their social skills and forming new friendships.

To help minimise the spread of infection the childminder practiced good infection control procedures. Her home, toys and equipment were very clean and appropriate materials were readily available including disposable gloves, aprons and paper towelling for hand drying.

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 continued to maintain and develop the quality of service she provided to improve outcomes for the children and their families. She kept up to date with best practice and any changes to legislation through various methods including reading, websites, training and contact with other childminders and professionals.

She was well aware of the importance of keeping up to date with current best practice and had downloaded copies of the most up-to-date good practice guidance publications. She was committed to her own personal development and had attended a wide and varied selection of training courses since her previous inspection including achieving SVQ qualifications. She discussed and was able to demonstrate how her learning had made changes in her thinking and daily practice, for example, in the activities and resources she provides. She was currently in the process of undertaking an on-line child psychology diploma course.

The childminder provided parents with information about her service including her policies and procedures which informed her daily practice. These had been reviewed and updated to ensure accurate information about her service. She was registered with the Information Commissioners Office (ICO) and was well aware of the new General Data Protection Regulation (GDPR). She had developed a privacy notice detailing data handling and shared this information with parents. Her complaints policy informed parents of her procedure should any concerns/issues arise. Parents we consulted with were aware they could raise any concerns about her service with us but all indicated they would discuss with the childminder in the first instance telling us "I would feel comfortable to approach Mary-Anne in person to raise any concerns as she makes it easy to communicate". This told us that positive, trusting relationships had been built up.

Daily exchanges of information took place with parents and the childminder encouraged them to make further comment through evaluation questionnaires, messaging, newsletters and daily diaries. She valued feedback and suggestions from both the parents and the children. A parent told us "Mary-Anne is always keen to have parents' opinions". Simple questionnaires provided opportunity for the children to let her know what they liked and disliked whilst in her care.

The childminder competently completed her self assessment which we found to be an accurate reflection of the service she provides. She was well aware of legislation and her responsibilities with regards to record keeping and notification reporting.

We suggested that the childminder now use the information gathered through observations, self assessment and personal learning to develop a development plan showing her commitment to continuous improvement.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

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	
19 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
15 Nov 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
10 Dec 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Nov 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

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