

Gara, Nancy Child Minding

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

Service provided by:
Gara, Nancy

Service provider number:
SP2003902027

Care service number:
CS2003003791

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

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

Mrs Gara is registered to provide a childminding service for up to 6 children up to the age of 16, of whom no more than 3 children should not yet be attending primary school, and of whom no more than 1 child is less than 12 months old.

The childminder operates her childminding business from the family home in Bearsden, East Dunbartonshire. The property is close to local parks, schools and nurseries.

Children have access to the lounge, playroom, kitchen and a separate toilet. A large back garden is available for outdoor play.

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 the 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. This 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.

What we did during our inspection

An early learning and childcare inspector carried out an unannounced inspection on Thursday 18 July 2019. As part of this inspection we spoke with the childminder and two minded children present. We observed the care given by the childminder and the interactions between her and the minded children.

We looked at a number of documents including children's personal plans, risk assessments, training records, sections of policies and procedures and insurance certificates.

Views of people using the service

We issued six care standards questionnaires to the childminder to distribute to parents/carers. The childminder gave these to the families she was providing care for. Five questionnaires were returned prior to inspection.

Written comments included:

"We are very happy with the service Nancy provides. She connects well and knows our children well. She is flexible, has good communication and our children enjoy being with her".

"Very happy with the service".

"Nancy is an extremely diligent, caring childminder. My kids have always enjoyed going to her from a very young age and have absolutely no issues with her care. Overall we are extremely satisfied with the level of service Nancy provides".

"Nancy is a wonderful childminder, we're very fortunate to have her. My girls enjoy going there and care for Nancy. I always receive positive feedback from them. Nancy is very strong on social skills Nancy is very flexible for us. Couldn't be happier how my girls are cared for".

Self assessment

This was fully completed and we were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

What the service did well

The childminder provided excellent care for children and families based on their interests and needs. She engaged very well with parents and children, establishing strong family relationships and providing additional health and wellbeing support where needed. She conducted extensive research to inform the additional support she provided. She communicated very well with parents, regularly exchanging information and seeking comments and feedback about her service.

What the service could do better

The childminder should continue to develop her service as planned.

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 provided excellent care and support to children and their families.

We saw, in practice and from discussion and records, that the childminder knew the minded children very well and responded to their individual needs in a caring and nurturing way. The children present during the inspection visit were very comfortable in the childminder's care. We observed the childminder as she supported and encouraged the children in their play. She implemented a very child centred approach, giving the children choices about what they wanted to do and the resources that they wanted to play with. The childminder was respectful in the way that she supported the minded children to make decisions. We saw that play activities involved all children in planning, leading and evaluating activities.

The childminder told us that she had developed strong ties with the families she provided care for. She worked hard to build supportive partnerships with the parents by being open and approachable. This was evident from the comments parents had written in the care standards questionnaires. She shared very detailed information about children's progress and consistently followed routines for younger children. She used e-mail, phone, whatsapp and text to communicate with parents each day.

The childminder kept very detailed records about children's learning and development and shared these with parents every six months for review. She worked in partnership with parents, for example, settling children in to the service and using strategies to support individual children's development.

We looked at children's personal plans and found that they contained very clear information about children's learning and development. The childminder used a 'Things I'd like you to know about me' document to record children's interests and preferences. She used the wellbeing indicators from Scottish Government guidance 'Getting it Right for Every Child' (GIRFEC) to illustrate how she could meet children's needs. This good practice guidance was well embedded in practice. Since the last inspection the childminder had developed a new 'This is Me' document that was more tailored to the needs of older children.

Children's achievements, both at home and at the service were recorded by the childminder. Children's artwork was displayed in the plans as well as photographs of children involved in activities. Six monthly evaluations from children and parents were recorded and kept in children's plans. General information about children's health, medical background and emergency contact information was also recorded within each child's personal plan. Overall, we found that personal plans showed clear progression and development for children.

The childminder was very committed to supporting children's health and wellbeing. She considered nutritional guidelines to plan menus for children and used these to plan nutritious snacks for children. She encouraged children to try healthy foods and snacks.

Children were encouraged to be physically active. The childminder accessed local walks each day, used the garden, local parks and countryside. She promoted healthy lifestyles in discussion with children and parents. The childminder provided additional health and wellbeing support to one child and family. She conducted extensive research to inform the additional support she provided and was very diligent at working in partnership with parents and sharing information with them on a day to day basis.

We found that the childminder had good systems in place to administer, store and record any medications children had been given.

An effective child protection policy was in place. The childminder was well aware of appropriate responses to any concerns. Since the last inspection she had completed Child Protection training.

Overall the individualised, responsive care and support provided to children and families meant that children benefited from very positive outcomes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

The childminder provided a warm, comfortable, home from home environment where children were treated as part of the family. Minded children knew and were comfortable with members of the childminder's family. During our inspection we observed very positive, nurturing relationships between the childminder and the minded children.

The childminder's home was clean, tidy and well maintained. Children had access to a designated playroom, living room, kitchen and toilet. A secure rear garden, which was accessed via the playroom door, provided space for children to play and run about. The childminder told us that younger children enjoyed the toddler and playgroups, visits to the library and organised trips and outings further afield.

The childminder checked the environment indoors and outdoors on a daily basis prior to children arriving to make sure that it was safe for children. She also had detailed risk assessments in relation to the safety of children whilst on outings and using public places. She encouraged children to think about their safety and manage risk in their play.

The childminder was aware of how to minimise the spread of infection, she encouraged and supported children to wash their hands prior to eating, after using the bathroom and after playing outdoors. The childminder regularly cleaned her home and resources to minimise the spread of infection. She had developed policies and procedures relating to health and safety and infection control.

A variety of resources was easily accessible for children to play with independently for example, books, jigsaws, craft, songs and music, cars and construction. Since the last inspection the childminder had purchased additional resources for children.

Although the childminder told us that there had been no accidents, there was a recording system in place to record and inform parents if any accidents occurred. The childminder had completed a Food Hygiene Course.

Overall, children were encouraged and supported to engage with and respect their environment. The experiences offered helped children to build confidence and self esteem and begin to manage risk.

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 managed her service very well and was committed to continued professional development. She remained committed and enthusiastic. She kept up-to-date with current legislation and best practice by visiting the Scottish Childminding Association (SCMA) and Care Inspectorate's websites, reading Care Inspectorate magazines and discussing practice with local childminders. She was familiar with, and regularly used 'The Hub' section on the Care Inspectorate's website. This is a resource library containing guidance and good practice documents. She downloaded documents and maintained a record of personal reading. She regularly accessed the Scottish Childminders' Facebook page.

The childminder made service policies and procedures available to parents. She had recently reviewed and updated some policies following training. These were also shared with parents.

Since the last inspection in 2015 the childminder had participated in a range of training and had demonstrated ongoing improvement. Training included: Child Protection, Food Hygiene, Data Protection.

The childminder had involved parents and children in evaluating her service through daily discussions at drop off and collection times and more formally through the use of questionnaires and e-mail. Her systems of evaluation were informative and she involved parents in all aspects of her work.

The childminder told us that she knew the families she worked with very well and had very good relationships with them. This was reflected in the positive comments made by parents in the care standards questionnaires.

The childminder had an effective complaints policy in place. Parents were given a copy of the policy before starting the service. There were no complaints about the service. Appropriate insurance was in place for the service and use of the childminder's car.

Overall, the childminder managed her service very well and implemented systems to evaluate the quality of service. This ensured that children and parents were involved in service development and could shape provision.

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 | |
|-------------|--------------------------|--|---|
| 12 Aug 2015 | Unannounced | Care and support Environment Staffing Management and leadership | 6 - Excellent 5 - Very good Not assessed 5 - Very good |
| 5 Sep 2011 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 5 - Very good 5 - Very good Not assessed Not assessed |
| 15 Jan 2010 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 5 - Very good Not assessed 5 - Very good Not assessed |
| 19 Sep 2008 | Announced (short notice) | Care and support Environment Staffing Management and leadership | 5 - Very good 5 - Very good 4 - Good 5 - Very good |

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