

MacArthur, Fiona Child Minding

Type of inspection: Unannounced
Inspection completed on: 5 August 2019

Service provided by:
MacArthur, Fiona

Service provider number:
SP2007966764

Care service number:
CS2007161122

Introduction

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

The service was registered by the Care Inspectorate on 1 April 2011.

Fiona MacArthur operates a childminding service from her home in the Neilston area. The service is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, 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 children of the childminder's family.

The parts of the premises not to be used are the upper level. Overnight service will not be provided.

From 21st January 2015 to the 31st August 2015 the childminder can care for a maximum of 7 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 4 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. If any children under school age leave the service before the 31st August 2015 then the childminder must revert back to numbers stated above.

The childminder has applied for a variation to change the above time limited condition.

During the first day of inspection the childminder was caring for two children not yet attending primary school and one child of school age. On the second day of inspection the childminder was caring for one child not yet attending primary school.

The service is based within the ground floor of the childminder's home and children have access to a large enclosed garden.

The childminder's vision statement include the following statement: "My aim is to provide a warm, caring, friendly setting for your children to grow and develop safely, and to feel valued and respected". The full statement can be accessed from the childminder.

What we did during our inspection

We compiled this report following two unannounced inspection visits. The first visit took place on the morning of 30 July 2019, we did not complete the inspection as the childminder had just returned from holiday and was taking children on an outing. We carried out the second visit and completed the inspection on 5 August 2019. The inspection was carried out by one inspector.

We sent the childminder three questionnaires to give to parents. We received two completed questionnaires from parents during the inspection. The childminder told us the parent will send us the other questionnaire.

During this inspection we spoke with the childminder and three minded children on the first day and one minded child on the second day. We observed the care given by the childminder and looked at a number of documents including health and safety information, children's personal records and plans, training records and insurance certificates.

We check 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 heart of Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

We observed the childminder to be friendly, caring and nurturing in her approach towards the children. She helped the children to have fun and to take part in activities.

During the first day of inspection the children told us about the things they liked to do at the childminder's house. For example, the children told us about enjoying painting activities, reading books and growing strawberries. The children were chatting, smiling and laughing with the childminder and were keen to take part in our discussions. It was clear the children have a very good relationship with the childminder.

During the second day of inspection we observed that the child enjoyed sitting with and cuddling with the childminder, reading books, eating breakfast and playing with push along and musical toys. The child had clearly formed a close relationship with the childminder.

Parents commented:

"Our childminder has many years of experience in supporting children to engage in a vast range of play and learning experiences. Fiona creates contexts for learning that links to children's current likes and interests, sand, water, play dough, role play, small world figures, building dens, fine and gross motor activities, arts and crafts, numbers, shapes, colours and letter experiences".

"Lovely open plan living / dining area and a great sized kitchen with a round table, great for the children to see each other and communicate easily".

"I know that Fiona takes great care of toys and equipment by cleaning and repairing or discarding".

"There are many local parks nearby and the children also enjoy going for walks around the local area".

"Fiona provides a parent information pack, informal chats and visits, all about me booklets, care plans, questionnaires, participation strategy and newsletters".

"Fiona provides an excellent service. My child is very happy everyday when there; the atmosphere is lovely and calming with great resources for the children".

"Fiona is caring, approachable, great at her job and kids love her. I would highly recommend this service".

Self assessment

The childminder submitted a comprehensive self assessment, as requested. The childminder had clearly identified how she ensured positive outcomes for children. The childminder identified the strengths of her service, including the methods she used to communicate with parents and gain the views of children. The childminder had also identified some areas where she wished to develop her service. The self assessment was of a high standard and an appropriate reflection of the positive practice identified during the inspection.

What the service did well

The childminder is respectful, nurturing and very experienced in caring for children of all ages. She is very respectful of children's rights and provides an inclusive and nurturing environment, meeting children's needs using the wellbeing indicators and working with parents and other agencies to support the children.

The childminder is reflective and has developed a critical understanding of her own practice. She is committed to maintaining an excellent service and has identified plans for continuous improvement.

What the service could do better

The childminder should continue with plans to work with parents and children to maintain and develop the service she provides.

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	6 - Excellent

Quality of care and support

Findings from the inspection

The childminder provided a welcoming, inclusive and nurturing environment for children and their families. She respectfully spoke with the children and listened to their ideas and suggestions.

The childminder continued to use a computerised software program. This program allowed two way communications with parents, should they wish to do so, on all aspects of the service. The childminder used this programme to plan play experiences, share information on the service, share information about the children individually and any business matters. This resulted in children and parents' views being valued and included.

The childminder had recorded personal plans for children, in consultation with their parents. The childminder discussed the children in her care and she clearly understood their individual needs, interests and development goals. The childminder regularly reviewed and updated children's plans with their parents. This helped to make sure she had an accurate picture of the children's needs. The childminder was looking at ways of stream lining the children's plans and capturing updated information about children's likes and dislike for children who attended very occasionally.

The childminder had a very flexible and supportive approach towards settling new children into her service and spoke about following the child's routines from home. This helped to ensure continuity of care for children.

The childminder provided opportunities for children to learn about safety. She encouraged children to keep healthy and active through physical play and an interesting range of visits in the local community. These experiences resulted in children developing confidence and an understanding of how to keep safe.

The childminder provided healthy snacks for the children. She was knowledgeable about the legislation regarding food allergens and advised parents about this and about best practice regarding healthy eating. This supported parents to provide healthy choices in their child's lunch box.

The childminder had attended child protection training and demonstrated a sound understanding of safeguarding children. The childminder was knowledgeable about children's individual health needs and had effective systems in place for the safe administration of medication. This meant the childminder was confident about taking appropriate action to support children's health and wellbeing.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The childminder cared for children in a spacious and comfortable environment making very effective use of space. She had adapted the environment to suit children's individual interests and created different areas where children could choose to eat, bake, dance, den play, take part in craft and wide range of other interesting activities. This respected children's rights and needs.

The childminder used good practice documents to guide her outdoor play for children to learn and be curious about their natural environment. For example, she had created an interesting learning environment for children in her garden with opportunities for mud kitchen play, growing and caring for plants and fruit. The childminder provided additional wet weather coats and boots. This helped to ensure children could access outdoors, whatever the weather.

The childminder provided a wide variety of resources children could independently access to stimulate their interests and curiosity. This created an excellent homely learning environment for children with high quality experiences to promote challenge and achievement. The childminder had introduced loose parts play giving children access to some open ended resources for invention and problem solving. She had plans in place to continue with this positive development.

Parents strongly agreed the childminder offered children interesting community opportunities. We heard about visits to outdoor spaces, places of interest and playtimes with other children. This gave children a sense of the wider world and gave them opportunities to socialise.

The childminder was knowledgeable about safe sleeping, she gave parents information about this, helping to ensure parents made informed choices.

The childminder had taken part in infection control training and had a range of procedures to help reduce the spread of infection. She was knowledgeable about promoting good hygiene, carrying out nappy changing in line with best practice.

The childminder completed electronic risk assessments taking steps to minimise hazards, helping ensure children were protected in a safe environment. She involved children in projects resulting in children learning about managing risks and keeping safe in their community.

The childminder recorded accidents and incidents. This helped to inform parents of any injuries and therefore children would receive appropriate care and attention.

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 made sure children and parents were involved in driving forward improvements through regular discussions and written feedback questionnaires. The childminder had incorporated parents' ideas in the development of her website and parents had highlighted they preferred using electronic messaging to feedback their views. This system was now in place and provided daily opportunities for parents to feedback their views.

The childminder demonstrated a professional approach to childminding. She had an open door approach and all the relevant paperwork and information to share with parents and this ensured excellent open channels of communication.

Over the years the childminder had undertaken a comprehensive range of training and was qualified to SVQ level 3 in care; since the last inspection training included first aid, child protection and infection control. She spoke about the lack of available formal training now, however had taken part in webinars, accessed journals and online forums and was currently exploring free training programmes. A particular interest of the childminder's was children's rights and she was about to start an online course for this.

The childminder regularly reflected on her childcare practice. It was clear she had developed a critical understanding of her own practice and was using reading and research to continuously develop her skills, knowledge and approaches to achieve the best outcomes for the children.

The childminder was aware of her responsibilities in relation to Data Protection and freedom of information.

The childminder stated she currently never cared for more than three children not yet attending primary school and three children of primary school age, including children of her own family. She had a complaints procedure and appropriate insurance in place and fully completed documentation for the Care Inspectorate making sure that we had a full overview of her service. The childminder confirmed she used the Health and Social Care Standards and national practice guidance, Building the Ambition, to evaluate her service, support continued service development and further positive outcomes for children.

The childminder had developed helpful links with other childminders and kept up-to date with good practice and legislation through the Scottish Childminding Association (SCMA) and in particular our Hub. The childminder spoke about many good practice documents demonstrating her knowledge and understanding of childcare.

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
11 Dec 2015	Unannounced	Care and support 6 - Excellent Environment 6 - Excellent Staffing Not assessed Management and leadership 6 - Excellent
16 Dec 2011	Announced (short notice)	Care and support 6 - Excellent Environment 6 - Excellent Staffing Not assessed Management and leadership Not assessed
25 Jan 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
24 Feb 2009	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed

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