

Glen, Lynn Child Minding

Type of inspection: Unannounced
Inspection completed on: 15 August 2019

Service provided by:
Glen, Lynn

Service provider number:
SP2004006904

Care service number:
CS2003036328

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 registered with the Care Inspectorate on 1 April 2011.

Lynn Glen is registered to provide a care service for a maximum of 6 children under the age of 16 years, 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 child under the age of 12 months. The numbers are inclusive of the childminder's family.

The service operates from the lower level of the childminder's home in Dumbarton.

The childminder states in her documented aims and objectives that: "As a registered childminder I strive to provide a safe and smoke free environment in which the minded children will feel happy, safe content and secure".

What we did during our inspection

We compiled this report following an unannounced inspection, which took place during the morning of 15 August 2019. The day after the inspection the childminder sent an email confirming she had started to review and update her risk assessments. The inspection was carried out by one inspector.

We sent the childminder three questionnaires to give to parents. We received three completed questionnaires from parents before the inspection.

During this inspection we spoke with the childminder and three children. We observed the care given by the childminder and looked at a number of documents including health and safety records, personal plans, training records and insurance certificates. We also looked at the childminding environment and considered the experiences of the children.

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

Three children under school age were present during the inspection visit. We observed the childminder to be friendly and nurturing in her approach towards the children. She demonstrated a very good understanding of the individual needs of the children present.

The childminder states in her documented aims and objectives that: "As a registered childminder I strive to provide a safe and smoke free environment in which the minded children will feel happy, safe content and secure".

We observed the children at snack time and noticed they selected from a range of fresh fruit. The children told us they enjoyed their snack and one child said "I picked the biggest banana".

Parents' comments included:

"Lynn is a great childminder and goes out of her way to help and assist in any way she can. My child thoroughly enjoys spending time with Lynn. I would recommend her service".

"Toys provided are of suitable age for my child also there is a varied range of toys which are rotated weekly or fortnightly".

"Excellent service. I am absolutely delighted with Lynn, she is professional, caring, fun and the children adore her. She has high expectations in terms of manners and behaviour. I couldn't have hoped for a better childminder for my children".

The childminder helped the children to have fun and to take part in activities. During our visit, we saw the children skilfully balancing on bucket stilts, playing with a range of open-ended resources and dressing up masks. The children presented as relaxed, confident and happy in the childminder's care. The children chatted to us confidently and told us about the things they liked to do with the childminder. We also looked at photographs of the activities the children had previously taken part in such as harvesting vegetables, visiting farm animals and a range of outdoor experiences.

Self assessment

The childminder submitted a self assessment document as requested and identified how she ensured positive outcomes for children. She identified the strengths of her service and some areas for continued improvement. We were satisfied with the way she had completed this and with the relevant information included.

What the service did well

The childminder provides a nurturing and flexible care service for minded children and their families. She knows the children well and provides a variety of experiences taking into account their interests and individual needs.

What the service could do better

The childminder should continue to review and develop her service in line with best practice guidance. The childminder should continue with plans to improve her risk assessment processes. This will help the childminder identify and deal with any potential hazards.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - 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 used friendly, caring and nurturing interactions with the minded children. We saw that she treated children fairly, listened to them and responded appropriately.

The childminder described how she worked with parents to meet the children's needs. This included text messages and daily discussions to keep up to date with children's care needs and to share information about children's experiences.

The childminder promoted positive behaviour well and shared children's achievements using certificates and a scrapbook of photographs. This scrapbook also set out how the childminder considered the wellbeing indicators when planning activities and experiences for the children.

The childminder knew the children in her care well and supported children's needs in a nurturing way. The childminder acknowledged that she could develop further the children's personal planning information, in particular, records of children's planned goals and any dislikes they may have. We asked the childminder to look at ways of gathering more information for children who attend occasionally. The childminder had reviewed most of the children's plans with their parents and told us she had plans in place to complete this task. This will help to make sure parents are fully included in identifying their child's on-going needs.

The childminder described how she kept children safe and how she would report any child protection concerns. She had taken part in recent training and this helped keep her up to date with best practice. She discussed ways she could update her child protection policy including reflecting that she worked in line with National Guidance for Child protection in Scotland 2004.

The childminder had not recently administered any medication however; she had a procedure in place and made sure parents completed consent forms before she administered any medication. The childminder agreed to review and update further her medication policy in line with our best practice.

The childminder considered the children's wider world and made sure children kept healthy and active through opportunities for physical exercise and exploration of their community. These experiences, along with the healthy snacks she provided helped the childminder promote healthy lifestyles and inclusion.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder cared for children on the lower level of her home and had organised this space to provide areas for children to play and rest.

We observed children selecting what they wanted to play with and playing on the floor with loose parts resources in a play tray. We discussed the benefits of continuing to develop open-ended, loose parts play materials and how this supports children to develop skills in a range of areas including, investigation and problem solving.

The childminder used parts of her garden to provide further learning experiences. The large garden provided some areas for children to play and learn. Children were learning about caring for plants, fruit and vegetables. The childminder spoke about her responsibilities for making sure children were cared for in a safe and secure environment. She told us about her plans for improving the garden. There were areas of the garden that were not suitable for use by the children and some of the fencing was broken. The childminder told us she closely supervised children in the garden and made sure they only accessed the safe areas for planting and growing. The childminder told us how she made sure children did not access the areas of the garden that were not suitable, the large printer in the lounge and family medical materials. However, she acknowledged the need for her to update her risk assessments to reflect potential hazards and what she has done to address these issues. See recommendation 1.

The childminder made sure children had access to regular access to community resources and local outings including, parks, nature walks and children's groups. These opportunities supported children to be able to explore various environments, be included and physically active.

The childminder confirmed she had completed a certificate in food hygiene and followed good practice guidance for controlling the spread of infection. The childminder was currently seeking advice from environmental health in relation to providing food for babies. The children had easy access to toilet facilities and we noticed that the childminder gently reminded children to wash their hands after using the toilet.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should update her risk assessments for the house and garden to reflect any potential hazards and changes and how she has made sure the environment is safe, taking children's developmental stages into account.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that: 'I am protected from harm by people who have a clear understanding of their responsibilities' (HSCS 3.20) and 'My environment is safe and secure' (HSCS 5.17).

Grade: 4 – good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had a professional attitude towards her continued professional development. She kept her knowledge and skills up to date by linking with other childminders, taking part in training and through childcare updates from her insurance company. The childminder had taken part in community training sessions and spoke about the positive feedback she had received and the impact this training had on increasing her confidence. The childminder was also working towards a vocational qualification in childcare. She spoke about the challenges of this online training and the positive impact of the training on her practice. For example, she spoke about the training helping her to take a closer look and develop further her knowledge of child protection and the Health and Social Care Standards.

Children's and parents' views were important to the childminder and she used their feedback from daily chats, questionnaires, observations and text messages, to plan for improvements. Parents confirmed they were happy with the level of communication and consultation.

The childminder had started to use a journal to record training she had attended. She may wish to reflect on her learning from the training in her journal. This will demonstrate the impact of her learning and development.

The childminder had identified the need to access her most up to date registration certificate. She had experienced difficulties doing this and we advised the childminder to access our helpdesk for advice.

The childminder demonstrated that she was committed to continuing to develop her practice and provide positive outcomes for the children in her care. She spoke about planning to learn more about how to reflect the ways she used the wellbeing indicators in the delivery of her service. We suggested the childminder access the HUB section of our website. We discussed that she could find best practice documents and publications, which would help in her continued development.

The childminder had Public Liability insurance and car insurance in place. She had a first aid certificate and recording system in place to ensure she informed parents of any accidents and incidents. This helped to ensure the childminder shared information with parents to support children's health and wellbeing.

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	
5 Nov 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
16 Jan 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
22 Jun 2010	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Jun 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Apr 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	4 - Good

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