

Roy, Caroline Child Minding

Type of inspection: Unannounced
Inspection completed on: 6 August 2019

Service provided by:
Caroline Roy

Service provider number:
SP2003904314

Care service number:
CS2003007332

Introduction

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

Caroline Roy (referred to as the childminder in this report) is registered to provide a care service to a maximum of seven children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is provided from the childminder's home within a residential area of Dunfermline and is close to local shops, schools and parks. The areas used to provide the service were all rooms on the ground floor, the bathroom on the first floor and the enclosed rear garden.

There were a total of seven children registered to attend the childminding service on a part-time basis over various days and times. Three children, two aged nine years and one aged four years were in the care of the childminder during the inspection.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on the morning of 6 August 2019.

We gathered evidence from discussion with the childminder, examining relevant records, observing the care given to minded children and observing the premises, toys and equipment. We discussed our findings with the childminder.

As requested by us, the service sent us an annual return document before the inspection and also completed a self assessment document for us.

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 parents to work with 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

The minded children present during the inspection told us they liked coming to the childminder's home, that she was kind, listened to them and provided activities they enjoyed. The children were comfortable in the setting and with the childminder. They played happily with the activities and could confidently ask the childminder for things they wanted.

Four parents returned care standards questionnaires to us before the inspection and indicated they were very happy with the quality of care provided for their children. Further comments from parents included the following:

"There is a real feeling of happiness in her house."

"...I trust her (childminder) completely...she provides an excellent service."

"She is brilliant at meeting the needs of my child in a manner I am happy with."

"We ...have conversations regularly about (child) when I update her of anything important."

" ...an exemplary childminder...always goes above and beyond...the kids are very happy and speak so highly of (childminder)...very comfortable leaving my kids in her care..."

"She is so kind and really cares about my (child)."

Self assessment

The Care Inspectorate received a completed self-assessment from the childminder who identified what she thought she did well and identified plans for further training. She told us how children and their parents had taken part in evaluating aspects of her service.

What the service did well

The childminder continued to deliver a very good quality service. Children benefit from warm, secure relationships in a nurturing setting which promoted their development. The childminder identified children's likes and preferences and provided a flexible and responsive service which took account of each child as an individual. Children were supported to grow and develop whilst having fun.

Regular communications with parents about their child's day helped parents to feel involved and confident their children were kept safe and happy. The childminder was aware of the importance of good transitions for children and had supported children with significant changes in their lives.

What the service could do better

There were no requirements or recommendations made during this inspection. We made some suggestions about how the childminder could improve children's experiences. She should continue to develop written children's care plans, to show how she is supporting them to achieve milestones, aspirations and with any specific additional needs.

The childminder should continue to keep up-to-date with current best practice guidance and legislation. She should evaluate the quality of all aspects of her service and continue to explore ways to measure the service to support continuous improvement.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
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

During the inspection, we observed the childminder to be warm and affectionate towards the minded children she was caring for and that the children had developed a positive relationship with the childminder. The childminder was accommodating of parents' requests for changes to the service she provided, making adjustments when possible, when family circumstances changed. She demonstrated that she knew the children very well and was able to meet the children's individual needs. Parents were included in planning care for the children and were regularly consulted and asked for their views. This meant that parents felt involved in their children's care and contributed to continuity of care and a warm and nurturing environment.

Children had a voice in deciding how they spend their time and felt very much at ease in the childminder's home. The childminder's commitment and dedication to the children and their families in her role of childminder over a number of years, had a very positive impact on children's development and wellbeing. This very good practice helped children to feel safe and nurtured.

A number of strategies were used to involve parents in the service including daily chats, texting, sharing photos and questionnaires. Parents who made comment to us indicated they were asked for feedback about the care provided and that they and the childminder worked in partnership over any issues. The childminder also worked with other professionals when necessary. This meant children felt well supported and secure.

The childminder had basic information files for each of the children, however information about ways in which individual needs and interests were being supported in the service was not well recorded. The childminder should develop individual care plans for the children by identifying with them and with parents, strategies to support meeting children's care needs, aspirations and preferences. These plans should be reviewed with parents and children at least every six months.

Medication records were kept in line with current best practice guidance, supporting the childminder to ensure children's safety.

She understood the importance of healthy lifestyles and encouraged the children to be active and to choose healthy food options.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The house was comfortable and child friendly providing a homely environment. A very good variety of play opportunities was provided for the children who had free access to the resources available.

The childminder used very good methods to ensure that her home was clean for the children using her service and routinely cleaned the toys and resources they played with. The main play space was the dining room, conservatory and garden.

The childminder was aware of the benefits to children of fresh air and opportunity for physical activity. Children planned trips out to parks and other outdoor spaces on a regular basis and had opportunity for physical play and exercise in the garden and on local walks. This supported the children's good health and included them in deciding how they would spend their time.

We suggested the childminder make use of the document "My World Outdoors" www.hub.careinspectorate.com to support her to further develop opportunities for children's active and imaginative play in her garden.

Visual risk assessments for her home and for outings were undertaken and the childminder should record any identified hazards and the action taken to resolve these. This will support the childminder to keep children safe. The childminder could involve children further in helping to identify hazards and learn about managing risk in their play. This will help to equip children with skills to keep themselves safe.

Children's independence was promoted appropriately. For example, toilet and hand washing facilities were child friendly and children were given opportunities to look after the toys and equipment.

The childminder had a system in place to record any accidents and incidents. This system ensured parents were informed of any injuries, and therefore children would receive appropriate care and attention.

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 listened to parent's and childrens' views and took action to accommodate requests. She used a variety of ways to involve families in her service and told us that all who gave her feedback had indicated they were very happy with the quality of care she provided. She gave us examples of action she had taken in response to feedback thus demonstrating that she was committed to supporting children's health and wellbeing and their inclusion in the service. Comments made to us from parents, indicated that they were very happy with her practice.

The childminder was a member of Scottish Childminding Association (SCMA) and also discussed current issues with other local childminders. This very good practice supported her to reflect on the service she provided and to make improvements.

She planned to continue her learning and had recently applied to study at SVQ level 3.

We advised that accessing the Care Inspectorate website - The Hub, on regular basis would support her to keep up to date with best practice and current legislation. This additional information could further increase her knowledge and understanding and support her to make improvements in the service and lead to improved outcomes for the children in her care. In particular we suggest the childminder access the following documents:

- My World Outdoors www.hub.careinspectorate.com
- Getting Ready to Read www.hub.careinspectorate.com

The childminder should also become familiar with the Health and Social Care Standards which focus on supporting good outcomes for people who use care services in Scotland, to ensure she is meeting the standards when caring for children. www.gov.scot

A range of appropriate policies and procedures were shared with parents. This meant that parents knew what to expect from the service. Included was a complaints procedure. This meant that parents had accurate information about who to contact in the event that they had concerns about the service provided.

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	
2 Sep 2015	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 Sep 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
24 Jul 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 May 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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