

Kelly's Childcare Child Minding

Type of inspection: Unannounced
Inspection completed on: 15 November 2018

Service provided by:
MacKenzie, Margaret Kelly

Service provider number:
SP2013984798

Care service number:
CS2013316720

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.

Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement.

- A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

- A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

Miss McKenzie is registered to care for a maximum of 6 children under 16 years with a maximum of 6 children under 12 years, of whom no more than 3 are not yet attending school and of whom no more than 1 is under 12 months.

The service is run from Miss McKenzie's home in Fallin. The home is a two storey detached house. Children are cared for on the lower level, with access to the lounge area and a safely enclosed back garden. The house is very well maintained and organised to meet the needs of children.

Miss McKenzie's aims and objectives include;

- * Provide a warm, caring, friendly setting for children to grow and develop safely, and to feel valued and respected.
- * Provide the best possible care for your child, providing a range of toys, games, activities and outings that are age and stage appropriate for all the children in my care.
- * Children's religious beliefs and family backgrounds will also be taken in to consideration and I will do my utmost to accommodate anything that comes with this.
- * I will provide healthy, varied snack and being aware of any allergies children may have.
- * Provide the best childminding facility I possibly can and welcome feedback from parents.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 12.30 pm and 2.30 pm on Thursday 15 November. The inspection was carried out by a Care Inspectorate Early Years inspector.

During this inspection we spoke to the childminder, the children present and three parents when they arrived to pick up their child. We observed the care given by the childminder and looked at a number of documents including health and safety records, children's plans and certificates of training.

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

The child present was very happy in the childminder's care. He enjoyed playing games, drawing and playing football in the childminder's garden.

Two parents returned questionnaires to us. Their responses showed that they were very happy with the quality of care their child received in the service.

"Above anything else Kelly care for our children and I know they are safe with her, well looked after, consistent with our wishes and very reliable. Our toddler adores his care and I am very happy with the professional service Kelly provided to our family. I am always able to ask Kelly's advice too which I find invaluable."

"My child has been with the care provider since he was six months. He has built up fantastic relationships and strong bonds with her, her family and the other children. As my child has been there for some time, knowing he has a home from home makes me feel comfortable. Great childcare provider."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder.

The provider identified what they thought the service did well and gave examples of improvements she had made in relation to children's records and involving them in planning activities. In discussion during the inspection we learned that the childminder had developed several areas of her service.

The provider told us how the parents and children had taken part in the self-assessment process and how their feedback influenced the development of the service.

What the service did well

The childminder was committed to offering a professional, caring service for families. She had introduced a range of records and policies which supported the wellbeing of children in her care.

From feedback we received from families, it was clear that she had established very effective communication and that they felt fully involved in the service and their children's care.

The childminder offered children a range of valuable experiences in her home and in the community.

What the service could do better

The childminder should continue to maintain the very good standards we identified in this inspection. She had recognised aspects of the service she planned to develop further and how this would further enhance outcomes for children.

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

The childminder had created a welcoming setting for families and established very good relationships which supported children's transition into her care.

She gathered detailed information from parents and carers to ensure that the care she provided took account of individual children's needs, routines and interests. Parents who wrote to us spoke about working closely with the childminder to ensure they had a shared approach to areas of care, such as managing behaviour.

The childminder continued to share valuable information with parents both by electronic messages and speaking to parents each day. She had trialled some communication apps but found that daily chats were the most effective way of keeping in touch.

The childminder had included all of the information she gathered along with an All About Me Booklet, in a personal plan for each of the children. She involved parents in reviewing the documents at least every six months to ensure they reflected children's current needs.

In addition, the childminder had developed floor books which contained photographs of children engaged in different activities. She had recorded their views and comments about the activities, linking them to the SHANARRI indicators to show how they supported children's wellbeing. These come from the Getting it right for every child (GIRFEC) approach and say that children should be safe, healthy, achieving, nurtured, active, respected, responsible and included. The childminder planned to develop them further to include children's learning.

As part of her partnership role with the local authority, she also observed individual children, recording their development and achievements.

The childminder told us that some of the children attended nursery in the morning, they were given the choice of playing at home or going on an outing in the afternoon. The childminder then followed their wishes. Children enjoyed outings in the community giving them the opportunity to be active in the fresh air. They visited local play areas and a country park nearby where they could play in a natural environment.

The child present told us how much he enjoyed the outings and talked about climbing on logs and rustling the leaves with his feet.

The childminder had suitable procedures in place for administering medicine to children although it had been some time since she had been asked to do so. The childminder was familiar with the best practice documents, "Management of Medicines in Daycare and Childminder Settings," and agreed to ensure that her procedures reflected the guidance.

The childminder had a clear understanding of her role and responsibility in safeguarding children. She had attended child protection training and had a written policy in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home offered a clean, safe and welcoming setting for children.

She had infection control procedures in place which included daily cleaning of her home toys and resources, also encouraging routine hand washing with children.

The parts of her home used for childminding were the lounge, kitchen, enclosed back garden and downstairs toilet.

During our visit we sat at the kitchen table with the childminder and the child present. The child enjoyed playing games with the childminder and drawing. He was familiar with all the resources available and asked for favourites.

The childminder had paperwork in place that allowed her to plan for outings, taking account of all eventualities. She had written risk assessments for places they visited further afield. The childminder and child spoke about the activities they enjoyed in the different places. The childminder continually spoke to children about keeping safe, while taking a risk-benefit approach to the experiences she provided.

The childminder had developed her resources to include some loose parts in her garden which would provide children with opportunities to be active and use their imagination. She planned to develop these further to enhance children's experiences. The childminder had also introduced some natural resources for younger children. The childminder had suitable procedure in place for sharing for recording any accidents or incidents involving children and, sharing this with parents.

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 worked in partnership with the local authority to offer places for children. As part of her role, she received support and training from a member of the Scottish childminding Association (SCMA) and was given guidance on the records to have place for each of the children. As a result, the childminder had detailed information on each of the children and a sound knowledge of best practice guidance. She also accessed relevant websites independently to ensure she kept up to date with legislation relevant to her work. She had attended a range of training opportunities which included Child Protection, First Aid, Building the Ambition, Promoting Positive Behaviour and Improving Children's Learning through Play. In discussion we learned that she was active in reviewing and developing her service. She actively encouraged families to be involved and share their views.

Parents who wrote to us confirmed that they had been asked to complete questionnaires which asked them to comment on their child's care. They were also familiar with how they could raise a concern and agreed that the childminder would be receptive to any issues they raised and would work to resolve them.

Parents also said that to date, they had no reason to complain.

As part of her role as a partner provider, the childminder had been given a self-evaluation template that she would begin to use following training. This would support her in prioritising areas of the service she should focus on developing.

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
29 Aug 2014	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>4 - Good</div>

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