

Maxwell, May Child Minding

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

Service provided by:
Maxwell, May

Service provider number:
SP2007965841

Care service number:
CS2007156214

Introduction

This service has been registered since 2009.

May Maxwell referred to as the 'childminder' in this report, is registered to provide a care service to a maximum of 8 children at any one time under the age of 16, of whom no more than 6 children 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 service is provided from the childminder's home in Dunipace, close to local schools, nurseries and other community facilities. Internally, the children have access to the lounge, kitchen and upstairs toilet. Externally, children can access the safely enclosed garden. The childminder's home and garden are well-maintained and very well-resourced for children.

The aims of the service include:

- to provide a safe, secure and clean environment for families
- to encourage children to learn through play to help them grow and have fun in a pleasant way.

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.

Information on SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

What we did during our inspection

We wrote this report following an unannounced full inspection. This was carried out by an inspector. The inspection took place on 6 August 2019 between 09:30 and 12:00. We gave feedback to the childminder on 6 August 2019.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the childminder to complete and submit to us.

We sent out three care standards questionnaires for parents prior to our inspection. We received two completed questionnaires from parents before the inspection. During the inspection we looked at written information from parents regarding the service. The remarks made were all positive.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the children
- the childminder.

We observed and viewed:

- the environment
- the childminder's practice and interactions with children
- the children playing.

We looked at the following evidence:

- evidence from the most recent self assessment
- children's records
- accident and incident records
- written policies and procedures
- information for parents
- questionnaires
- children's personal learning plans (PLPs)/Learner's Journeys.

We took account of all of the above information when we evaluated this service and wrote this report.

Views of people using the service

We sent out three care standard questionnaires for parents prior to our inspection. We received two completed questionnaires from parents before the inspection. They were both very happy with the service they told us:

"May is like a Gran for my children. May goes well above her job description. She helps every way she can when I have a problem or concern outside of her care".

"She is very supportive and kind, I can't thank her enough for what she does for me and my children. She is a gem in the local community".

"The children are consulted about important changes. I have regular verbal dialogue about the environment and service she offers".

"May treats my child like family and is very supportive of our needs. She is accommodating and always puts the children first".

The children present were relaxed, happy and confident and were enjoying building a den together in the living room. They were comfortable speaking to the inspector and had developed positive relationships with each other and the new puppy. We could see close and loving bonds had been formed with the childminder.

During the inspection children told us :

"We help to organise activities".

"We can change things if we like".

"We put music on and dance sometimes".

Self assessment

We received a fully completed self assessment from the childminder. We were satisfied with the way this was completed and with the relevant information included. The self assessment gave some examples of service strengths for each theme and areas that had been improved. More consideration could be given to the wellbeing indicators and the new Health and Social Care Standards to support outcomes for children.

What the service did well

Children were very happy and confident in the care of the childminder. She nurtured their needs through meaningful professional reading, training and very effective partnership working with parents. The childminder knew all children in her care very well and treated them with a high level of respect.

What the service could do better

The childminder should now ensure that she gains a good understanding of the Health and Social Care Standards and how they are applied in practice. By doing this she will be able to evaluate her practice more easily and recognise areas for improvement more readily.

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

Children were being cared for in a homely, fun, nurturing and child led environment, where they were respected as individuals. The childminder introduced us to the children and gave them time and space to ask us questions, introduce themselves and tell us about their service. This told us that the children were used to having their voice heard within the service and the childminder viewed them as capable individuals. The children's knowledge of the service and confident vocal responses told us they were proud of their service, involved with routines and had developed strong bonds with the childminder. The older children told us: "We feel good, because we are helping to entertain people (the younger children), it's our choice, we decided to organise activities like dancing and music". Putting children first respected them as important people and gave them a sense of responsibility and belonging.

The childminder told us she had an open door policy where families were welcomed and valued. A flexible approach with childminding sessions and proactively seeking support agencies when need be supported the whole family. Particular attention and creative approaches were used when managing health and wellbeing. Highly effective activities and materials were used which enhanced children's understanding of their feelings and relationships. Different age appropriate props such as; teddy bears, dream catchers, fairy homes, emotion

boards, sensory place mats and child decorated posting boxes gave children a variety of ways in which to talk about and find solutions to things they found distressing. This level of care would have a lasting and positive effect on children's emotional wellbeing.

Children were involved in documenting their learning stories. They selected favourite photographs to add to their 'Fun times folder and were encouraged to add comments and design title pages. A range of exciting and challenging play experiences were documented, and we could see children had many rich play and learning opportunities. For example, baking using real equipment, visiting elderly neighbours to share meals they had prepared (haggis 'neeps' and 'tatties') and experimenting with early science experiments (melting jelly). This ensured children were supported to be inquisitive, social and develop skills.

Healthy food options were encouraged. The childminder used different strategies to help children to try new tastes and textures to broaden their food choices. She involved children in baking and cooking their own snacks and meals, for example soup and pizza. The childminder supported children to keep hydrated. For instance, children had independent access to healthy option drinks and could choose from a selection of drinking containers. Children sat together for snacks and meals around a large table and praise was given for trying different food items. Parents were informed of children's likes and dislikes when trying out new foods for the first time. This would give parents confidence and reassure them that the service provided positive attitudes towards food and encouraged a healthy lifestyle.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

During our visit we could see that children were active and engaged in group decision-making tasks. Interesting play materials such as, den making equipment and handheld puzzle sorters challenged children's problem solving skills and encouraged social play. A dance performance organised by the older children enhanced creative thinking and leadership skills. This told us that the childminder encouraged children's play ideas and provided materials which supported them to reach their goals and achieve.

The childminder made good use of the garden area and safety measures within it were robust. For example, the garden area was enclosed with a large fence and the kitchen window had been designed to give a clear view of the children at play. In addition, safety information for children when using the large trampoline was clearly written and the garden area was well-kept and clear of any hazards. The play areas were well equipped and we could see designated areas for football, early number work, stories and a seating area for table games. This ensured children were encouraged to try out different types of play to extend their skills and learning.

Very good space, cleanliness and organisation within the home resulted in a safe and pleasant environment

where children could independently choose their toys. Procedures were in place for infection control for example regular and robust cleaning routines and adhering to exclusion times for infectious diseases. Children were encouraged to tidy away unwanted play items and help with routines within the home. This gave them real opportunities to be responsible, included and enhanced their self-help skills.

The childminder worked in partnership with the children when thinking about the care needs and safety aspects of being around a young dog (a puppy being a new addition to the home). Posters, joint conversations and role modelling best practice around the puppy helped children to understand it's needs. We could see children had knowledge of how to treat a young animal and that they enjoyed the experience. Children told us "Trixie (the puppy) is good if you need someone to talk to and have a cuddle, she is very calm" and "You should not go too near to her face she doesn't like it". This told us that children had opportunities to be compassionate, responsible and keep themselves safe.

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

Recorded information regarding the care and support of children was of a high quality and up-to-date. Significant learning and development of individual children were clearly recorded and shared regularly with parents and children. The childminder researched information which supported children in her care and significant information was shared with parents. This ensured consistent working between the service and home and meant that children were well supported to achieve.

The childminder has completed SVQ level 3 in childcare studies and has attended training courses to support children in her care. She talked with confidence about the impact that training had on her practice. When asked about recent training in children's resilience and mindfulness, she told us she was now more aware of her practice when dealing with distressing behaviours. For example, asking children better questions (why, what if, how) and using a soft tone/voice to comfort and support during times that may feel distressing for children. Her commitment to continuous improvement and reflective practice helped children to feel safe and nurtured.

The childminder had some knowledge of the wellbeing indicators. (There are eight wellbeing indicators at the heart of "Getting it Right for Every Child": safe, healthy, achieving, nurtured, active, respected, responsible and

included). We asked that the childminder consider the wellbeing indicators when talking to children about play experiences and opportunities. Children will then be encouraged to think about and comment on learning and play in a more focused and meaningful way. Involving children in their learning journey in this way will encourage them to be active participants in learning and give them a sense of pride in their achievements.

We spoke about the importance of remaining engaged with this best practice guidance and training to ensure that the experiences she offers children continue to be meaningful and of the highest quality.

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
8 Aug 2017	Announced (short notice)	Care and support 6 - Excellent Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
8 Dec 2015	Announced (short notice)	Care and support 6 - Excellent Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
18 Dec 2013	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
6 Jan 2012	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
17 Dec 2010	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
18 Mar 2010	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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