

## Mands, Gail Child Minding

Type of inspection: Unannounced  
Inspection completed on: 31 July 2019

**Service provided by:**  
Mands, Gail

**Service provider number:**  
SP2006958829

**Care service number:**  
CS2006118288

## Introduction

This service was previously registered and transferred its registration to the Care Inspectorate on 1 April 2011.

Mrs Mands is registered as a childminder to 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 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 childminder's home is situated in a quiet residential area on the edge of a rural village within walking distance of the local school, shop and play park.

The aims and objectives of the service include:

- to provide a safe childminding service which will encourage children to become healthy, active and responsible children
- to promote their general well being, health, nutrition and safety as well as providing relevant activities to keep them entertained
- to do this by offering praise and encouragement and appropriate support and to encourage participation and show each child respect
- to have good communication with parents and/or carers of the children in my care and I will meet their needs for the child to ensure continuity of care
- I will keep up to date with registration requirements and will ensure that any necessary requirements are met.

## What we did during our inspection

We compiled the report following an unannounced inspection which took place between 10.30am and 1.45pm on 31 July 2019. The inspection was carried out by a Care Inspectorate early years inspector.

We sent three Care Standards Questionnaires to the childminder to distribute to parents/carers. Parents returned two completed questionnaires.

We observed the care given by the childminder and looked at a number of documents including health and wellbeing records.

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 GIRFEC; safe, healthy, achieving, active, respected, responsible and included (also known as SHANARRI).

## Views of people using the service

There was a total of four children using the service at the time of inspection; primary school age, pre-school and under 2 years. A school age child told us that they had been going to the childminder's since they were a baby and now only came in the holidays. They had lots of things to do, they liked drawing, playing games and playing in the garden as well as looking for frogs and dragon flies at the pond. Children appeared happy and relaxed and had a good rapport with the childminder.

The Care Standards Questionnaires indicated that overall parents were very happy with the service provided. Written comments included:

'the childminder is very caring, professional and knowledgeable, she does so much with the children and I could not recommend her highly enough'  
'Gail has attended training to improve her childminding service'.

## Self assessment

The Care Inspectorate received a completed self assessment document from the childminder. The childminder identified what they thought the service did well and gave examples of good practice.

We considered it would be beneficial for the childminder to record areas for development/improvement, linked to their own self evaluation and if relevant, previous inspection activity.

## What the service did well

The childminder recognised the importance and benefits of having open communication with parents/carers and forming positive relationships with them. Minded children were being cared for in a responsive and nurturing environment that provided different experiences to support their overall health and wellbeing.

## What the service could do better

The childminder maintains the system of review that includes parents/carers and children (where possible), so that the information held reflects each child's current needs and interests.

The play room used by the children is well organised so that it provides the best space and can be readily adapted to meet the ages and interests of the children.

Children's experiences are further enhanced through the extension of natural play materials and random objects, both outside and inside, with a view to extending the sense of adventure and excitement. Good practice documents should be used more readily for such purposes.

The childminder consolidates the process of continuous evaluation that seeks the views of children and parents/carers, as well as the impact of their own professional learning, leading to improved outcomes for children.

## 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	4 - Good

## Quality of care and support

## Findings from the inspection

The childminder recognised the benefits of sharing information with parents/carers on a daily basis, and establishing positive relationships, to help ensure that the child's individual needs were being met.

Throughout the inspection we saw that the young children benefited from the friendly, and attentive relationship that had been or was being formed between them and the childminder. The childminder was responsive to the needs of the children and knew what helped them to feel secure and settled. The childminder engaged the children in conversations during their play, which helped their grasp of language to have an awareness of their own emotions. Positive role modelling also helped children to develop an understanding of cooperation and respect. Children played board games and matching games together and were clearly socially comfortable with each other.

The childminder requested information that was relevant to each of the children, (personal care plan), such as allergies, medication and dietary needs. Additional information gathered such as sleep/eating, likes/dislikes, fears/anxieties helped to support an holistic approach to wellbeing. The childminder recognised that such information was important in terms of the personal care plan for the child, thereby monitoring development and any known conditions or specific need. The childminder had aimed to increase their knowledge and understanding of Getting It Right for Every Child (GIRFEC), the national guidance on early learning. As a result, recording and monitoring of children's needs was being improved, so that information shared with parents was responsive and meaningful.

The childminder had arranged to attend child protection training, so that their knowledge and understanding was up to date and helped to safeguard children. Appropriate documentation was in place to support good management of medication, although it had not been necessary to use it.

Children sat together at the table for snack and lunch; it provided a positive experience for the children as it was peaceful and provided an opportunity to learn good social skills. Children chatted happily with each other and the childminder sat with them which helped to enhance social interaction and learning. The childminder recognised the benefits of outdoor and active play on children's physical, social and emotional wellbeing. They provided lots of opportunities for children to be out in the fresh air, learning about risk and promoting a healthy lifestyle.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of environment

## Findings from the inspection

The childminder had taken positive steps to ensure that their home was clean and tidy. Keeping risk assessments of the premises including the garden under review, whilst considering children's ability to manage risk, would continue to promote their safety. The childminder followed good infection control procedures, such as hand hygiene and protective clothing during nappy changing, with a view to reducing the spread of infection. Whilst sleep arrangements took account of parental views, we advised the childminder to ensure that sleeping practices always promoted the wellbeing of the child.

Children were being cared for in a welcoming, suitable and comfortable environment that contributed to their confidence and self esteem. A large table in the dining room was also used for table top activities such as drawing and board games. During the inspection, children used the table for drawing with a variety of coloured pencils and felt tip pens and also concentrated on playing board games together. A child told us that they really liked to draw and it was one of their favourite things. A small playroom had a large variety of resources, although they were not well arranged and many were not readily accessible to the children; some large equipment meant that there was little space for play. This was discussed with the childminder and it was agreed that it would be beneficial to reorganise the space so that it could easily be adapted to the ages and interests of the children.

The childminder had completed first aid training to ensure that they had appropriate knowledge to treat children should an accident occur. The childminder had a suitable format for recording accidents/incidents to ensure that correct information was held and exchanged with parents/carers.

The childminder recognised the benefits that outdoor play had on children's emotional and physical development, exploration and confidence. There was a vast garden to the side and rear of the property; in the main children used a grassed area at the front of the building. It had a variety of large play equipment including a rope swing which was clearly favoured by the school age children. Children were able to access the garden under the strict supervision of the childminder. We saw that the children enjoyed running around the large garden, playing on the rope tyre swing and looking for frogs, dragon flies and bugs by the pond. Children also went for walks in the local community, woodlands and surrounding countryside. We suggested that wider introduction and use of natural, real and random objects indoors and outdoors would further opportunities for exploration. Reference: my world outdoors, loose parts play toolkit and our creative journey  
- hub.careinspectorate.com

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder aimed to work in partnership with parents, sharing information with them so that they felt valued and remained central to their child's care and wellbeing. The childminder had sought the views of parents having issued an evaluation questionnaire. The responses indicated that parents were happy with all aspects of the service, particularly communication and no areas for improvement were identified.

The Care Standards Questionnaire also indicated that parents found the childminder open and approachable and that they knew concerns/complaints could be raised with the Care Inspectorate.

The childminder took account of the children's views/interests when organising activities as they had got to know them and their needs very well. For example, drawing equipment was readily available to the children and they all joined in the activity, irrespective of age.

The childminder was mindful of maintaining a professional attitude to developing their own learning and had attended relevant training since their registration, with a view to enhancing the quality of the service and outcomes for children. The childminder was a member of the Scottish Childminding Association (SCMA) and had completed some e-learning courses. They also received the magazine that helped to keep them up to date with changes in practice and new initiatives. They were aware of the Care Inspectorate hub (one stop shop to resources/best practice) and would continue to use it more readily to support improvement.

To help ensure that evaluation was a continuous process, we suggested that the childminder used a simple improvement plan to record action taken and service developments; learning from training/development could also be included. Recording key events/activities in a general diary may also be helpful for such purposes. We referred the childminder to your childminding journey, the new national learning framework to help childminders develop and grow their skills - [childmindingjourney.scot](http://childmindingjourney.scot). We advised the childminder that updating service policies and procedures to reflect the health and social care standards would also be beneficial in understanding their relation to improvement.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - 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

#### Recommendation 1

To ensure the health and safety of children in her care the childminder should attend first aid training at the earliest opportunity and ensure that her core training in this and child protection is kept up to date.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I receive high quality care and support based I relevant guidance and best practice" (HSCS 4.11).**

**This recommendation was made on 14 December 2018.**

#### Action taken on previous recommendation

The childminder had completed first aid training and child protection training, supporting the safety and wellbeing of the children using the service.

### Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
14 Dec 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
27 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
31 Aug 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
31 Mar 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed



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