

Carol Gillies Childminder Child Minding

Type of inspection: Unannounced
Inspection completed on: 8 August 2019

Service provided by:
Gillies, Carol Ann

Service provider number:
SP2012984380

Care service number:
CS2012313968

Introduction

The Care Inspectorate regulates all 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 2 May 2013.

Carol Gillies Childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, 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.

Overnight care will not be provided.

Only those named on the certificate of registration can care for children.

The service is provided from the childminder's family home which is in the Lindsayfield area of East Kilbride, South Lanarkshire. The children have access to the downstairs of the property with free-flow access to an enclosed rear garden. The family bathroom is upstairs.

The service is close to schools, parks and shops.

The childminder's aims include:

'to provide a safe and happy environment where both children and parents feel comfortable.'

What we did during our inspection

We compiled this report following an unannounced inspection which took place on 8 August 2019, between the hours of 13:00 and 15:15. The inspection was carried out by one inspector from the Care Inspectorate.

We observed the care and support provided by the childminder, the activities and experiences the children could access and participate in and the choices they could make. We discussed the overall service provision and sampled some documentation. This included children's personal plans and certificates of registration, insurance and training. We discussed the strengths of the service, the improvements made since the last inspection and some areas for improvement.

We check services are meeting the principles of Getting It Right For Every Child (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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

There were two minded children present on the day of the inspection, along with the childminder's own two children. We saw that all four children were happy and having fun playing together. The minded children shared their views about their experiences and the service. Their comments included:

'Carol is really kind. She makes us good snacks.'

'In the holidays we go to parks, play outside, play hide and seek with them (childminder's children) and we are going to the cinema tomorrow too.'

'I made a teabag fish! I made it this morning and now I'm going to fish outdoors with water balloons.'

'This is a two-man trolley puller!' (children using resources outdoors to pull each other on a wheeled toy)

We sent three Care Standards Questionnaires to the childminder to distribute to parents. All three were returned before the inspection. Comments included:

'Carol meets up with me to go over all the information she has for me and my child to make sure no information has changed. Every so often she checks what they are allowed or not allowed. Best childminder I've ever had. Very approachable and easy to talk to.'

'She has a lot of conversations with the children, debates etc. My child just loves going to her house. They actually look forward to it each week.....one happy wee soul! We have been to my childminder's home and I'm satisfied with what I see, clean, no sharp objects, a lot of toys for the mind, for example, building and solving. Carol takes my child to the library, parks, science centre, cinema, even picnics. Always going somewhere.'

'Involves the children in decisions that affect them. Discusses plans face to face, takes input on board. Communicates by phone and also using private Facebook page.'

'Carol is a very professional and caring person. She is a positive influence on my child.'

Self assessment

The Care Inspectorate received a completed self-assessment from the childminder. She identified the areas she thought the service did well, areas of improvement and the outcomes for those who used her service.

What the service did well

The childminder provided a happy, welcoming and homely environment for children. She had made improvements since her last inspection which had a positive impact on outcomes for children and families who used her service.

What the service could do better

The childminder should expand on the information recorded for children who have particular health needs, noting in more detail on how their needs will be met by the service. Following discussions with the relevant parents, parental consent forms should be completed to reflect the procedures in place for high school aged 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 established close relationships with the children and families who used her service. She continued to use questionnaires along with daily conversations, text messages and a private social media page. This kept parents informed, included them in their child's activities and encouraged the views and suggestions of those who used her service. We saw that responses had been very positive. Children had requested additional resources, for example, skipping ropes, which had then been purchased. This respected the views of children and parents.

Through discussions and observations, it was clear the childminder knew the care and support needs of all of the children in her care. Personal plans were in place as required. These were proportionate to the attendance patterns of individual children. A recommendation made at the last inspection to record how she would meet children's needs and to review personal plans with parents and children in line with legislation had now been actioned. Although this information was in place, we advised where more detailed information should be recorded. This would ensure all information was dated, clear and current, ensuring children's health, safety and wellbeing needs were met within the service.

Hand hygiene was promoted before eating and as appropriate over the course of the inspection. We observed the children having lunch together in the service. This was a pleasant, sociable and relaxed experience. Children were included in menu planning and could serve themselves independently from a range of healthy options, including fruit and vegetables. Drinking water and fruit was freely available over the course of the day.

There were no medication records to sample, as the childminder had not been asked to administer any medication to their children. The childminder was aware of current good practice guidance 'Management of medication in daycare of children and childminding services' and had consent and administration of medication forms available, should these be required. This supported children's health and safety.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

On arrival, we saw that the childminder's home was clean, tidy and welcoming for children and visitors. The childminder had addressed a recommendation made at the last inspection to ensure all areas were safe for children to access. All three parents who completed the Care Standards Questionnaires strongly agreed that the childminder's home was a safe, secure, hygienic, pleasant and stimulating environment for their children with enough space for their children to play and get involved in a variety of activities. Parents' comments included:

'Good variety of activities. Children participate in making choices. Good use of outdoor space. Ample access to various materials/resources. All equipment is clean and fit for purpose. Children taught responsibility, treating things properly, how to be safe, putting things away.'

The layout of the childminder's home with open doors to the rear garden provided a homely, relaxed environment where children could freely make choices of where to play and what to play with. Comfortable areas with couches and a large beanbag were available indoors for the children to relax and play.

We observed the children having lots of fun and laughter as they took part in active and creative, energetic play in the garden. There were opportunities to develop their skills in playing co-operatively, thinking, problem-solving and imaginative play, as they designed and made a wheeled pull-along toy using various toys and resources which were available. The childminder reminded the children to keep themselves and others safe, while recognising their creative achievements. This created a safe, happy and playful environment for children.

Children also had regular opportunities to visit parks and places in the local community. Their views and suggestions were sought and voting took place to make decisions. This was done fairly to ensure all children's views were respected and discussed.

Infection prevention and control procedures and the importance of following good hand hygiene practices was promoted throughout the inspection. This contributed to maintaining a clean, safe environment for children.

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 kept up to date with best practice guidance and legislation through the Care Inspectorate website and publications, forums and a childcare website which offered guidance, support and training opportunities. She had close links with other childminders who offered peer support, group training opportunities and who assisted with contingency plans should an emergency or unexpected event take place. Training had been evaluated to record the impact on her own skills and knowledge, her continued professional development and outcomes for children and families who used the service. The childminder had registered with the Information Commissioner's Office (ICO) as required, in line with data protection changes. This all contributed towards providing a well-led, well-managed service.

We noted that there were varied formal and informal opportunities for children and parents to be included and comment on the evaluation of the service. All three parents who completed the Care Standards Questionnaires confirmed this and added:

'Questionnaire at registration. Regular chats, updates and requests reflect activities planned. Asks for views face to face. Private Facebook group to contribute to.'

'Involves the children in decisions that affect them. Discusses plans face to face. Takes input on board.'

'She sits with the children and they have a conversation. If she makes any improvements, she gets their input after she lets me know. She's very professional and caring, best childminder I've ever had and would never change that.'

It was clear through observations and discussions that the children had built trusting relationships with the childminder and that they felt valued, included, loved and secure when in her care.

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

Recommendation 1

The childminder should record clearly how she will meet children's needs within a personal plan. The plan should be reviewed with children and their parents at least every six months and should relate to the individual development needs of the child.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child, my personal plan (sometimes referred to as my care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices (HSCS 1.15).

This recommendation was made on 26 June 2018.

Action taken on previous recommendation

Personal plans were in place for all children. These had been reviewed with parents and children to update information where required, identify next steps and areas of interest, proportionate to the attendance pattern of the children. In the future, we advised ensuring more information was in place regarding individual children's health needs and how these would be met in the service prior to the child starting, even if the child was only attending for a few days over the school holiday period, and ensuring review dates were clear within each child's plan. We have agreed that this recommendation has been addressed.

Recommendation 2

The childminder should regularly clean and tidy the home, to ensure that the spread of infection is limited and the risk of tripping hazards is removed.

This is to ensure care and support is consistent with the Health and Social Care Standards which state as a child, I experience an environment that is well looked after, with clean, tidy and well maintained premises, furnishings and equipment (HSCS 5.22).

This recommendation was made on 26 June 2018.

Action taken on previous recommendation

Through observations and discussions, we acknowledged that risk assessments and actions had been taken to meet this recommendation. Therefore, this recommendation has been addressed.

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
21 May 2018	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 4 - Good
29 Apr 2014	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.