

# Schiavone, Linda

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 10 May 2019

**Service provided by:**

**Service provider number:**

SP2007963121

**Care service number:**

CS2007142237

## Introduction

Linda Schiavone provides a childminding service from her home, situated in a residential street. Various local facilities, including schools, shops and play parks, can be accessed on foot or by means of a short car journey.

Mrs Schiavone aims to provide a warm, welcoming, homely and safe environment and to ensure that children experience a wide range of activities so that they can learn in a fun and enjoyable way.

The service operates under the following conditions:

- The care service may be provided to a maximum of six 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.
- When working together with childminding assistant Mr Robert Schiavone, a maximum of 10 children may be cared for under the age of 16, of whom no more than six are not yet attending primary school and of whom no more than two are under one year of age. Numbers are inclusive of Mr and Mrs Schiavone's own family's children.
- No overnight care may be provided
- The upstairs accommodation may not be used

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, nurtured, active, respected, responsible and included (often referred to as the SHANARRI indicators).

## What we did during our inspection

The service was registered by the Care Inspectorate in 2011. This inspection took place on Friday 10th May 2019 and was carried out by one inspector. Our visit was unannounced. We provided feedback to the childminder on the same day. There were six pre-school children present during the inspection, including two grandchildren.

We sent three Care Standards Questionnaires (CSQs) to the childminder to distribute to relatives and carers of people who used the service. We received three completed questionnaires and have considered the feedback provided by parents.

During this inspection we gathered evidence from a number of sources. We spoke with the childminder and childminding assistant and observed their practice and interactions with the children. We saw the areas of the home used for childminding purposes and also looked at childminding records.

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

## Views of people using the service

The children were relaxed and at ease in the setting and were confident in making their needs and wishes known. They responded well to the caring approach of both the childminder and her assistant.

Three parents submitted questionnaires as part of the inspection process. Comments reflected a high level of satisfaction with the service and included the following:

"I can't fault Linda or Rab. They are fantastic people who I trust greatly with my child. He loves going to their house."

"I could not fault my childminder. My children love going and are treated like family. Linda is very approachable. Highly recommend."

"I love the fact I can leave my daughter in their care without having to worry about her. She has a fantastic relationship with both. "

## Self assessment

The self assessment was completed satisfactorily and provided an accurate reflection of the service.

## What the service did well

Mr and Mrs Schiavone provide a warm, child-centred environment where children have freedom to enjoy a variety of play activities both indoors and outside. Children learn to relate to one another and to begin to form friendships.

## What the service could do better

We recommended some improvements to record keeping. Mrs Schiavone should continue to familiarise herself with current guidance which is in place to support good practice and help childminders to maintain and improve the quality of care they provide.

## 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	5 - Very Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Mrs Schiavone had formed good relationships with the families she worked with. Settling in visits were offered to help children and their parents to familiarise themselves with the service. Mrs Schiavone gathered relevant

information which helped her to plan each child's care. Day-to-day communication between parents and childminder helped ensure continuity between home and the service and contributed towards children's needs being understood and met. Mrs Schiavone sought permission from parents for specific activities. These measures ensured that parents remained involved in their child's care.

Mr and Mrs Schiavone worked well together to meet children's needs. They interacted well with the children who were present, allowing them freedom to choose what they would like to do, at the same time providing appropriate support and supervision. The minded children responded well to this caring approach and were clearly at ease in the setting. They were confident in accessing play equipment, both indoors and outside and were able to ask for drinks and snacks when they were ready for them. We concluded that children were valued and respected.

Through discussion, we concluded that Mrs Schiavone knew the children well and was aware of individual needs. We discussed the need for a personal plan for each child which reflects progress and achievements and shows how individual needs are being met in consultation with parents. Mrs Schiavone had collated some notes about the progress of each of the pre-school children; however, she was not yet routinely recording any information about the older children. A brief review of each placement, from time-to-time, would provide an opportunity for discussion about each child's progress and could encourage parents to provide their input. This would support the childminder in ensuring that children's plans remain appropriate to their needs and reflect parents' views. See recommendation 1

Children enjoyed a range of experiences including periods of free play and more structured activities within the home. Mrs Schiavone took the opportunity to provide one-to-one support for children during quieter periods. This helped her to form close, nurturing relationships with the children. Good use was made of local facilities including parks, the library and local woodland. There were frequent opportunities for fresh air and exercise. Routines during school holidays were more flexible and we saw that the children had enjoyed various outings and picnics. We discussed ways in which children's experiences could be further developed, taking account of good practice guidance.

Mrs Schiavone had no concerns regarding the children's wellbeing. She liaised with parents regarding children's health and any specific dietary requirements. Meals and snacks were provided, including home cooked foods, and Mrs Schiavone confirmed that the children's diet was overall healthy and nutritious. She was not aware of the need to register with the Food Standards Agency and we asked her to follow this up. A parent told us "Lots of fresh and healthy foods are provided and they can ask anytime if they are hungry for a snack." Another told us "My child is a fussy eater but Linda always ensures she has food in which he enjoys. She encourages him to try new foods too."

Mrs Schiavone had a great deal of experience of caring for children, both within the family and through her work as a childminder. She was confident in her role and was a good role model. Clear boundaries and a consistent approach helped the children to feel safe and secure and supported them in forming friendships.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The childminder should develop a personal plan for each of the children in her care, in consultation with parents. These should reflect ways in which the service meets individual needs and include details of any significant discussions with parents.

(ii) Personal plans need to be reviewed no less than every six months and updated as required.

Reference: Health and Social Care Standards - standard 1 - I experience high quality care and support that is right for me

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The spacious accommodation was well maintained, comfortably furnished and smoke free, providing a welcoming environment for children and their families. All parts of the ground floor were used for childminding purposes. There was a dedicated playroom; however, children were able to choose where they would like to spend their time and we saw that they were free to move between the playroom, sitting room and garden during our visit.

There was a wide range of play equipment available to the children. Many items were readily accessible while others were used in rotation and could also be made available on request.

There was a large garden both to the front and back of the house and a range of outdoor play equipment. Most of the garden was paved which meant that it could be used in all weathers. A separate grassed area with large fixed equipment was fenced off for safety and could be accessed under supervision. We saw that the children had fun outdoors where there was plenty of space for them to play energetically and extend their skills.

Mrs Schiavone demonstrated a good awareness of safety. She confirmed that she routinely checked the premises for any hazards and planned safe routes for children walking in the local area. Two vehicles were available for transporting the children and Mrs Schiavone confirmed that children were appropriately restrained, for safety. There had been no significant accidents or incidents; however, Mrs Schiavone was aware of the need to record details of any such occurrences and to inform parents about what had happened and any action taken.

Mrs Schiavone talked to the children about good hygiene, for example by providing reminders about hand washing. The bathroom was easily accessible and this helped children to learn to manage independently. Nappy changing was carried out hygienically. Parents generally kept their children at home if they were unwell. These measures minimised the risk of the spread of infection and contributed to the children being safe and healthy. The family had two large dogs which had been brought up with the children and appeared to have a calm temperament. We recommended the addition of a pet policy to the service's policies and procedures, for parents' information.

We saw evidence of public liability and employers liability insurance. Mrs Schiavone confirmed that motor

insurance incorporated business use of the vehicles. This may provide a degree of protection to herself and to families who use the service.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

Robert Schiavone (childminder's husband) is named on the certificate of registration as a child-minding assistant which allows him to be actively involved in the care of the children, as directed by the childminder. Appropriate checks were undertaken at the time of his appointment.

At the time of inspection, Mr and Mrs Schiavone were working together on a full-time basis. Any parent who was considering using the service was able to meet with both childminder and assistant and learn about their respective roles and responsibilities. We saw that Mr Schiavone had formed good relationships with parents and children and was actively involved in most aspects of the children's care. The children responded well to his calm, caring approach and were happy and at ease in his company. A parent told us "The childminder's husband is fully hands-on with the service, doing everything required throughout the day. My daughter enjoys activities with him." Another parent told us "My boys love him. He is great fun, taking them outdoors at every opportunity."

Mr Schiavone had previously attended some relevant training including food hygiene, first aid and child protection, in order to support him in his role. He had not undertaken any formal learning since the last inspection and may wish to access relevant childcare publications to update his knowledge.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of management and leadership

### Findings from the inspection

Mr and Mrs Schiavone were experienced in caring for children and worked well with parents, taking account of their views. A welcome pack was available to any parent who was considering placing their child, so that they could learn more about what was provided.

A record keeping system was in place. We identified the need for some improvements in this area. Mrs Schiavone should keep an accurate register of children's attendance, noting the arrival and departure times for all children who are being cared for. Medication records should be reviewed and improved, in line with current guidance on the management of medication (available on the Care Inspectorate website).

See recommendation 1

Mrs Schiavone had not attended training since the last inspection, or accessed any other form of learning which could help her to develop her service and extend children's experiences. We discussed national guidance which is in place to help ensure good outcomes for children. We made Mrs Schiavone aware of some recent documents which she should access, to refresh her knowledge. These are available on the Hub (the Care Inspectorate online resource library).

See recommendation 2

Mrs Schiavone had a broad understanding of regulatory issues and had submitted most of the information requested by the Care Inspectorate. We did not receive the Annual Return; however, this appeared to have been an oversight. Mrs Schiavone was aware of the need to formally notify the Care Inspectorate of certain events. We provided more information about this following our visit.

Written policies and procedures were in place. We asked Mrs Schiavone to make some minor amendments to these, to ensure that they are accurate and up to date.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. The childminder should review and update record keeping procedures in line with current requirements. In particular:

- (i) An accurate register of attendance should be maintained
- (ii) Medication procedures should be further developed

Reference: Health and Social Care Standards – standard 4 – I have confidence in the organisation providing my care and support.

2. The childminder should familiarise herself with relevant national guidance, including Getting it Right For Every Child; Building the Ambition; My World Outdoors; Our Creative Journey; Getting Ready to Read. (A range of

publications can be accessed at <https://hub.careinspectorate.com/resources/children-and-young-people/childminding>

Reference: Health and Social Care Standards - standard 3 - I have confidence in the people who support and care for me.

**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

We recommended that Mr and Mrs Schiavone should access training on the current good practice guidance "Getting It Right for Every Child" (GIRFEC).

**This recommendation was made on 15 May 2015.**

#### Action taken on previous recommendation

Mrs Schiavone advised that she had some knowledge of the GIRFEC strategy; however, neither she nor her assistant had attended training on this.

## 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
15 May 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 4 - Good
27 Feb 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
27 May 2010	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
5 Feb 2009	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
5 Feb 2009	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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