

Baxter, Carol Anne

Child Minding

Type of inspection: Unannounced
Inspection completed on: 2 May 2019

Service provided by:

Service provider number:
SP2004937649

Care service number:
CS2003043384

Introduction

Mrs Baxter provides a childminding service from her own home which is located in a residential area within a village setting. Local facilities can be accessed on foot, or by means of a short car journey.

The service operates under the following conditions:

The care service may be provided to a maximum of six children under the age of 12 years, at any given time, of whom no more than three are not yet attending primary school, and of whom no more than one child may be under 12 months of age.

Kathleen Pearse (Mrs Baxter's mother) and Alan Baxter (childminder's husband) are named childminding assistants. When either of the assistants is present, the service may be provided to a maximum of ten children under the age of 16 years, of whom no more than five are not yet attending primary school and of whom no more than two are under 12 months. In each case, numbers are inclusive of the children of the childminder's family.

Minded children cannot be cared for by anyone not named on the registration certificate.

There is no restriction on the daytime hours of operation; however, no overnight care may be provided.

There is no restriction on the parts of the premises which can be used for childminding purposes.

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 Thursday 2nd May 2019 and was carried out unannounced by one inspector. We provided feedback to the childminder on the same day. There were two pre-school children present during the inspection, one of whom slept for most of our visit.

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

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

We spoke with the childminder and one childminding assistant. We observed their practice and interactions with the children and spoke briefly with one minded child. We inspected the areas of the home used for childminding purposes. We 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 who were present appeared settled and relaxed in the service. They were confident in expressing their needs and wishes and it was evident that they enjoyed warm, trusting relationships with both the childminder and childminding assistant.

Parents who submitted questionnaires expressed a high level of confidence in the care their children received. Comments included the following:

"Carol Anne is a fantastic childminder. She is extremely flexible with me. She and Kathleen provide a safe and caring environment for my children. They both always listen and provide regular feedback on how my children are getting on. I feel like my children are completely safe in their care and I trust their service 100%."

"Carol Anne offers a lovely, relaxed, professional home from home service. The children love going there and parents have peace of mind knowing that they are well looked after and having fun. Carol Anne is a special lady to do what she does. We very much appreciate the service she offers and recommend her to others regularly."

Self assessment

The self assessment was completed to a good standard and provided an accurate reflection of the service as we experienced it during inspection.

What the service did well

Mrs Baxter had formed very good working relationships with parents and children. She and her assistants provided a safe, caring and nurturing environment where children were valued and respected. Minded children benefited from a range of stimulating activities which supported their learning and development, including daily opportunities to spend time outdoors.

What the service could do better

Mrs Baxter planned to continue to evaluate her service in partnership with parents and children, in order to maintain the quality of care provided. Familiarity with any new guidance which is issued will support this process.

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	5 - Very Good

Quality of care and support

Findings from the inspection

Pre-admission visits enabled parents to learn about the service and helped children settle. These visits were flexible, depending on individual circumstances. Mrs Baxter worked closely with parents who remained highly involved in their child's care. One parent told us, for example, "Carol Anne always listens and will be really attentive to my wishes when it comes to the care of my children." Effective communication on an ongoing basis helped ensure that children's needs were understood and met.

We saw that children responded well to the childminder's caring, attentive approach and interaction between childminder and children was very positive. Through discussion it was apparent that Mrs Baxter knew the children well as individuals. She had formed close, nurturing relationships and was responsive to the children's needs and interests. Daily routines ensured that children experienced consistency of care and the pace of the day took account of the individual needs of those being cared for, at any given time. We saw evidence of a range of experiences which promoted children's wellbeing. A parent told us "Carol Anne has a great daily routine and always ensures my girls eat at the correct times and that my youngest child naps at the same time each day."

Mrs Baxter was a good role model who promoted positive behaviour. Children had been involved in agreeing some basic house rules and were encouraged to be considerate and respectful towards one another. Mrs Baxter and her assistants had experience in catering for a wide age range of children simultaneously and managed this well. A parent told us "It amazes me daily when entering the house at drop off/pick up how calm and quiet the house is and how well-behaved the children are."

Parents had chosen to supply most meals and snacks their children required; however, Mrs Baxter also made some snacks available to the children including fruit. She promoted healthy eating by limiting less nutritious items such as sweets and biscuits.

Mrs Baxter was aware of the need to maintain a personal plan for each child and had collated relevant information including progress reports, linked to the Shanarri indicators. These recordings, together with photos and art work were shared with parents on a regular basis. This provided the opportunity for the childminder and parent to reflect on and discuss the child's progress.

Mrs Baxter was aware of her role in protecting children and understood her obligation to act on any concerns. She had previously undertaken child protection training which had raised her awareness of this important aspect of her work.

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 is located in a residential area. Children had access to all of the ground floor and the garden. The home was very well maintained and appropriately furnished and equipped for childminding purposes. The open-plan accommodation allowed the children freedom of movement between several areas. This made it easy for the childminder to supervise them as they carried out different activities simultaneously and also supported them to follow their own interests. The toilet was easily accessible which helped the childminder to support children to gain increasing independence.

Children were cared for in a welcoming and stimulating environment. They had access to a good range of age-appropriate resources, some of which were easily accessible so that they could select what they wanted to play with. Daily routines involved time for free play at home as well as outings, including visits to playgroup, local woodland and parks. A parent told us "Carol Anne asks my child what activities and toys she enjoys and plans around this." Mrs Baxter ensured that the children had daily opportunities to be active. The older children enjoyed spending time in the playpark on their way home from school where they could play energetically before returning to the childminder's home. The garden was directly accessible from the family room and provided a secure, enclosed space. Children could often choose whether to be indoors or outside and sometimes enjoyed having meals outdoors. Suitable equipment was provided for use outdoors.

Mrs Baxter had a good awareness of safety issues and routinely checked the areas used by children. She confirmed that risk assessments were carried out, in relation to the premises and for trips and outings which took place. The children learned about taking care of themselves and being responsible through their daily activities. There had been no significant accidents or incidents affecting minded children; however, the childminder was aware of the need to record details of any occurrences and to inform parents about what had happened and any action taken. Parents were very happy with the childminding environment. One parent told us "Carol Anne provides a variety of toys that are appropriate for all ages. She also has some fantastic garden equipment for the children. Her home is extremely safe." Another told us "Her home is very safe. This includes the back garden. Toys are a plenty and new toys are purchased regularly."

We discussed infection control practices. The children were cared for in a clean and hygienic environment and were supported to learn good routines including regular hand washing. 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.

Public liability insurance was in place. Mrs Baxter confirmed that her motor insurance policy incorporated business use. 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

Alan Baxter and Kathleen Pearse are named on the certificate of registration as child-minding assistants which means that they can be actively involved in the care of the children, as directed by the childminder. Appropriate checks were undertaken at the time of their appointment.

At the time of inspection, Mrs Pearse had regular involvement in the service while Mr Baxter helped out when his own work commitments permitted. Childminding assistants worked alongside Mrs Baxter and did not operate the service in her absence although they could be in sole charge of a number of children for short periods of time, for example during school runs. Parents had the opportunity to meet the childminding assistants and learn about their roles and responsibilities in the service.

It was evident that Mrs Pearse enjoyed her involvement in the service and that she had formed warm, trusting relationships with the children. She had a flexible approach to her work and was happy to make herself available when needed. This allowed Mrs Baxter some flexibility in meeting the needs of families, since she could often accommodate changes to patterns of attendance.

Neither childminding assistant had worked in childcare prior to taking on the role of assistant and had not therefore attended any childcare training; however, Mrs Baxter confirmed that she shared relevant information with her assistants which helped them to provide continuity of care and meet children's needs. We saw that Mrs Baxter and Mrs Pearse worked well together during our visit. A parent told us "Kathleen is very much hands-on, on a daily basis. The kids love her." Another parent told us "Kathleen is excellent with younger children and babies in particular and regularly helps care for my younger daughter."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of management and leadership

Findings from the inspection

Mrs Baxter was an experienced childminder who impressed as conscientious. She shared written and verbal information about the service and actively sought feedback from parents and children. This helped her to evaluate her work and to identify any changes or improvements which may be needed. A parent told us "Carol Anne is very down to earth and approachable and will always listen and take any concerns on board."

Mrs Baxter had previously attended relevant training and knew where to access information about childcare and

childminding issues, to keep her knowledge up to date. She had attended refresher training in first aid since the last inspection. Mrs Baxter made use of the Hub (Care Inspectorate online resource library) and was aware of various guidance documents which are in place to help ensure positive outcomes for children. She was a member of the Scottish Childminding Association and had some contact with other childminders which she felt was mutually supportive.

Mrs Baxter had a good understanding of regulatory issues. She had submitted information to the Care Inspectorate when asked to do so and was aware of the need to make formal notifications, in certain circumstances. It was understood that a complaints procedure was in place and was shared with parents. Record keeping was of a good standard. We discussed ways in which children's personal plans could be streamlined to make this aspect of record keeping less onerous.

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
3 May 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
13 Mar 2015	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good
12 Mar 2013	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
18 Aug 2010	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
22 May 2008	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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