

Mather, Ann

Child Minding

Type of inspection: Unannounced
Inspection completed on: 19 July 2019

Service provided by:
Mather, Ann

Service provider number:
SP2004919207

Care service number:
CS2004079502

Introduction

This service has been registered with the Care Inspectorate since 24 February 2005.

Ann Mather, referred to as the childminder throughout this report, provides a large childminding service. The service is registered to provide a care service to a maximum of 8 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. Other conditions: Overnight service will not be provided.

The childminder provides the service from her home in Grangemouth. The areas in the family home used are on the ground floor with children accessing the lounge, kitchen, hall and toilet. The children have access to the enclosed garden and amenities in the local community provides opportunities for them to be active and to socialise with their peers.

The main aims of the service include "I will strive to hopefully provide a friendly, caring, fun environment with lots of toys readily available for the children to play with." A fuller statement can be found in the service information pack.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators. 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 a short notice inspection. This was carried out by one Early Learning and childcare inspector on Friday 19 July 2019. We visited between 09:30 and 12:30. We provided feedback to the childminder at the end of the inspection process.

As part of the inspection, we took account of the annual return and the self-assessment that we asked the childminder to complete and submit to us. We sent three care standard questionnaires asking the childminder to distribute them to parents. Three families returned a completed questionnaire to us.

During the inspection we gathered evidence from several sources, including the following:

We spoke with:

- the children present
- the childminder.

We observed and viewed:

- the environment

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

We looked at the following evidence:

- children's records.
- policies and procedures
- administration of medication records
- photographs of children's experiences
- accident incident recording format
- registration certificate
- Public liability insurance certificate.

We took account of the above information when we evaluated the service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

Views of people using the service

The two children present were happy and relaxed in the service choosing from a range of activities. They showed us photographs of them feeding the ducks, visiting the park, making pizza and the animals they saw on a visit to the farm. They named the other children in the photographs and recalled their own experiences. The childminder responded well to the needs of the child.

Three completed care standard questionnaires were returned by parents telling us that, overall, they strongly agreed that they were happy with the quality of care children received in the service. They described methods of communication that ensured information was shared about the changing needs of the children and that children's progress in the service was shared with them. Comments included "...always pick new and exciting activities to do with the kids especially in summer holidays." "Asks both me and my children for feedback on the service through questionnaires and informal chats. If any interests come up from my children then Ann will try and accommodate these wherever possible."

Self assessment

Every year childminders must complete a 'self-assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

What the service did well

The childminder has developed the use of 'floor books' since the last inspection to show and evaluate children's experiences. Children were learning about how they were supported to be safe, healthy, active, nurtured, achieving, respected, responsible and included through the use of the SHANARRI wellbeing indicators when evaluating their experiences. The children benefitted from their childminding experience by being shown warmth, kindness and compassion. A homely environment with comfortable areas supported children to relax and achieve through a range of fun activities.

What the service could do better

The childminder developed risk assessments to show how she kept children safe. We discussed how she could develop a risk benefit approach when, for example, supporting children to be included in risky play experiences. The childminder used appropriate administration of medication recording systems. We discussed how to develop those further showing how children were kept safe and healthy. The childminder was working towards providing only milk and water instead of diluting juices developing the healthy options available for snacks and meal times. We sign posted her to the practice guidance 'Food Matters' to support this development.

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

Children benefitted from a warm, kind and compassionate childminding experience supporting them to feel secure, respected and loved. Effective partnership working with parents resulted in children's individual needs being met. For example, children were supported to settle into the service through a gradual and responsive process. This meant that positive relationships were developed, and separation anxieties minimised ensuring that children felt safe and secure in the setting. The childminder was in the early stages of introducing 'makaton' in the service supporting children to develop their communication skills. This was supporting them to develop their confidence and self-esteem and to feel included.

Personal plans were developed to show how children's health, wellbeing and safety needs were met. Children were achieving and developing new skills through, for example, next steps being agreed and supported in the service. Younger children were developing self-care and independent skills including going to the toilet and hand washing as a result. The childminder was aware of the health needs of children and recorded information including dietary needs and allergies. Risk assessment and protocols ensured that children were safe and healthy. The childminder shared children's progress with parents in a variety of ways including photographs being sent through social media, daily chats and the service floor book. A regular review meant that information in the personal plan was updated so that children's changing needs were met.

Children were happy and relaxed choosing from a range of activities that they enjoyed. The childminder responded well to the needs of the children who played imaginatively with the toys. They were encouraged to be respectful and responsible through, for example, sharing and taking turns. It was evident that children had very good opportunities to be active, explore the natural environment and to learn about healthy lifestyle choices. Chats about healthy eating and cooking activities, visits to the park and tree climbing supported children to develop skills including being safe, healthy and responsible. The childminder aimed to consult with parents to move towards only providing milk and water for children. The childminder told us she had used 'Setting the Table' to help to support healthy eating in the service. We sign posted her to 'Food Matters' and the children's

hydration campaign launched by Health Protection Scotland to help support the continuation of building positive food related experiences for children.

The childminder took steps to protect the children in her care meeting their health, welfare and safety needs. She demonstrated a knowledge and understanding of child protection and appropriately recorded accidents and incidents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of environment

Findings from the inspection

A homely environment with comfortable areas supported children to relax and achieve through a range of fun activities. A variety of toys in the lounge provided children with choice and supported them to develop confidence, self-esteem and creativity. Children felt a sense of belonging in the family home and had opportunities to achieve and develop a variety of skills. The childminder provided opportunities for children to enjoy the freedom to explore the natural outdoor environment through access to woodland walks, parks and the garden. Children developed confidence and resilience as a result. The childminder aimed to continue to develop open-ended play opportunities for the children in her care.

The childminder managed her environment well to promote children's safety and wellbeing. For example, she carried out risk assessments and put measures in place to reduce hazards. She was aware of good practice in infection control and used appropriate procedures when nappy changing and promoted good hand hygiene with the children. We saw that resources were clean, safe and suitable for the different stages and interests of children attending the service. This contributed to children's health and wellbeing. Although children do not access the kitchen independently, we advised the childminder to store laundry products well out of reach in the kitchen to ensure the safety of children.

The childminder was aware of good practice guidance that supports evaluation and development of the environment and experiences for children. We have referenced some of the guidance as follows:

My World Outdoors – available at www.hub.careinspectorate.com

Loose Parts Play – available at www.inspiringscotland.org.uk

Our creative journey available at www.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 used her skills, knowledge and experience to ensure that children received good quality care resulting in positive outcomes. She maintained records and personal plans to a good standard, reviewed information with parents and was aware of children's current needs and next steps in learning. We discussed how she could continue to improve the recording of planning and reviewing children's care and support.

The childminder had developed her knowledge and understanding of childcare issues through access to training, professional dialogue with other childminders and reading relevant publications. For example, loose parts training had supported her to develop open-ended play experiences that supported children to develop confidence, self-esteem and creativity. Regular updates about the childminders continued professional development reassured families and gave them confidence that the service was managed well, and children's wellbeing was supported. The floor book was used to support children to plan, evaluate and recall their experiences. We discussed how the childminder could continue to develop self-evaluation using good practice guidance that will support the process including:

Your Childminding Journey available at www.childmindingjourney.scot

My Childminding Experience available at www.hub.careinspectorate.com

National Health and Social Care Standards - available at www.scot.gov.uk

The childminder regularly reviewed and developed her policies and procedures ensuring that they reflected practice in the service that supported the health, wellbeing and safety of children. Parents said they were aware of the complaint policy but felt that they would be able to discuss any issues with the childminder.

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

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
22 Aug 2017	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>4 - Good</div> <div>Not assessed</div> <div>4 - Good</div>

Date	Type	Gradings	
3 Aug 2015	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
20 Aug 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
13 Oct 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
3 Mar 2010	Unannounced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
18 Mar 2009		Care and support	4 - Good
		Environment	4 - Good
		Staffing	2 - Weak
		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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