

## **Bone, Pamela** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 21 August 2019

**Service provided by:**  
Bone, Pamela

**Service provider number:**  
SP2008971070

**Care service number:**  
CS2008182537

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.gov.scot](http://www.careinspectorate.gov.scot).

The service registered with the Care Inspectorate on 1 April 2011.

Ms Bone 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 whom no more than one is under 12 months. These numbers are inclusive of the childminder's own family.

The childminder operates her childminding service from her family home in Newmains Wishaw, North Lanarkshire. The home is within easy reach of schools, nurseries, parks and shops. Childminding takes place on the ground floor of the home and children have access to a safely enclosed front/rear garden and adjacent swing park which provides additional opportunities for outdoor play.

## What we did during our inspection

We compiled this report following an unannounced inspection. This took place on Wednesday 21 August 2019 between 07:15 and 11:30, where four minded children and two of childminder's own children were present. The inspection was carried out by one inspector.

During the inspection we gathered evidence from a variety of sources including discussion with Ms Bone. We sampled personal plans, development rainbows, relevant policies and observed how Ms Bone interacted with the minded children and parents present. We considered the general environment and the equipment used in the provision of the childcare service.

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 Getting it right for very child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## Views of people using the service

On our arrival two children were sleeping on the sofa each had a blanket. The childminder told us that she tried to mimic children's daily routine they had with their parents at home, within the returned care standard questionnaire one parent told us that their children were dropped off early in the mornings, settled as soon as they came through the door and had their blankets waiting on them. We observed children to be happy and relaxed in the service, strong relationships were being formed between the minded and childminder's own children who were caring and supportive in their interactions. Children were offered toast, fruit and a drink for breakfast before getting dressed for nursery and school. A further two children arrived towards the end of our visit; they chose toys that they wanted to play with whilst their parents chatted with the childminder.

We sent three Care Standard Questionnaires to the service to distribute to parents/carers of children who used the service and spoke to a further two parents during our visit. Feedback provided told us that parents 'strongly agreed' that overall, they were happy with the quality of care their child receives at the service. They told us that

the childminder provides a warm, caring environment where children felt at home, one parent told us that the testament to this was how excited their child was when they talked about their childcare.

## Self assessment

Every year all care services complete a 'self-assessment' telling us how their service is performing. We check to make sure this is accurate.

The Care Inspectorate received a fully completed self-assessment from the childminder prior to the inspection.

The childminder identified what she thought the service did well and gave examples of improvements and some areas for development, this included the extension to her home since the previous inspection which gave children more space to play. The childminder updated her paperwork, attended regular training courses and read legislation to improve her practice. Recently, she arranged a social gathering for children and their families this gave them an opportunity to meet one another and see how well their children interacted.

## What the service did well

The childminder provided a homely environment that was welcoming, inclusive and safe for the children at the service. Children and their parents were observed to be at 'home' within the childminder's home, engaging in friendly open conversations.

## What the service could do better

The childminder was fully committed to improving learning outcomes for children at the service. We spoke about the 'developmental rainbows' that the childminder had in place to support children's development and how these could be further individualised to support children's specific learning needs.

## 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

We found that the childminder knew the children very well and described how she cared for and supported them as individuals. We observed the childminder to be caring, loving and very attentive during our visit, offering cuddles and responding well to children's individual needs. Among the positive Care Standard Questionnaires returned parents 'strongly agreed' that the childminder asked for their views about how they want their child to be cared for. One parent commented that the childminder regularly asked if there were any changes to their child's routine or if there were any specific requirements/preferences they had for their care. Another parent

commented that the childminder issued them with questionnaires which enabled them to gain views and make appropriate changes.

We sampled children's personal plans (All about me) these were completed to a very good standard and were linked to GIRFEC. Plans included a start date and subsequent review dates which the childminder reviewed once in every six months depending on the child's individual needs. The childminder had development rainbows that assessed children's individual learning progress which she regularly shared with their parents. During our visit we spoke about further developing the rainbows by making sure the developmental outcomes recorded were linked to children's experiences with possible next steps in learning. Parents 'strongly agreed' that the childminder regularly involved them in reviewing the information they had about their child, through the means of regular text messages and conversations during drop off and collection times which allowed them to address any questions and review their child's care.

Meals and snacks were provided by both the parents and the childminder. The childminder had very good awareness of children's cultural needs and allergies. Parents 'strongly agreed' that the childminder provides a healthy well-balanced diet which meets their child's dietary and cultural needs. They told us that there was a variety of meals and snacks provided that allowed choice, including fruit, vegetables and yoghurts. The childminder told us that the children were offered a drink with every meal and at regular intervals throughout the day. Children were encouraged to try different foods and were given foods that they liked accompanied by vegetables to ensure a balance.

The childminder told us that she was aware of the NHS Scotland 'Setting the Table' guidance and used it regularly for nutritional and health advice for meal and snack ideas. Information can be found here <http://hubcareinspectorate.com/media/177298/nhs-setting-the-table.pdf> We signposted the childminder to Care Inspectorate guidance documents 'Food Matters' <https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/food-matters/> and 'Fun First Foods', to further support young children in her care and promote healthy eating at an early stage. <https://hub.careinspectorate.com/media/1507/fun-foods-first-an-easy-guide-to-introducing-solid-foods.pdf>

During the inspection we found that relevant storage, consent and administration of medication forms were in place inline with current medication guidance should a child require medication to be administered during childminding hours. We advised that sections on signs/symptoms and the outcome be included. This will help children receive treatment that was safe and effective.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

## Findings from the inspection

There was a high standard of cleanliness seen throughout the smoke-free home including good hygiene practice which helped to minimise the spread of infection. Children played mainly in the living room, family room, garden areas and at the adjacent swing park where they had opportunities to run, play games and football. Children had access to a range of age appropriate resources, this included books, puzzles and dinosaurs and were encouraged to share toys that they brought from home with the other children. Feedback returned from parents told us that they 'strongly agreed' that the childminder provides a suitable range of equipment, toys and materials for their child. They 'strongly agreed' that there was enough space for their child to play and get involved in a range of activities.

The childminder told us that children had a range of outdoor physical toys, including bikes and scooters that they played on in the rear garden. We spoke about the introduction of loose parts play to further improve the physical learning environment to support children's creativity and enhance their problem-solving skills. We spoke about guidance documents 'Loose Parts Play', 'Out to Play', 'My World Outdoors' and 'Our Creative Journey' to further support play experiences. Information can be found on our HUB [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com)

During the visit the childminder spoke to us about the younger children's interest in sensory play and how she supported this at the service, we spoke also about schemas the repeated patterns in thoughts and behaviour that supported children's cognitive brain development and understanding of their environment and world. Information can be found here <http://education.gov.scot/improvement/learning-resources/schematic-play> Following the inspection the childminder told us that she had enquired about 'Schematic Play' training which she was keen to attend.

The childminder used her car for business and appropriate insurance was available for parent's information. The childminder ensured appropriate child seats were used with seatbelts which contributed towards the health and safety of children when traveling. Where possible she made good use of the local parks and other community resources, this included soft play and the library which supported children's physical, social and language development. One parent told us that their child regularly visits many parks and has attended toddler groups in the past. Another parent commented that they go to parks, soft play areas and toddler groups and previously had both been involved in Book Bug sessions.

## 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 children experienced a care service that was organised and well managed, we sampled key policies which included first aid, no smoking, child protection and behaviour management. Policies outlined what was expected at the service and were inline with current legislation and guidance. Information can be found here <https://hub.careinspectorate.com>

The childminder was a member of the Scottish Childminding Association (SCMA) which provides resources for childminder's and paperwork that supports their practice. <http://www.childminding.org> The childminder told us that in addition to using the Care Inspectorate HUB she networked with other childminder colleagues sharing ideas, new initiatives and best practice. The childminder was keen to develop her knowledge and skills and was working towards a Level 3 Social Services (Children and Young People) SVQ Level 7 award which has helped her to reflect on her service and improve outcomes for children and families that attend.

The childminder ensured children and parents were included as much as possible in the planning and decision making of the service. They were encouraged to express their views, participate in assessing and improve the service through the means of daily conversations and questionnaires. Parents 'strongly agreed' that the childminder involved them and their child when making improvements to the service. One parent commented that the childminder issued them with questionnaires, chatted to them about their child's routine and asked their child what they would like to do.

We found the childminder demonstrated a sensitive understanding of her responsibilities to keep children safe and had recently undertaken child protection and first aid training. We looked at the child protection policy that was in place at the service and found that it was in keeping with national guidelines and included contact details for the relevant agencies responsible for safeguarding children. We spoke to the childminder about the importance of completing child protection training annually to refresh and update her knowledge and skills which will contribute to maintaining the safety and wellbeing of children 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

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](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
26 Aug 2015	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>5 - Very good</div>

Date	Type	Gradings	
13 Mar 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
18 Jan 2011	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed



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