Type of inspection: Announced (short notice)
Inspection completed on: 10 April 2019

Service provided by: Douglas, Mrs Alison
Service provider number: SP2003905905

Care service number: CS2003012179
Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Alison Douglas, referred to as the childminder in this report, is registered to provide a service 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 childminders family.

The service is provided from the childminder’s home in the Leith area of Edinburgh. The home is a lower villa property in a quiet residential area. The living room, kitchen are the areas predominantly used for childminding.

Aims and objectives for the service had been developed and included:
‘The safety of the children is a priority and hopefully they will grow associating their childminder with fun and friends.’

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.

What we did during our inspection

The inspection was carried out by an inspector from the Care Inspectorate. The unannounced inspection took place on 10 April 2019.

As part of the inspection process we asked the childminder to issue care standard questionnaires to parents using the service.

During the inspection we gathered evidence from various sources including talking to the childminder, talking to children, looking at key information kept to ensure that children’s needs were met.

We assessed the suitability of the environment and equipment used for childminding.

Views of people using the service

There were two minded children present on the day of our visit. Both told us that they liked coming to see the childminder. One said they were sad as they only came during the holidays. Both children were very relaxed and familiar with the childminding environment. They knew the areas of the home they could use and were confident and having great fun.

Three parents completed the care standard questionnaire. All strongly agreed that overall, they were very happy with the care and support their child received in the service. Additional comments made by parents were very positive and included:
‘Alison is an amazing childminder. We are 100% relaxed leaving our child in her care and they always have a fantastic day.’
‘Alison is a fantastic with my children. She is always very accommodating and involves them fully in the service. She has treated my children with respect, offering them a very high standard of care.’
‘Alison provides a safe and welcoming environment for my child. They love going there and I know they are always well cared for five *’s.’

Self assessment

The childminder had completed the self assessment fully identifying how her service provided children with positive outcomes. Areas of strengths were identified as well as some areas where she wished to develop her practice through information from good practice documents.

What the service did well

The childminder provided a very good level of care which was underpinned by a very good understanding of child development, care and respect. Children were having great fun on the day of our visit and being allowed to make choices, be independent and responsible. Parents confirmed that these were strengths of the service.

What the service could do better

The childminder should continue to keep the newly developed paper work, necessary for the running of the service, up to date and regularly reviewed.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
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</tbody>
</table>

Quality of care and support

Findings from the inspection

The childminder gathered a good range of information to help her to meet the care and support needs of children. This information was both written and verbal. The childminder valued discussions with parents and used these effectively to help her tailor the service to each child. The childminder used her knowledge of child development to prompt discussions with parents about the developmental progress of the youngest children. To ensure that the agreed service was received contracts were in place and amended as the placement progressed.

The childminder had a very calm and practical approach towards childminding. Parents told us that she offered a very high standard of care which took account of each child as an individual. During our visit the childminder spoke confidently about children she cared for and their individual likes and personality traits. It was clear that
the childminder enjoyed working with children made their daily experiences fun and understood the need to foster security and confidence in children through a kind and nurturing approach.

The childminder provided very good opportunities for health and wellbeing. The extensive use of outdoor play, walks and use of local parks helped to promote physical wellbeing. The childminder also provided a healthy wholesome range of foods for children and access to drinking water throughout the day. The childminder described some of the cooked meals that children helped to prepare and how healthy eating was promoted. Children ate together at the kitchen table to help foster good eating habits and have a sociable meal time. The childminder used this as a time where children could reflect on their morning and what they wanted to do for the rest of the day.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The home was well organised, warm and welcoming. It provided children with a comfortable home from home environment. Children were familiar with their surroundings and were enabled to play freely throughout the home. Children could access the front garden independently and safely throughout the day.

The range of resources and choice of activities for children to take part in were extensive and provided them with a range of play opportunities. Very good use was made of the local area and community facilities, especially during holiday periods. Children told us that they were ‘always busy’ and had ‘great fun’. They liked baking and cooking which they did regularly but we were told the best thing was playing outside in the garden. The childminder had a very good understanding of how children could direct their own play when given a good range of resources and used this understanding to ensure that children were always active and busy.

Very good procedures were in place to ensure that the home was safe and secure for children to use. Practical and effective procedures to minimise infection were used such as hand washing and good role modelling by the childminder. The childminder had develop a range of policies and procedures to inform parents how she kept their children safe through accident recording, medication procedures, which took account of good practice, and a good understanding of child protection and safeguarding.

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 had a professional approach towards her role as a childminder. She used her extensive childcare knowledge and experience to offer support and advice to parents where it was requested and had a very good understanding of parental choice and responsibility which enabled her to work well with parents.

We could see clearly that children’s views and suggestions were sought about the pace of the day, activities and food choices. These opportunities helped children feel included in the service. Parents told us that they were routinely asked for their views and feedback about the service provided and could go to the childminder to raise a concern easily and comfortably.

Through her role in a number of other groups the childminder had attended a wide range of training which she used and adapted to her childminding service. All core training was up to date to ensure it followed current good practice. The childminder was aware of some of the good practice documents available to help offer support and guidance to childminders. We suggested looking at the HUB to further extend this knowledge.

The childminder was aware of her statutory obligations with regard to notifications to the Care Inspectorate and had up to date public liability insurance.

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

Recommendation 1

To help ensure that children and parents receive a service which is agreed, safe and takes account of good practice guidance the childminder should revise and update all policies, procedures and recording systems used for the running of the service. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS 3.14.) Which states I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisation codes.

This recommendation was made on 18 June 2018.

Action taken on previous recommendation

The childminder had developed a range of policies and procedures which were used to ensure the service met agreed standards which were consistently applied. These were now shared with parents.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Apr 2018</td>
<td>Unannounced</td>
<td>Care and support 5 - Very good</td>
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<tr>
<td></td>
<td></td>
<td>Environment 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing Not assessed</td>
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<td></td>
<td></td>
<td>Management and leadership 3 - Adequate</td>
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<td>16 Apr 2014</td>
<td>Announced (short notice)</td>
<td>Care and support 5 - Very good</td>
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<td></td>
<td></td>
<td>Environment 5 - Very good</td>
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<td></td>
<td></td>
<td>Management and leadership 4 - Good</td>
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<tr>
<td>25 Apr 2013</td>
<td>Re-grade</td>
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<td>Staffing 1 - Unsatisfactory</td>
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<td>15 Dec 2010</td>
<td>Announced (short notice)</td>
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<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<td></td>
<td>Management and leadership Not assessed</td>
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<td>Unannounced</td>
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<td>Environment Not assessed</td>
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<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership 4 - Good</td>
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</tbody>
</table>
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Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

अनुरोधसंपादकोंले यह रिपोर्ट अन्य फॉर्मेट एवं अन्य भाषाओं में प्राप्त हो सकती है।

پہلی رقم کے دوسرے کے لئے، کسی بھی ایک دوسرے کے لئے کسی بھی اور ہی پر ایک دوسرے کے لئے کسی بھی ہوا۔

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