Campbell, Stella
Child Minding

Type of inspection: Unannounced
Inspection completed on: 17 July 2019

Service provided by:
Campbell, Stella

Service provider number:
SP2003906043

Care service number:
CS2003012318
Introduction

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

The childminding service is provided by Stella Campbell, referred to as the childminder in this report. She is registered to provide a care service to a maximum of eight children under 16 years, of whom a maximum of six will be under 12 years, 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.

The childminder is assisted by her husband, Alex Campbell. The childminder provides her service from her home in Tranent. The location allows good access to local amenities and transport links. Children access the lounge, hallway, bathroom and kitchen.

The childminder’s aims to: “provide a happy and healthy atmosphere and to work in conjunction with individual parents’ wishes.”

What we did during our inspection

We compiled this report following an inspection on Wednesday 17 July 2019 between the hours of 9.00 and 11.00 am. We gave feedback to the childminder during and at the end of the inspection. We had visited the service twice previously and found the childminder was not available for inspection, so we announced the inspection at short notice.

We used this time to observe the interaction between the childminder and the children. We spoke to the childminder about the service she provided and observed children in their play. We viewed the areas of the home used by the children. We looked at the resources available and the use of the space. We looked at relevant paperwork and documents related to the service and children who used it, including their personal plans.

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.

Views of people using the service

There were two children present during the inspection. We saw they were comfortable, settled and had developed very good relationships with the childminder. The children were busy with a range of play experiences on offer.

We spoke with a parent during our visit, they told us:

“My child has been attending for four years and we love it. They are out everywhere, on loads of outings. The service has been amazing and helped my child’s social needs, they are more confident.”
We sent three Care Inspectorate care standards questionnaires to the childminder to distribute to parents and one was returned to us before the inspection. The response from this demonstrated that the parent was very happy with the quality of care their child receives.

Written comments from the parent included:

“My childminder is flexible, caring, supportive and always provides a high standard of care. My child thoroughly enjoys spending time with their childminder in her warm, friendly and family orientated household (as well as day trips etc). I am extremely happy with the service provided and could not ask for anything more! I always feel safe in the knowledge that my child is well looked after.”

Self assessment

The childminder had not submitted the self-assessment. We discussed with the childminder the importance of completing the document which would help her to evaluate the service and make continued improvements.

What the service did well

The childminder provides a warm, welcoming and homely environment for children where they are nurtured and respected. The childminder supports children to lead their own play and encourages them to be independent. Children have very good play experiences and outdoor active play opportunities.

What the service could do better

To ensure continued improvements within the service the childminder should evaluate her service. This would include: completing the service’s Care Inspectorate annual return and self assessment documents, also reviewing and updating the services policies and procedures.

Children’s plans should be more in depth and reviewed regularly.

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: 4 - Good
- Quality of management and leadership: 3 - Adequate

Quality of care and support

Findings from the inspection

We found that the childminder provided very good care and support for children using her service.
We observed warm and friendly relationships between the childminder and the children. She was gentle in her manner and interactions with them, as a result we found the children were settled, relaxed and confident in their environment. We saw the childminder responded to children’s individual needs and interests. They were encouraged and praised for their efforts throughout our visit. This helped develop their skills and confidence.

We could see the practice displayed by the childminder demonstrated an open and trusting environment which respected parents. We saw a parent drop off their child at the start of the day and there was very good conversation between them and the childminder, which included sharing information about their child’s routine and development. This supported very good communication and partnership working.

From our observations and discussions with the childminder we saw she knew each child in her care very well. She had personal plans in place for all children however only had limited information for one child. We discussed the need for children’s plans to be more in depth and reviewed regularly in line with legislation.

Children were encouraged to learn about keeping healthy. The childminder told us parents provided meals and they both provided healthy snacks for children. We saw she checked children’s lunch bags, to ensure any food stuff which needed to be kept cool was removed and stored in the fridge. The childminder encouraged children to drink water throughout our visit. Children had very good opportunities for fresh air and outdoor play.

The childminder held specific forms for recording medication administered to minded children. We sampled these and discussed with the childminder the importance of ensuring all records contain the exact time medication was administered to children, to ensure their wellbeing. We discussed the need for the childminder to review medication procedures in particular record keeping, against the current good practice guidance: Management of medication in daycare of children and childminding services, which can be found at www.hubcareinspectorate.com

The childminder had a very good understanding of safeguarding children and the procedures she would follow to keep children safe and protected from harm. She held a written statement which was shared with parents to ensure they were aware of the steps she would take if a concern arose.

Requirements
Number of requirements: 0

Recommendations
Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection
We found that the environment was maintained to a very good standard.
Children were cared for in a homely, safe and comfortable environment. The home was welcoming, clean and very well maintained. We saw the childminder was vigilant and aware of children’s safety. She ensured that resources and equipment were clean, safe and appropriate for the children to use.

We saw the children were confident in exploring areas of the home used for childminding. They had access to a very good range of toys and resources. Children were encouraged at play and supervised well by the childminder. She described strategies used for keeping children safe indoors and outdoors, these included carrying out risk assessments and talking to children about keeping safe. Children were challenged in their play but the childminder ensured they were aware of boundaries to keep them safe.

The childminder made sure each child experienced a balanced range of activities and play experiences both indoors and outdoors. She had developed a summer activity plan with many opportunities for outings. Parents and children were involved in these plans and this ensured they were included. Children had very good opportunities to discuss and reflect on their play experiences and learning, through looking at photographs and in conversation with the childminder. We saw children were happy and had fun within their environment.

Children were familiar with their local community as the childminder involved them in regular activities and visits to community groups. This included attending childminding and toddler groups, and visits to local parks. These opportunities supported children’s wellbeing and social interactions.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

On occasions only, the childminder was assisted by her husband in caring for minded children. We saw confidentially and child protection policies were in place, which supported the childminder and their assistant to care for children, respect their privacy and support their safety. At the last inspection, it was recommended that the childminder’s assistant should undertake child protection and first aid training to help them care for children and support their safety and wellbeing needs. This was a recommendation not met from the previous inspection. (See recommendation 1)

Requirements

Number of requirements: 0
**Recommendations**

**Number of recommendations:** 1

1. The childminder’s assistant would benefit from undertaking training to help them care for children and support their safety and wellbeing needs. This would include: child protection and first aid training. This is consistent with the Health and Social Care Standards 3.14 ‘I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes’.

**Grade:** 4 - good

**Quality of management and leadership**

**Findings from the inspection**

Partnership working with parents was important to the childminder. She encouraged parents to work closely with her to provide very good care for their children. She also urged parents to chat with her about any concerns or issues they may have about their child’s care, to help resolve any anxieties they had quickly.

The childminder was an active member of childminding and toddler groups. She used shared knowledge through discussions at the groups to keep up-to-date with good practice. The childminder told us, this was a support mechanism she found useful. This good practice improved outcomes for the children in her care, as the childminder was kept aware of best practice and up to date guidance.

The childminder had not completed the annual return or self assessment documents requested by Care Inspectorate for the service. Evaluating these would help the childminder to reflect on the quality of the service she provided and consider ways to improve. In addition, we discussed with the childminder the need to review and update some of the services policies and procedures, for example the complaints procedure to ensure it contained the Care Inspectorate details. (See recommendation 1)

The childminder should improve approaches to managing record keeping for her service, to continue to promote children’s wellbeing and positive outcomes. These include recording of medication and information within children’s written plans, as stated under Quality of care and support.

To ensure the childminder is aware of notifications which she must make to the Care Inspectorate, we have asked her to obtain a copy of ‘Records childminding services must keep and guidance on notification reporting’. These can be found at: [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com)

The childminder was eager to improve her practice and took on our suggestions for improvement. We signposted the childminder to various good practice guidance to promote good outcomes for children, including the following:

- Health and Social Care Standards
- My Creative Journey
- My Childminding Experience and Your Childminding Journey.

These can be found at: [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com)
Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure a quality service and positive outcomes for the children, the childminder should reflect and evaluate her service. She should complete her annual return and self assessment documents, review and update her service’s policies and procedures. This would support the childminder to assess the quality of her service and consider further ways to improve. This is consistent with the Health and Social Care Standards 4.19 ‘I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes’.

Grade: 3 - adequate

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

The childminder’s assistant would benefit from undertaking training to help them care for children and support their safety and wellbeing needs. This would include: Child Protection and First Aid training which would support them in caring for minded children and keeping them safe and protected. National Care Standards early education and childcare up to the age of 16 (NCS), 3 - Health and Wellbeing.

This recommendation was made on 13 February 2017.

Action taken on previous recommendation

This recommendation was not met and is carried forward in this report. (Refer to Quality of staffing)
Recommendation 2

To help the childminder reflect on the quality of the service they provide and consider further ways to improve, they should complete the self-assessment for their service. NCS, 14 - Well managed service.

This recommendation was made on 13 February 2017.

Action taken on previous recommendation
This recommendation was not met and is carried forward in this report. (Refer to Quality of management and leadership)

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

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