

Leel, Mae Child Minding

Type of inspection: Unannounced
Inspection completed on: 29 August 2019

Service provided by:
Leel, Mae

Service provider number:
SP2003905328

Care service number:
CS2003009921

Introduction

Mae Leel is currently registered with the Care Inspectorate to provide a care service to a maximum of eight children under the age of 16, of whom a maximum of six children will be under 12 years of age, of whom no more than four are not yet attending primary school and of whom, no more than one are under 12 months.

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Numbers are inclusive of children of the childminder's family. Minded children cannot be cared for by persons other than those stated on the registration certificate. Overnight care will not be provided.

The service is provided from the childminder's family home in Perth. It is close to the local school, shops, parks and other amenities. The area used to provide the service are the living room, kitchen and bathroom. Children can also access a secure garden from the property.

Aims of the service includes; providing a service that ensures a safe, secure environment and stimulation for all children at each development stage.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by an early learning and childcare inspector on Thursday 29 August 2019. Feedback was given to the childminder at the end of the inspection.

During this inspection, we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

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 Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANNARRI wellbeing indicators.

Views of people using the service

For this inspection, four parent or carers returned a completed Care Standards Questionnaire (CSQs). The responses from these showed that they all strongly agreed that they were happy with the quality of the care provided. Additional comments included:

"I am happy and comfortable putting my child to the childminder, she is friendly and approachable. My child has settled in great and Mae made the whole experience relaxed, which helped me going back to work."

"I have been very pleased with the standard of care being offered my Mae, who provides a warm, welcoming service for our child. Our child has made exceptional progress, and this is down to Mae's patience and guidance and commitment to do everything to aid their development."

"I could not have picked a better person to care for my child whilst at work. She is kind, caring and excellent with the children. I am always more than happy to leave my child in her care and more importantly my child love's going to Mae's."

On the day of inspection, one minded child was present, later joined by two after school children. All children were seen to be content and at home within the service. The childminder was attentive throughout, playing games and providing snack for the children. Children's comments on the day included:

"Can we play again Mae?"
"I've a bagel."

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. We found that it accurately reflected the service provided. The childminder should use this tool to identify key areas that she believes can be improved and show how she intends to do this. The parents and children should take part in the self assessment process. The childminder should show how their feedback directed the development of the plans for improving the service.

What the service did well

Children were cared from in an inclusive, home from home environment. The childminder supported them to feel loved and secure through her nurturing and compassionate care. We found that she had created strong relationship with children and families, enabling her to provide care that was right for those using her service.

Children's experiences and achievements were captured well with the service. This enabled everyone the celebrate children's developmental progress and worked together towards shared goals.

What the service could do better

We found that, on occasions, children were given foods such as McDonalds, crisps, sweets and cakes. We asked the childminder to review the foods available to children to ensure healthy options are promoted more frequently.

On the day of inspection, the childminder followed the child's interests and provided toys accordingly. We discussed how open-ended, natural materials, also known as loose parts should be further developed to enable children to explore their own curiosities. This would enable children to direct their own play and expand on their own interests.

The childminder was committed to her professional development. We found that she had good training and links with other professionals. We discussed the importance of reflecting on professional development to ensure positive outcomes for children.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The performance in this quality theme was found to be very good. Particular strengths were seen in the communication with parents and carers to ensure children's information and individual needs were shared promptly and securely.

On the day of inspection, the child present enjoyed playing with dominoes and exploring other games provided by the childminder. We saw that the child and the childminder had a positive relationship that enabled the children to feel safe and secure at the service. We discussed how children's views and opinions should be gathered in order to shape their experiences. We found that this could be developed further to give children ownership and responsibility in their own learning.

The childminder kept detailed records of children's daily experiences, which were shared routinely with parents. Parents told us, "we have a very open way of communicating about what she is doing or planning with kids' days out etc." We found that this enabled everyone using the service to feel valued and included.

Children's achievements and development were captured by the childminder. She used development rainbows and SHANARRI indicators to highlight moments of significance in children's learning. We found that this enabled a consistent approach to their care and allowed children to reflect on their progression.

Children were seen to enjoy a nurturing and inclusive experience during snack time. The childminder promoted good hygiene and encouraged sitting at a table. We found some examples of children receiving healthy foods.

The childminder should consider how she could further promote and encourage healthy meals and snacks for the children using her service. We discussed how this could be taken forward and signposted her to current best practice guidance, such as, but not restricted to, Setting the Table and Food Matters, available via The Hub, <http://hub.careinspectorate.com/>.

When requiring medication, children were found to be cared for in a safe and effective way. The childminder had a very good understanding of her duties in protecting children. We suggested ways in which she could improve her medication paperwork to ensure proper information is shared and stored in relation to long-term health needs, such as asthma.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The performance in this quality theme was found to be good. The childminder provided a warm, welcoming environment, in which children were able to play and learn in a homely and friendly setting.

The childminder's house was found to be clean and organised. Through risk assessments and daily visual checks, the childminder made sure her home was hazard free, safe and child friendly. Parents supported this, "suitable range of toys for a wide range of age groups, mindful of safety of younger children". During the inspection, the child present was able to tell us how they kept themselves and their younger peers safe. We found this encouraged responsibility and promoted children to consider and manage some risks.

Children were provided with a variety of toys and games, which the childminder rotated regularly. On the day of inspection, the childminder followed the child's interests and provided toys accordingly. We discussed how open-ended, natural materials, also known as loose parts should be further developed to enable children to explore their own curiosities. This would enable children to direct their own play and expand on their own interests. We suggested that the childminder should consider this during the next audit of toys and games.

On the day of inspection, children did not access the childminder's garden. The childminder highlighted her plans to improve the garden space so that children can have better use of it. The childminder promoted active, outdoor play through regular outings within the community, which parents supported:

"[There is] regular opportunities for play, both indoor and outside. [Being in] close proximity to the park makes for regular outside play. Additional activities and clubs make for a varied program."

The childminder told us she was in the process of organising a visit to the local fire station. Events such as this and community groups enabled the children to develop their social skills and expand their knowledge and understanding of their wider world.

Since the previous inspection, the childminder had reviewed paperwork to improve how she records any accident and incidents in her service.

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 performance in this quality theme was found to be very good. Particular strengths were seen in the childminder commitment to her professional development.

The childminder was found to be professional, proactive and responsive in providing good outcomes for children. She knew the children and families well and had good systems in place to support families when needed. Parents told us they felt involved and well informed within the service, commenting on her approachability and professionalism.

Through discussions, we found that the childminder promoted feedback from children and parents using the service. She told us she would take forward any ideas or suggestions in order to improve her service. Parents supported this, "she asks our opinion if they think about changing something, for example, going to a different toddler group." The childminder should use feedback gathered to contribute towards her own self assessment and quality assurance practices.

We found the childminder was well organised and had all paperwork available for the inspection. We reviewed policies and procedures and found these to be outdated. The childminder should review these to ensure that they are a good reflection of the service and in line with current legislation and best practice guidance.

Regular training ensures children and families are confident their childminder is skilled and competent. We found the childminder had completed some courses, such as first aid and child protection training, as well as consulting with other childminders on current best practice guidance. We discussed the importance of keeping a

record of this, also known as continuous professional development (CPD), in order to reflect on any training and reading. This would enable her to measure any impact on children's outcomes and identify further areas for her own professional development. We signposted the childminder to a The Care Inspectorate Hub, where should can find a variety of current best practice guidance, <http://hub.careinspectorate.com/>

Overall, the childminder showed she was committed to providing children with positive experiences and outcomes, as well as providing families with a good support system. She should now consider the areas of improvement identified during the inspection to improve her practice and maintain a well managed service.

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

Recommendation 1

Accident forms should be fully completed with all relevant information.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 14 A well managed service

This recommendation was made on 25 October 2017.

Action taken on previous recommendation

Paperwork held was consistent with that of current best practice.

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
5 Sep 2017	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
27 Aug 2015	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 5 - Very good
10 Jul 2013	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
13 Apr 2010	Announced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
19 Feb 2009		Care and support 5 - Very good

Date	Type	Gradings
		<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>

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