

Stirling, Katrina **Child Minding**

Type of inspection: Announced (short notice)
Inspection completed on: 2 September 2019

Service provided by:
Stirling, Katrina

Service provider number:
SP2003908422

Care service number:
CS2003035021

Introduction

This service has been registered since 2004.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Katrina Stirling is registered as a childminder to care for a maximum of 6 children at any one time under the age of 16, 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.

Katrina Stirling provides a childminding service from her home in Carrbridge. She makes use of the family kitchen/dining room, lounge, hall and toilet. There is an enclosed garden surrounding the house which the childminder uses on a very regular basis. The childminder also makes regular use of the park, football pitch, Landmark, walks, soft play area and other local resources to offer the children the opportunity to be healthy, active and have access to fresh air and exercise.

What we did during our inspection

We wrote this report following a short notice announced inspection which took place on 2 September 2019. This was carried out by one inspector. The inspection took place between 15:15 and 17:00. We gave feedback to the childminder on the day of the inspection.

We sent Care Standards Questionnaires to the childminder to distribute to parents and carers of children who attend the service. Three parents and carers completed and returned a questionnaire.

During this inspection process, we gathered evidence from various sources including the following:

- Discussion with the childminder
- Talking with the children present
- Observation of interaction between the childminder and the children
- Children's records
- Policies and procedures
- Information folder made available to parents and carers
- Certificate of registration and public liability insurance
- Examination of the premises.

Views of people using the service

There were five school age children present on the day of the inspection. The children were very happy and relaxed in the care of the childminder. The children enjoyed having time after school to relax, chat, have a snack and take part in various activities either together or on their own. The children told us about the various activities they could take part in while at the childminder's house.

The parents and carers who completed and returned the Care Standards Questionnaires were all very positive in their comments about the standard of care provided by the childminder. They all either strongly agreed or agreed with the statement; 'Overall, I am happy with the quality of care my child receives in this service.'

Comments made included:

'Katrina is very approachable.'

'Katrina and I talk daily about my child and if he needs anything.'

'My child enjoys snacks at Katrina's. If I pick him up early, he gets to take his snack home.'

'My child loves playing with the other children while there.'

'Happy to facilitate after school activities and will take the children out to the park and on walks.'

'Katrina often takes my child to the local park.'

'I highly recommend Katrina. My child loves going there.'

Self assessment

Due to an oversight, the childminder did not submit a self assessment prior to the inspection.

What the service did well

The childminder was very attentive towards the children present. There was lots of positive interaction between the childminder and the children.

The childminder had very well established relationships with the families she worked with. Parents and carers were all positive in their comments about the childminder and the quality of the service provided to their children.

What the service could do better

The childminder was committed to ensuring that she continued to provide a service of a high standard to the children and their families. She should continue to access relevant training when it becomes available.

The childminder should continue to keep up to date with current best practice. She should routinely review and update her policies and procedures to ensure that they reflect current best practice.

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 continued to provide a service which offered children very good care and support. We were able to see that her practice supported positive outcomes for each of the children and we were able to gather information to support this.

The childminder explained that she had known most of the families she worked with for a number of years and as a consequence she had established good relationships with them, which allowed for open communication and information sharing. The childminder stated that she tended to share information with the parents informally on a daily basis, at drop off and collection times. She also made use of instant messaging, text messaging and social media to keep in contact with them and share photographs.

The childminder had previously made use of a questionnaire to get feedback from the families she worked with. She stated that the completed questionnaires she had received back had all been positive and no areas for development had been identified by the parents. Getting feedback and ideas and suggestions from the children was of equal importance to the childminder. She stated that she always talked with the children about what they would like to do while they were with her.

It was important to the childminder to work with parents and carers to ensure that she met the individual needs of the children. She developed individual personal plans for each of the children who attended. Parents and carers were encouraged to be fully involved in the process. We discussed with the childminder the need to ensure that she reviewed the personal plans on a regular basis.

The childminder promoted a healthy lifestyle. The children learned about how to keep themselves safe, be healthy and active during various activities. Snack was a time when the children learnt about healthy eating. The childminder ensured the children had regular access to fresh air and made good use of her garden for outdoor play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder continued to ensure that children in her care were safe and healthy by maintaining her premises, equipment and toys to a very good level. We found that the childminder's premises were warm, welcoming and child friendly. Ensuring the health and safety of the children was important to the childminder. We based this on our observations of the premises, resources and play equipment used, and the policies and procedures in place.

As well as ensuring her premises and equipment were clean and safe, the childminder had various risk assessments in place. We talked with the childminder about the need to regularly review and update her risk assessments. We also discussed the need to complete risk assessments in relation to her pets.

There was a very good range of age appropriate resources and equipment readily accessible to the children. During the inspection we were able to observe the children having lots of fun choosing and taking part in various activities.

There was a garden surrounding the property which the childminder used to allow the children the opportunity to take part in a range of activities outdoors. The childminder explained that being outdoors was very popular with all the children. There was a good selection of outdoor resources available. We signposted the childminder to various websites and good practice including; 'Space to Grow,' 'Out to Play,' 'Our Creative Journey' and 'My World Outdoors.' As well as using the garden for active outdoor play, the childminder also made good use of the local parks, walks and visits to the woods. Parents and carers all appreciated the opportunities the children had for outdoor play and learning while they were with the childminder.

The childminder had a clear policy and procedure in place in relation to accidents and incidents. The childminder explained that should a child have an accident while in her care, she completed an accident form which she asked parents and carers to sign before providing them with a copy.

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 continued to manage her service to a very good standard. She had a range of policies and procedures in place which she routinely reviewed to ensure they reflected current best practice.

The childminder explained that she had attended refresher training in relation to child protection and first aid training qualification. The childminder stated that she had accessed some training online as she had found it more convenient. During the inspection we discussed with the childminder contacting other training providers in the area, including the local authority.

The childminder had been proactive in keeping up to date with best practice. She stated that as well as reading relevant publications, she had accessed various websites including the Care Inspectorate 'hub' and the Scottish Childminding Association (SCMA) website. During the inspection we signposted the childminder to other websites where she could access best practice and get ideas as to how she could develop her service.

The childminder encouraged the children and their parents and carers to give her any suggestions as to how she could continue to improve her service. As stated previously, she tended to get most feedback informally at the end of the day when parents and carers came to collect their children. The childminder also routinely asked the children for their comments and ideas and used these to develop the activities provided for them. Comments from parents and carers highlighted how happy they were with the service and how the childminder listened to and acted on any comment or suggestion they made.

The childminder had in place a clear complaints policy and procedure which she shared with all parents and carers. There had been no complaints at the time of the inspection.

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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
29 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Jul 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
10 Jun 2009	Announced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
22 Sep 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good

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