

Birnie, Sharon

Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 23 September 2019

Service provided by:
Birnie, Sharon

Service provider number:
SP2012011947

Care service number:
CS2012312036

Introduction

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

The service registered with the Care Inspectorate on 28 January 2013. The registered provider is Sharon Birnie.

The service 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 of whom no more than one is under 12 months.

The service is located in Elgin in the Moray Council area and is provided from the childminder's family home. Children have access to the lounge, dining room/playroom, kitchen and downstairs toilet. There is also a small garden to the front of the property.

There was one child using the service during this inspection visit. The service had an appropriate set of aims and objectives which included; 'I will provide a safe and secure environment where parents and children are made to feel welcome'.

What we did during our inspection

This report was written following a short notice inspection which took place on 23 September 2019. The inspection was carried out by one inspector.

We discussed routines and practices within the service and sampled some documentation. This included children's personal plans, certificate of registration, insurance, accident forms and training records. We observed the childminder interacting with children.

We discussed the strengths of the service, actions taken since the last inspection and some areas for development.

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

Views of people using the service

We received two completed Care Standard Questionnaires (CSQs). Both agreed or strongly agreed with all quality statements. Very positive comments were also provided. This led us to conclude that parents were happy with the service.

The child was engaged in play and sought support from the childminder when necessary. This led us to conclude the child was happy and felt safe.

Self assessment

The Care Inspectorate received a completed self assessment from the provider. The provider identified what it thought the service did well and gave examples of communication with parents and the development in personal plans for children. The self assessment clearly identified some key areas that the provider believed can be improved and showed how the service intended to do this. The provider told us how the people who used the service had taken part in the self-evaluation process and how their feedback directed the development of their plans for improving the service.

What the service did well

The childminder knew the children and families well. Personal plans were in place for every child which identified their individual needs and how these would be met. Children benefited from a culture of continuous improvement, with the childminder having developed robust and transparent quality assurance systems. Children and parents were engaged in the evaluation and development of the service.

What the service could do better

The childminder agreed to review the complaints procedure to ensure it provided current contact details for the Care Inspectorate and timescales for responding to any complaints which may arise.

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

The childminder knew the children and their families very well. Personal plans had been developed for every child which clearly identified children's individual needs and how these needs would be met. Children and parents were involved in developing and reviewing personal plans and their wishes were respected. Plans were reviewed frequently; every six months or less, if there had been a change in the child's circumstances. Skilful observations of children were used to review progress towards outcomes and targets within plans. This ensured personal plans were right for individuals, valued the views of parents and respected children's preferences and interests.

There was a very good range of play and learning opportunities available for children. Children participated in planning and evaluating these activities through mind mapping and ongoing discussions. Parents were engaged in their child's day in several ways. This included the use of social media to send photographs and text

messaging. This meant that children and parents felt included in the work of the service and their views were respected. It also ensured children were having fun while they developed their skills in understanding, thinking, investigation and problem solving.

The childminder's knowledge of individual needs resulted in interactions which were skilful and sensitive, supporting children's play and development. The childminder was very responsive to children's verbal and non-verbal cues and provided care and support in a child centred manner. Physical comfort and reassurance were readily available promoting a sense of belonging and nurture for the children.

Ongoing encouragement and praise from the childminder motivated children to stay on task when engaged in play and learning opportunities. This promoted the development of concentration and perseverance which, in turn, supported children to achieve.

Children's intimate, personal care needs were met with dignity. The childminder sensitively changed children, talking to them throughout and informing them of what she was doing. This meant children felt safe and comfortable.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home provided very good play spaces for children. The rooms children had access to were child-centred. Many photographs of children enjoying play experiences and outings decorated the dining room/ playroom giving the children a sense of ownership of the space. Children's artwork was also displayed, celebrating their work.

The childminder had spent time observing how children used the rooms and had used these observations to improve the environment. This had included changing the layout of furnishings and resources to provide quiet spaces for children to spend time doing quieter activities or to relax. Children could also choose to add more soft furnishings if they wished; a box of additional cushions was available for this purpose.

A very good range of resources was available. These were suitable for the ages and stages of development of the children attending which included toddlers as well as those attending primary school. Storage of the resources ensured children could easily access them independently or with limited support from the childminder. This encouraged children to take responsibility for directing their own play and to develop a sense of responsibility for resources.

Children regularly accessed resources within the local community. Local parks and the library were regularly used to extend the children's environment beyond the childminder's home. The childminder was also a member of a local childminding group which provided additional opportunities to engage with other childminders and children.

Arrangements for providing intimate, personal care such as nappy changing, provided a very good level of privacy and dignity for the child being changed. The changing area used meant that other children could still see the childminder and be reassured by her presence.

Risk assessments had been carried out which ensured possible hazards had been identified and control measures were put in place to minimise the risk of children coming to harm. Risk assessments included all areas of the childminder's home as well as specific activities and outings. Risk assessments were reviewed annually or when there had been any changes to the environment or children. The childminder had recently reviewed the risk assessment for using the play area in a local restaurant following an incident. Appropriate amendments had been made and additional control measures put in place. This promoted the safety of children.

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

A relevant range of policies and procedures was in place to guide the practice of the service. These were based on best practice guidance and reviewed when there were changes to the service. We discussed the complaints procedure and the childminder agreed to review this to ensure it provided accurate contact information for the Care Inspectorate and provided timescales for parents, should they make a complaint. Care Standard Questionnaires (CSQs) returned to us indicated that parents felt comfortable in raising any issues with the childminder should they arise. Comments included; 'We have never had to do so, but she [the childminder] is very easy to talk to and listens'.

Children and parents had many opportunities to participate in the self-evaluation of the service. This included questionnaires about the quality of the service and more specific questionnaires for parents of children leaving the service; the 'moving on' questionnaire. All feedback had been very positive. Some children made suggestions for different activities and outings. These suggestions were used in planning future holiday programmes. This

demonstrated the childminder's respect for children and parents and how they were encouraged to be involved in improving the service, in a spirit of genuine partnership.

A system of self-evaluation and monitoring of the service was in place. The childminder used best practice guidance as quality frameworks to measure the service against. This included use of the Health and Social Care Standards (HSCS) to review policies and procedures, and using Building the Ambition to consider the experiences offered to children and the indoor play environment. These self-evaluation activities had resulted in improvements in the service including amendments to the layout of the rooms to better meet the needs of children. This ensured children benefited from a culture of continuous improvement, with the provider having robust and transparent quality assurance processes.

The childminder is committed to her professional development and had participated in several learning opportunities since the last inspection. She was able to reflect on this learning and demonstrated how this had impacted on her practice including the development of the above quality assurance processes. Membership of the local childminders' group and engagement with the local authority's childminding development officer also contributed to ensuring the childminder was up to date with developments in the early learning and childcare sector which, in turn, promoted quality.

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

The childminder should ensure that detailed information about each of the children is kept up to date so that it remains a true reflection of the child's needs/interests and takes account of the child's view (where possible), and parents/carers.

Reference: National Care Standards Early education and childcare up to the age of 16.
Standard 6: Support and development and Standard 7: A caring environment.

This recommendation was made on 7 January 2016.

Action taken on previous recommendation

Comprehensive personal plans were available for all children which contain relevant information and identified individual needs.

This recommendation was met.

Recommendation 2

The childminder should ensure that good practice is followed in relation to the administration of medication and refer to the Care Inspectorate document: Management of medication in daycare of children and childminding services.

Reference: National Care Standards Early education and childcare up to the age of 16.
Standard 3: Health and wellbeing

This recommendation was made on 7 January 2016.

Action taken on previous recommendation

Procedures had been reviewed and were now in line with best practice guidance.

This recommendation was met.

Complaints

Please see Care Inspectorate website (www.careinspectorate.com) for details of complaints about the service which have been upheld.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
19 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 4 - Good
15 Dec 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 3 - Adequate

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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