

Hannaway, Elaine

Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 September 2019

Service provided by:
Hannaway, Elaine

Service provider number:
SP2003903818

Care service number:
CS2003006495

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 was previously registered with the Care Commission and transferred this registration to the Care Inspectorate on 1 April 2011. The registered provider is Elaine Hannaway.

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 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 the childminder's own children.

The service is located in the Halfway area of Cambuslang. The children have access to a dedicated playroom, lounge, kitchen and downstairs toilet.

There were two children using the service during this inspection visit. The service has an appropriate set of aims and objectives which include 'I aim to provide a high standard of quality childcare in a safe, secure, smoke free and fun environment. I will promote dignity, privacy, choice and safety for all users of my service'.

What we did during our inspection

This report was written following an unannounced inspection which took place on 18 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 improvement.

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 from parents. Both agreed or strongly agreed with most quality statements and provided positive comments. This led us to conclude that parents were happy with the service. One parent disagreed with the statement 'The childminder makes good use of resources in the community, for example the library and parks'. We considered this during the inspection visit and reflected upon it in this report.

Children were engaged in play and sought support from the childminder when necessary. This led us to conclude that children were 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 the range of play opportunities available and engagement in the local community. The provider did not identify areas for improvement. This is considered within the report.

What the service did well

Personal plans were in place for all children which reflected their individual needs and how these needs would be met within the service. A very good range of play and learning experiences was available for children to explore. The childminder valued professional development and had used her learning to improve the service.

What the service could do better

Some policies and procedures needed to be reviewed to ensure they reflected current best practice guidance.

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	4 - Good

Quality of care and support

Findings from the inspection

Parents and children were engaged in developing and reviewing personal plans for children.

Plans contained relevant information and identified the individual needs of children and how these needs would be met when attending the service. This demonstrated that parents were valued as the primary carers and children's views were respected. As a result, personal plans were right for individuals and ensured care and support needs were met.

A very good range of play and learning opportunities was available. These were suitable for the age and stage of development of children attending. The childminder planned play opportunities based on children's interests. Completed care standard questionnaires returned to us indicated that parents were happy with the activities children took part in; comments included 'Always lots of choice and [the childminder] will always take [my child's] opinions on board. This ensured children were having fun while developing their understanding, thinking, investigation and problem solving skills.

Parents are able to be engaged in their child's day through regular communication including text messaging and use of social media to share photographs of children participating in activities.

The childminder was very responsive to the children's needs. She knew them very well and was aware of both verbal and non-verbal cues demonstrating they needed support. There was ongoing praise and encouragement which promoted a positive sense of self and good self-esteem.

Arrangements were in place to ensure children with allergies and sensitivities to particular foods could enjoy mealtimes safely. The childminder had a comprehensive list of allergens contained in foods she served regularly in snacks and meals. This meant parents could easily identify unsuitable foodstuff and alternatives could be made available.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The playroom provided a very good space for children to play. Children's work and other posters/information of interest to the children was displayed, giving them a sense of ownership of the room. The furniture was appropriate for the children and the room was light and well ventilated. During recent alterations to the premises, an additional toilet had been added to the ground level of the childminder's home, providing children with access to facilities across one level. This ensured premises were adapted, equipped and furnished to meet the needs of children.

There was a very good range of resources available for the children which provided opportunities to engage in different types of play. Resources were stored in a unit which enabled children to see and access them independently or with minimal support from the childminder. This meant that children had opportunities to develop their social and physical skills, confidence, self-esteem and creativity through a balance of organised and freely chosen play, including using open ended and natural materials.

Very good use is made of the local community to extend the play environment for children. As the children could not use the childminder's gardens, this was especially beneficial.

Opportunities included visits to the local library for book bug sessions, meeting up with other local childminders and walks to local parks and walking to and from school as much as possible. This engagement in the local community ensured children had access to a range of recreational, social, physical and learning activities every day, both indoor and outdoors.

The childminder told us about her awareness of risks to the children both in her home and when out in the community. She described risk assessments she carried out to ensure children's safety. We looked at records of incidents and accidents and concluded that risks to children were minimised by the childminder's active, ongoing form of risk assessment.

We discussed the benefits of undertaking a comprehensive process of risk assessments and recording them. The childminder agreed to implement this. See recommendation 1 of the Management and Leadership section of this report.

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

Parents and children are engaged in the life of the service in various ways. Periodic questionnaires are given to parents; however, the childminder believes more feedback comes from everyday discussions with parents. This also reflected in responses and comments in completed care standard questionnaires we received from parents. Children have opportunities to engage in the self-evaluation of the service as part of the future planning activities. Children are encouraged to reflect on their experiences and highlight what they enjoyed or make suggestions for changes. This demonstrates how children and parents are actively encouraged to be involved in the service, in a spirit of partnership.

There was a range of relevant policies and procedures used to guide the service. The majority of these were based on best practice guidance. These were reviewed when there was changes in the service or national guidance. Some required updating to ensure they fully reflected current best practice guidance. This included the complaints policy, management of medication and risk assessments. See recommendation 1.

The childminder had participated in several professional learning and development opportunities since the last inspection. She was able to demonstrate how she reflected on her learning and how it impacted on her practice. An example of this was supporting transitions for children and separation from their parent/carer. The childminder told us how she used a technique suggested in the training to support a young child who was having difficulty in settling into the service, as well as their parent who was also struggling with the separation.

Wider learning opportunities were also used to ensure practice was kept up to date with emerging issues in the early learning and childcare sector. This included participating in the local childminding network, membership of the Scottish Childminding Association and use of the Care Inspectorate Hub. This meant families could have confidence in the childminder as she was committed to being trained, competent and skilled, and was able to reflect on her practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. It is recommended that the following policies and procedures are reviewed and updated to ensure they are based on best practice guidance:

- Risk assessment procedures should identify all possible hazards and control measures put in place to minimise risk of harm to children
- Complaints policy should include timescales for response to complaints and provide information about contacting the Care Inspectorate
- Management of medication: guidance is available at https://www.careinspectorate.com/images/documents/1427/Childrens_service_medication_guidance.pdf

This is to ensure practice is in line with the Health and Social Care Standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice.

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

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	
21 Jul 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
31 Jan 2012	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
5 Nov 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
10 Feb 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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