Type of inspection: Unannounced
Inspection completed on: 30 September 2019

Service provided by: Wilson, Jacqueline

Service provider number: SP2013985524

Care service number: CS2013322297
The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 8 April 2014.

Jacqueline Wilson referred to as the childminder in this report, is the provider of Jacqueline Wilson childminding. She is registered to provide a childminding service to 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 numbers are inclusive of the childminder’s own family. Minded children cannot be cared for by persons other than those named on the certificate.

The service is run from the childminder’s home situated in Brightons, Falkirk. The home is within easy reach of schools, nursery, parks and shops. Childminding mainly takes place in the downstairs rooms where children have access to the lounge, dining area and kitchen facilities. Bathroom facilities are available on the upper floor of the home. There is an enclosed back garden which is suitable for children’s play activities.

The childminder aims to provide:

- a high quality care service
- a safe, warm and stimulating environment for all children
- support 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.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place in the afternoon Monday 30 September 2019 between 15:45 and 18:45. The inspection was carried out by a Care Inspectorate Early Years Inspector.

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the childminder to complete and return to us. We spoke with the three children present during the inspection. They were very happy in the childminder’s care.

We sent three care standards questionnaires to the childminder to distribute to relatives and carers of people who used the service. We did not receive any completed questionnaires. We spoke with one parent during the inspection who was very happy with the service provided.
During this inspection, we gathered evidence from a number of sources, including the following:

We spoke with:

- the children present
- a parent
- the childminder.

We observed and viewed:

- the environment
- the childminder’s practice and interactions with the minded child
- the children playing.

We looked at the following evidence:

- children’s information
- accident records
- administration of medicine records
- photographs
- policies including child protection, medication and infection control
- certificate of registration.

We took account of all of the above information when we evaluated this service and wrote this report.

Please note that all parents and carers will be referred to as ‘parents’ throughout this report.

**Views of people using the service**

There were three, school aged, children present during the inspection. They were happy to engage with us and tell us about their time with the childminder. They told us:

“We always have healthy food every day.”
“We have hot dogs when it is a party.”
“We do Cosmic kids yoga and sometimes Jacqueline does it, but she is not as flexible.”

The parent we spoke with during the inspection told us:

“Jacqueline is great, my child has been with her for over four years. She is reliable and we can trust her.”
“Jacqueline does lots of activities with the children, especially the messy stuff. She takes them on trips during the holidays.”
“My child asked me to send Jacqueline a photo of her dressed for the disco. She is just part of our life now.”
Self assessment

We received a fully completed self assessment from the childminder. She included some areas for development and changes she had made. For example, taking forward numeracy and literacy skills for one minded child as requested by her parents. This developed her skills greatly, to the delight of her parents.

What the service did well

The childminder was fun loving and created a happy service. Supporting children’s emotional wellbeing and resilience was a strength of the service. They were able to discuss their feelings, celebrate achievements and make choices.

What the service could do better

We gave the childminder some ideas to improve some record keeping, such as keeping a training record to show how her training had improved outcomes for children.

From this inspection we graded this service as:

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<thead>
<tr>
<th>Category</th>
<th>Grade</th>
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<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
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<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
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<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
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Quality of care and support

Findings from the inspection

Children received very good care and support from a loving and caring childminder. Daily 'circle time', after school, provided the opportunity to check in with how the children were feeling and what kind of day they had. Children shared the happy or favourite part of their school day and if there had been a sad part to their day. They told us: “My favourite part was lunch time as we were playing 'tig'.” Children were learning to discuss and express their feelings, through listening to each other. They were respected and valued. Similarly, weekly discussions allowed children to make choices about what they wanted to do the following week. Their opinions were valued, and experiences provided suited their interests. Achievements were celebrated and recognised, for example, by using positive praise stickers. Children were encouraged to try hard and do well.

Children’s care needs were met effectively as the childminder gathered all relevant information and kept this under regular review. We reminded the childminder to ask parents to sign a review sheet to show that care plans had been reviewed every six months or when there were changes in situations. This would provide the evidence that they had been reviewed to ensure that children’s care and welfare needs were consistently met.
Snack on offer included fruit, and occasionally pancakes or crumpets. Children were offered water or milk to drink. The childminder worked with the children to develop their understanding about healthy eating and supported them to make good choices. We suggested that she developed a food policy to evidence her very good practice.

Recording of children’s learning was very good. Photographs and text in the floor book told the story about the breadth of learning experiences provided. Children regularly contributed to the floor book by adding photographs and writing comments. The childminder linked the experiences to the national wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible and included).

We suggested to the childminder that she could introduce tracking sheets to ensure that children were making progress at an appropriate pace. Similarly, we suggested that she used the language of the wellbeing indicators through her observations of children’s learning and recorded their next steps in learning to support progression.

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 a safe and stimulating learning environment that was of a high standard of cleanliness. In the home, there were well appointed areas for children to engage in play and for them to safely rest and sleep. Children were included, nurtured and respected, which supported their confidence and wellbeing. The garden offered an exciting playhouse, a slide, trampoline, chalkboard, planting and water play. Children benefited from fresh air and exercise both in the garden and out in the community. This kept them healthy and active.

The children present during the inspection were delighted to show us the variety of games and showed us some yoga techniques. Children enjoyed drawing and one child told us: “I like drawing electric and scary monsters.” Hamma Beads and games, such as, ‘What’s Up’ were favourites. We suggested to the childminder that she could introduce more natural ‘loose parts’ resources, such as, cardboard tubes, guttering, pebbles, buttons and shells. Such resources increased creativity and imagination and offered more engaging and challenging experiences for children. We signposted the following good practice guidance to support her:

My World Outdoors and Our Creative Journey - available at www.hub.careinspectorate.com
Loose Parts Play - available at www.inspiringscotland.org.uk
The childminder worked in close partnership with other childminders in the area and together they ran a childminding group. The group organised trips and events, for example, a Halloween party in a local hall. Similarly, occasions were celebrated, and the children told us that they had celebrated Robert Burns day. They told us: "We had haggis." The childminder’s husband, who is a piper, ‘piped in the haggis’. Such experiences supported children to be involved in their local community, develop social skills and understand the world around them, such as celebrations and events.

There was a strong focus on making very good use of community resources and the children benefited from a vast range of exciting experiences, such as, going to the Milk Barn, toddlers, the library and strawberry picking. Children were active members of and learning to appreciate their local community and had opportunities to learn to assess and manage risks and develop confidence during physical play.

**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 managed her service to a good standard and always considered ways in which she could make improvements. Children were encouraged to be involved in making decisions to improve the service. Their opinions were valued. She had a suggestions box and had recently introduced children and parents’ questionnaires to gather their views on her service. She hoped to develop the questionnaires to encourage all parents to complete and return them. Similarly, she had recently reviewed her medication and gender equal play policies, which kept children safe, healthy, valued and respected. She made good use of the care inspectorate web site and discussed good practice with other childminders on a weekly basis at the childminding group. We suggested that the childminder considered keeping an improvement record, or a self-evaluation folder of planned improvements to evidence the impact that specific improvements made to outcomes for children. We advised that this may include changes made as a result of comments in parent and children questionnaires and reminded her to date all questionnaires.

Communication with parents was good. Facebook was used effectively, and the childminder sent daily updates and photographs to parents of children not yet attending primary school age. Similarly a group Facebook page shared examples of what the children were doing.
We suggested to the childminder that professional development, could include reading documents in addition to training courses. We signposted her to documents, such as, ‘Building the Ambition’ and the range of Care Inspectorate best practice documents available at www.careinspectorate.com, including the National Health and Social Care Standards. We suggested that she kept training records to evidence what training she had done and record the impact her new knowledge made on outcomes for children.

The childminder planned to go into partnership with the local authority to provide quality funded places for children from the age of three years. We recognised that she was well placed to do this.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**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

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<thead>
<tr>
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<th>Type</th>
<th>Gradings</th>
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<td>Unannounced</td>
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تقرير المراجعة متاح باللغات المختلفة.

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