Campbell, Irene
Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 7 October 2019

Service provided by:
Irene Campbell

Service provider number:
SP2003907820

Care service number:
CS2003008093
Introduction

This service has been registered since 2002.

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.

Irene Campbell 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 4 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.

Irene Campbell provides a childminding service from her home in a quiet, residential area of Bonar Bridge. She made use of the family kitchen/dining room, lounge, hall and toilet. There was an enclosed garden to the rear of the house which the childminder made very good use of. The childminder also made regular use of the play park 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 7 October 2019. This was carried out by one inspector. The inspection took place between 09:30 and 11:00. 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. Two 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
- 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 was one pre school age child present on the day of the inspection. The child was very happy and relaxed in the care of the childminder.

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

Comments made included:

‘My child absolutely loves her - they are always happy to see her - even if it is just in the street - always goes and gives her a hug and smiles.’
‘She is great at her job and is always busy doing something with them.’
‘Irene consulted the children when buying more toys/outside equipment recently so they could give their opinions on what they would like.’
‘She allows for quiet time/playtime/story time/snack time/time out in the garden/walks to the shops which is really good.’
‘She takes our child to Art Club every week.’
‘The home is safe and secure - plenty of toys and equipment for the children to play with.’

Self assessment

The childminder had fully completed and submitted a self assessment. They highlighted examples of things they did well and other areas they were proposing to develop.

What the service did well

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

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 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 very well established 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 the telephone, instant messaging and text messaging to keep in contact with them and share photographs.

The childminder stated that she routinely asked parents and carers for any feedback and suggestions as to how she could improve her service. She advised that parents and carers have always been very positive in their comments. 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. She also encouraged them to be involved when purchasing any resources or equipment. For example, the children were recently fully involved in deciding what new outdoor resources to get.

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 and reviewed them on a very regular basis. Parents and carers were encouraged to be fully involved in the process.

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 and facilities in the local community.

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 routinely completed risk assessments. We talked with the childminder about the need to regularly review and update her written risk assessments.

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 young child present having lots of fun choosing and taking part in various activities.

There was a garden to the rear of 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 and walks. She stated that the younger children all enjoyed walks in the village and visits to the local shops. 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. We reminded the childminder of the need to routinely review all her policies and procedures to ensure they reflect current best practice.

The childminder explained that she had completed 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 the Scottish Childminding Association (SCMA) website. During the inspection we signposted the childminder to other websites, including the Care Inspectorate Hub, where she could access best practice and get ideas as to how she could develop her service. We suggested a range of guidance which would be beneficial including; ‘Out to Play’, ‘My World Outdoors,’ and ‘My Creative Journey.’

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. One parent highlighted how the childminder had consulted the children prior to purchasing new equipment and resources.

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

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