

Morton, Suzanne

Child Minding

Type of inspection: Announced
Inspection completed on: 16 September 2019

Service provided by:
Morton, Suzanne

Service provider number:
SP2004934704

Care service number:
CS2004077716

Introduction

The service was registered with the Care Inspectorate on 1 April 2011.

Suzanne Morton referred to as 'the childminder' in this report may provide a childminding service to a maximum of 8 children aged under 16 years of whom no more than 3 are not yet attending primary school, and no more than 1 is under 12 months of age. No overnight care may be provided.

The service is provided from the childminder's home in a hamlet close to Cupar. The conditions of registration allow all parts of the premises to be used. Children are mainly cared for in the living-room. Some local facilities can easily be accessed on foot, or by means of a short car journey.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report following an announced inspection visit on Monday 16 September 2019, by one Care Inspectorate inspector. The inspection took place between 10.10 and 12.20. We provided feedback to the childminder during the inspection visit.

We asked the childminder to issue Care Standard Questionnaires to four parents of the minded children, to allow them to comment on the service. Three were returned to us.

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

- discussion with the childminder
- children's comments and feedback from parents
- sample of children's records
- observation of the interaction between the childminder and minded children
- observation of the childminding environment and toys.

Views of people using the service

At the time of inspection, there were four children registered to use the service. All of these children attended part-time. Two children present during our visit were very happy in the childminder's care and fully engaged in their play. Both children readily approached the childminder for support and to involve her in their games.

Parents who returned questionnaires to us indicated they were very happy about the level of care and support they and their children received. Comments included the following:

"Suzanne is an excellent childminder who runs a very professional service. She is flexible with great communication and works within an extremely safe environment. Lots of activities and learning are provided and as a parent I couldn't ask for a better service."

"My child is very happy with the childminder. I also find her to be extremely trustworthy and easy to communicate with regarding all aspects of my child's care."

"Happy with the service my child gets."

Self assessment

The childminder returned a self assessment telling us about how the service operates to meet the needs of the children and their families. The information contained in the self assessment reflected what we found at inspection. We were therefore satisfied with the information provided.

What the service did well

Children received nurturing care from the childminder who knew them well. The childminder worked closely with parents and used this information to plan appropriate experiences for them. Interaction between the childminder and the minded children was of an extremely high quality and we saw that the child was comfortable and happy in her care.

The childminding environment was welcoming and well resourced with toys and activities available for the children to choose from and play with. It was evident that the children felt at home and confident in the service. Parents who completed our questionnaires told us the service meets their children's needs.

What the service could do better

We asked the childminder to update the Care Inspectorate's contact details in her complaints procedure.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
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 displayed a friendly, nurturing manner which promoted the children's self-esteem and confidence. She was aware of the pressures which working parents can sometimes experience and she therefore aimed to be flexible and accommodating to their changing needs.

The childminder had been caring for the children of most of her minded families for several years. She knew the children well and talked knowledgeably about their individual needs and interests and how these had changed over time. Children were happy and relaxed because they had developed close attachments with the childminder.

When new children joined her service, the childminder recognised the importance of an individualised settling in process. This was planned around the child's needs to ensure a happy transition from home. A parent commented: "Suzanne requested details of my child's routine and what he is used to doing at home. She goes with my child's routine of feeding and nap times etc."

Meaningful information sharing was an integral part of the service. Daily discussions took place with parents and this meant that up to date information, from home and the service, was shared. Good communication also meant the children experienced continuity of care, thereby ensuring they felt safe and secure.

Children were learning through play because the childminder provided interesting activities that the children enjoyed. Children received lots of individual attention and praise for their achievements, which promoted their confidence and sense of responsibility. They were included in planning a variety of activities and deciding what they wanted to do.

In partnership with parents the childminder had developed personal plans which described how children's development and interests would be supported. These were linked to the SHANARRI wellbeing indicators. She complied with the requirement to update information about children no less than every six months. This practice supported and reflected individualised, responsive care.

The childminder was familiar with the resources in her community including the library and parks, and described how she had used them to ensure children were given opportunities to be active, meet other children, learn about road safety and the local environment. We saw photographs depicting children involved in a wide range of fun activities, indoors and outdoors. Children's successes were celebrated in photographs, ensuring they knew that their achievements were valued.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of environment

Findings from the inspection

The childminder's home offered children a welcoming, clean, comfortable and smoke-free environment. The living-room provided a base for the children's activities. Resources, routines and space within the home was successfully organised to contribute to children being comfortable and content. Children had space to play freely, and could be active or resting as they chose.

Children could choose from a satisfactory range of toys which were accessible. During our visit, the minded children enjoyed playing with a play kitchen and played at shops. While the children did not play in the well resourced garden during our visit, it provided space for them to be active. Parents who responded to our questionnaires were satisfied with the activities on offer.

Children were supported to follow appropriate hygiene routines including hand washing after using the toilet and before handling food. This helped to minimise the risk and spread of infection and developed good hygiene habits. They were well supervised and reminded of ways in which they could keep themselves safe while playing.

The childminder was a trained first aider and this should help ensure children are treated effectively should an accident occur. There had been no significant accidents. Any accidents or incidents would be recorded and parents informed to ensure the children receive consistency of care.

Public liability insurance was in place, as recommended. The childminder told us she also held car insurance, incorporating business use of her car. This may provide an element of protection to both the childminder and families who used the service.

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 had a lot of experience in caring for children and working with parents. She was well informed and committed to achieving the best outcomes she could for families, making sure children were safe, healthy, active, nurtured, felt respected and included.

As a member of the Scottish Childminding Association, the childminder received regular updates about childminding matters. A record was in place of the training the childminder had attended; this helped to support families. Interaction between the childminder and minded children was of a very high quality and we saw that the children were happy and content in her care.

The childminder had an established record keeping system to support her to manage her service. She had a good range of policies and procedures which she had reviewed and updated. The childminder agreed to update the Care Inspectorate's contact details in her complaints procedure.

Parents and children were respected because the childminder had taken steps to involve them in the evaluation and improvement of her service. Parents were asked for their opinions through conversation and questionnaires, and asked to suggest any areas for improvement. The childminder also tuned in to the children's expressions and gestures, listened to their suggestions and ideas and used them to inform the care provided.

Children were protected because the childminder was aware of her obligation to share concerns about any child's welfare with the social work service or police. She has developed a child protection statement which informed parents about the action she would take, in the event of concerns about their children.

The childminder's understanding of the GIRFEC wellbeing indicators (safe, healthy, active, nurtured, respected, responsible and independent) was apparent in the actions she took to support and develop her service to the benefit of the families using it.

Parents' comments to us and the childminder indicate that they were delighted with the care and standard of service.

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	
31 Oct 2016	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
18 Aug 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
27 Sep 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Jan 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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