

Gardner, Elizabeth Mary

Child Minding

Type of inspection: Unannounced
Inspection completed on: 14 October 2019

Service provided by:
Elizabeth Gardner

Service provider number:
SP2003903430

Care service number:
CS2003005778

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at www.careinspectorate.com

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Elizabeth Gardner is registered to provide a childminding service for up to 6 children up to the age of 16, of whom no more than 3 children should not yet be attending primary school, and of whom no more than 1 child is less than 12 months old.

The childminder operates her childminding business from the family home in Bearsden, East Dunbartonshire. The property is close to local parks, schools and nurseries. Children have access to the lounge, playroom, kitchen and toilet. A large back garden is available for outdoor play.

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 the 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. This 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.

What we did during our inspection

An early learning and childcare inspector carried out an unannounced inspection on Wednesday 9 October 2019. As part of this inspection we spoke with the childminder and two minded children present. We observed the care given by the childminder and the interactions between her and the minded children.

We looked at a number of documents including children's personal plans, risk assessments, training records, sections of policies and procedures and insurance certificates.

Views of people using the service

We issued three care standards questionnaires to the childminder to distribute to parents/ carers. The childminder gave these to the families she was providing care for. Two questionnaires and a parent reference were returned prior to inspection.

Written comments included:

"Liz's care is first class, we couldn't wish for a better person to look after our children. She is incredibly kind, caring and generous and almost like another member of our family. She understands our children so well, listens

to them and helps nurture and educate them in so many ways. Her energy and enthusiasm knows no bounds. She takes them to many interesting places; toddlers groups, country parks, attractions, experiences such as Glasgow Green, Transport Museum, Kelvingrove, Victoria Park, Softplay, Scotland Street School. They adore being active with her, even a train ride is an adventure. They feel safe and loved in her care which is the most important thing. They are always bursting to tell us about their day and we know they have been encouraged to be active and healthy in their time spent with Liz. We feel lucky to have Liz in our lives".

"We are more than delighted with the level of care provided by Liz. Communication is positive and consistent. Liz is reliable, compassionate and has boundless energy and enthusiasm which is evident in the positive relationships formed with the children".

"I have sent my children to Liz for just over 5 years and I am extremely happy with the childcare that she provides for my children. My child has so much fun with Liz and always talks about his daily activities with Liz. Liz is always very caring and patient with my son, whilst encouraging him to learn new skills, such as learning to ride his balance bike. Above all, Liz provides a loving, caring environment for our children".

Self assessment

The childminder was in process of updating her self assessment at the time of the inspection.

What the service did well

The childminder provided very individualised care for children and families based on their interests and needs.

She worked very hard to work in partnership with parents and children, developing and building resilience and establishing strong family relationships. She communicated very well with parents, regularly exchanging information and seeking comments and feedback about her service.

The childminder was well read and used information and learning from this in her practice.

The principles of the Scottish Government guidance Getting it right for every child (GIRFEC) was well embedded in practice as were other current good practice documents, such as My World Outdoors.

What the service could do better

The childminder should continue to develop her service as planned.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

Quality of care and support

Findings from the inspection

We could see that the childminder knew the minded children and their families very well and responded to their individual needs in a caring and nurturing way. The children being cared for during the inspection visit were very comfortable in the childminder's care. We observed the childminder as she supported and encouraged the children in their play. She implemented a very child centred, inclusive approach, giving the children choices about what they wanted to do and the toys and resources that they wanted to play with. The childminder was respectful in the way that she supported the minded children to make decisions. We saw that play activities involved all children in planning, leading and evaluating activities.

Prior to children starting the service the childminder invited children and families to visit her home. Parents were invited to look at the childminder's information folder and discuss the care and activities offered. The childminder shared information about her use of the Daily Connect App and Whatsapp to communicate with parents on a daily basis. All children had a personal folder on the App including a detailed 'All About Me' document and a full range of photographs of children engaged in activities. We saw that communication sharing with parents was a particular strength of the service. Parents enjoyed the childminder's digital approach to recording and sharing of information as it enabled them to fully appreciate the outdoor learning and experiences their children engaged in each day.

The childminder was fully committed to supporting children's health and wellbeing. She saw this as an integral part of her responsive and nurturing approach. She had created homelinks to work in partnership with parents and involve children in their own learning. She maintained very detailed personal plans for children. These took account of Scottish Government guidance, Getting it Right for Every Child (GIRFEC). She ensured children were provided with nutritional food and snacks. The childminder fully implemented Care Inspectorate guidance, My World Outdoors. Children enjoyed the benefits of extended periods of physical activity in outdoor settings.

We found that the childminder had very good systems in place to administer, store and record any medications children had been given. She demonstrated very safe practice in this area.

An effective child protection policy was in place. The childminder was well aware of appropriate responses to any concerns. She kept up to date with current practice and guidance on Child Protection.

Overall the individualised, responsive care and support provided to children and families meant that children benefited from very positive outcomes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

The childminder provided a very warm, comfortable, home from home environment where children were treated as part of the family. Minded children knew and were comfortable with members of the childminder's family. During our inspection visit we observed very positive, nurturing relationships between the childminder and the minded children. It was obvious from interactions that children were very secure in their environment and their views were respected and valued.

The childminder's home was clean, tidy and well maintained. Children had access to a designated playroom and a secure rear garden, which was accessed via new French doors in the playroom. The childminder promoted loose parts play and natural resources. We saw children thoroughly enjoying imaginative play using a large cardboard box.

Since the last inspection the childminder had further enhanced outcomes for children by fully implementing an outdoor approach to play and learning. We saw from the childminder's records that she had developed a range of opportunities for children to play, learn and be curious about their natural environment. She encouraged children to have an awareness of their environment and consider and manage risk. She promoted equality and diversity, using facilities where children could easily socialise with other children and adults. Children regularly cycled to outdoor areas and the childminder used a pop up tent for shelter and for lunch. She described how the tent attracted other children and adults and how this enhanced children's experiences. Outings were underpinned by good practice guidance and detailed risk assessments and included local forest walks and activities, visits to country parks, Glasgow Green, Kelvingrove, Victoria Park, Transport museum, Children's Meadow in the West end of Glasgow.

The childminder was aware of how to minimise the spread of infection, she encouraged and supported children to wash their hands prior to eating, after using the bathroom and after playing outdoors. The childminder regularly cleaned her home and resources to minimise the spread of infection.

Appropriate accident/incident records and insurance were in place.

Overall, children were encouraged and supported to engage with and respect their environment. The experiences offered helped children to build confidence and self esteem and begin to manage risk.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder managed her service very well and was committed to her personal development. She sourced relevant reading and research materials to help develop her skills in caring for children.

She had familiarised herself with a range of current good practice guidance and used this in the development of her service. She described the very positive impact of her outdoor approach. Parents had shared their positive views and comments on the fully child led and unstructured play she promoted and the benefits for their children. Children's rights and independence were embedded in practice.

The childminder kept up to date with developments in early learning and childcare. She was familiar with the Care Inspectorate hub and used the telephone app to download and save documents. She met with other childminders in the area and shared information and expertise.

The childminder completed on line training and had recently focused on the development of her outdoor service. She also planned to complete 'bikeability' training to fully support children when using their bikes.

The childminder had very good evaluation processes in place which encouraged children and parents to comment on the quality of service. She used text, email, whatsapp and questionnaires to obtain formal feedback. Parents also provided references about her service. Their responses and comments were very positive. The comments in the care standards questionnaires that we provided for parents were very complimentary about the childminder and the service she provided.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 – excellent

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	
28 Oct 2015	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 5 - Very good Not assessed 5 - Very good
12 Oct 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
17 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
11 Sep 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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