

Mann, Alena Child Minding

Type of inspection: Unannounced
Inspection completed on: 4 November 2019

Service provided by:

Service provider number:

SP2007965658

Care service number:

CS2007155228

Introduction

The childminder provides her childminding service from her home in a quiet, residential area of Inverness. The minded children have access to the ground floor only, making full use of a large playroom, living room, hallway, kitchen and dining area and toilet. Patio doors from the dining area open directly onto a secure garden area.

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 a maximum of 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 children of the childminder's family. The parts of the premises not to be used are the upstairs accommodation. The service has been registered since 2007.

On the day of inspection the childminder was working with one child. We found that the childminder adheres to the conditions of her registration.

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), 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 wrote this report following an unannounced inspection between 12:50 and 14:15 on 4 November 2019. We gave feedback to the childminder at the end of the inspection. We gathered information on the service from a range of sources which included observation of the environment, the child during activities and the childminder's interactions with the minded child. We also looked at children's personal plans, the childminder's policies, risk assessments and training records.

Views of people using the service

The childminder was working with one child during the inspection. The child was happy and relaxed in the care of the childminder. They told us,

- 'We go to the campus. I ride my scooter and bike.'
- 'We went to the fruit farm and picked strawberries.'

We received two completed Care Standards Questionnaires (CSQs). The parents who responded to our questionnaire were very positive about the experiences for their children. They strongly agreed that they were happy with the quality of care received by their children when using the service.

They told us,

- 'There is no one I would want to replace Alena as she is so very good with our children. The children love Alena as if she was part of our family.'
- 'Daily contact allows for excellent communication.'

Self assessment

The childminder had not submitted a self assessment. However, an action plan had been submitted which outlined the improvements the childminder had taken since the last inspection.

What the service did well

The childminder had long-standing relationships with the families she worked with which enabled strong communication. She knew the children's individual needs very well which enabled her to support children effectively. Since the last inspection, the childminder had undertaken a range of training to refresh and update her knowledge and improve outcomes for children in her care.

What the service could do better

The childminder should ensure children's personal plans are reviewed at least once every six months with parents and carers to ensure they reflect their current needs. We suggested that the childminder develops her knowledge and understanding of loose parts play and begins to introduce this into her service. We discussed the benefits of recording the impact of professional reading or training undertaken.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area.

We discussed child protection and were satisfied with the childminder's knowledge and awareness of her role in protecting children.

The childminder had developed trusting relationships with the children and families she worked with. She had worked with many of the children for a number of years and it was evident that they had formed good, positive relationships. The childminder was kind and caring towards the child in her care and they appeared to be comfortable and relaxed. The childminder offered comfort and cuddles and was nurturing in her approach.

Families confirmed that they had good communication with the childminder and regularly discussed their child's needs. We found that children's personal plans were in place, however we would ask that the childminder ensures these are reviewed every six months or sooner with parents and carers to ensure they reflect children's current needs. Children's targets were clearly recorded and their progress, development and achievements were celebrated.

The childminder was attuned to children's individual needs and discussed strategies she used to support the children in her care to have positive experiences. She had built up good relationships with the school which enabled information to be shared effectively between school and home.

Children were given choices about the activities and experiences. The childminder had recently introduced mindmaps to gather children's views. Their ideas and suggestions were valued and respected. We would encourage the childminder to continue with this to enable children to take responsibility for planning and evaluating their experiences.

We looked at medication procedures. We would ask that she updates the medication permission forms to include the time medication was administered prior to attending the service. We directed her to the Care Inspectorate HUB to follow current best practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area. We concluded this after talking with the childminder and looking round the childminder's home.

Children had a range of toys, games and books to choose from which were appropriate to their age and stage of development. We discussed with the childminder the use of loose parts resources to encourage children to be creative, solve problems and promote curiosity. We signposted the childminder to documents that would support her to develop loose parts play.

We found the childminder's home to be bright, welcoming and spacious. Children were able to choose where they wanted to play and relax. The children had a dedicated playroom which allowed them to have a space they could make their own. Photographs of the children taking part in various activities were displayed in the playroom. During the inspection, the child enjoyed talking to us about these.

The children benefitted from regular outdoor active play which kept them healthy and active. They went on a range of outings within the local community. The child told us about different places they enjoyed going including the beach, fruit farm and campus. Risk assessments were in place and reviewed regularly. The childminder told us that she had begun to involve children in risk assessing through discussion about how to keep themselves safe and the expectations when on outings. We suggested ways for the children to record their involvement in this process.

Occasionally, the childminder looked after a dog. She told us about how she had taken into account the needs of the children and families she worked with and put a pet policy in place.

The childminder had a system in place to record any accidents and incidents. This ensured that parents were informed of any accidents or incidents and children would receive the appropriate care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area. During the inspection we discussed with the childminder how she evaluated the service, made improvements and kept up to date with current best practice.

The childminder had undertaken a range of training following the last inspection. This included child protection, food hygiene and participation. She told us that she was regularly taking part in webinars to support her to continue to keep up to date with practice. The webinars also enabled her to take part in professional dialogue. She was able to tell us about the impact this had on her practice. We suggested that she begins to record any key learning from training and the improvements she makes to her practice following training. This would provide increased opportunities for self evaluation and improve the outcomes for children in her care.

The childminder told us that she accessed the Care Inspectorate Hub to read current best practice guidance. We would encourage her to continue with this.

Since the last inspection, the childminder had developed ways to gather feedback from children and families. She had begun using mindmaps with the children and we discussed how this could be developed further. Parents and carers had opportunities to complete questionnaires to support the development of the service. We found these to be very positive. Parents and carers confirmed that they would discuss any ideas, suggestions or concerns directly with the childminder.

The childminder had not submitted her self assessment and we reminded her of the importance of this. However, we discussed the action plan submitted following the last inspection and it was evident that the childminder had made improvements. She should continue to evaluate her service and identify ways to improve the outcomes for children in her care.

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

Recommendation 1

The childminder should access relevant training in order to develop her knowledge and understanding of current national frameworks and current best practice.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This recommendation was made on 14 November 2018.

Action taken on previous recommendation

The childminder had accessed a range of training to develop her knowledge and understanding of current best practice. This recommendation has been met.

Recommendation 2

The childminder should improve how children and parents are involved in service evaluation.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

This recommendation was made on 14 November 2018.

Action taken on previous recommendation

The childminder had introduced different ways to gather the views of children and families. This recommendation has been met.

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
1 Oct 2018	Unannounced	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		Not assessed
		Management and leadership
		3 - Adequate

Date	Type	Gradings	
4 Oct 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
12 Sep 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 5 - Very good Not assessed
17 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
26 Nov 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
10 Jun 2008	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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