

# Metcalfe, Ann-Marie

## Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 27 August 2019

**Service provided by:**  
Metcalfe, Ann-Marie

**Service provider number:**  
SP2003904841

**Care service number:**  
CS2003008781

## 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.

Ann-Marie Metcalfe runs a childminding service from her family home in a residential area of Thurso. The service is provided from a semi-detached two storey house, with children having access to the ground floor, and back garden only.

The childminder 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.

## What we did during our inspection

We wrote this report following an announced (short notice) inspection which took place on 27 August 2019. This was carried out by one inspector. The inspection took place between 11:00 and 12:30. 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. Three 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
- Talking with the children present
- 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 were two pre-school age present on the day of the inspection. The children were very happy and relaxed in the care of the childminder. There was a great deal of positive interaction between the children and the childminder.

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

Comments made included:

'Being at Ann-Marie's is like a 'home from home' for my kids. I have no concerns whatsoever and recommend her to others.'

'She was very supportive to me when my child first started and I was returning to work.'

'Ann-Marie always displays a kind and caring manner to my child.'

'Tells me every day when I collect him how he has gotten on that day.'

'Brilliant that when the weather is decent, they make full use of outdoor play opportunities.'

'Ann-Marie rotates toys available so that children are kept happy by enriched play opportunities.'

'Ann-Marie has a wide variety of toys for my child to play with.'

'Asks for what my children are currently in to.'

'Will happily try and accommodate pick ups / drop offs at other places if she can.'

## Self assessment

The childminder explained that due to an oversight she did not submit the self assessment document prior to the inspection.

## What the service did well

The childminder was very attentive towards the children. There was a great deal of positive interaction, encouragement and praise between the childminder and the children.

The childminder had very well established relationships with the families she worked with. Parents and carers were all very positive in their comments about the childminder and the individualised 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 very good 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 continue to reflect best practice.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
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

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 established good 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 offered to complete daily diaries for the younger children who attended the service. The childminder made use of instant messaging, text messaging and social media to keep in contact with parents and carers and share photographs. Comments from the parents in the completed Care Standards Questionnaires confirmed how well the childminder worked with families. Parents and carers commented very positively on the childminder's approachability and friendliness.

From our observations and discussions with the childminder, it was evident that she knew each of the children in her care very well. She had developed individual personal plans for each of the children who attended. Parents and carers were encouraged to be fully involved in the process. We discussed with the childminder the need to develop further the personal plans and ensure that she reviewed the plans on a regular basis. We discussed with the childminder the need to have in place appropriate written parental consents. These should include outings, use of sun cream and taking photographs.

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 for outdoor play.

Listening to the children, respecting what they had to say and including them in deciding what activities they would like to do, was important to the childminder. During the visit the childminder was very attentive and

responsive to the needs of the children. There was lots of positive interaction, chatting, praise and encouragement when required.

## 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 had various risk assessments in place. We talked with the childminder about the need to regularly review and update these. We also discussed the need to complete written records in relation to the risk assessments in place and to record and date when reviews were completed.

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 children having lots of fun choosing and taking part in various activities. Parents and carers were all very happy with the accommodation and the resources available to the children.

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, walks, visits to the beach and visits to Dunnet Forest. 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 which she routinely reviewed to ensure they reflected current best practice.

The childminder explained that she had attended refresher training in relation to child protection and had up to date qualifications in first aid and food hygiene. The childminder stated that she had also 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 Care and Learning Alliance.

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 various websites including the Care Inspectorate 'hub' and the Scottish Childminding Association (SCMA) website. During the inspection we signposted the childminder to other websites where she could access best practice and get ideas as to how she could develop her service. The childminder regularly met up with other childminders in the local community which she found helpful in relation to sharing ideas and discussing any issues.

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.

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](http://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	
3 Jun 2015	2	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
29 Jun 2011	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed



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