

## **Bilham, Angela** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 11 December 2019

**Service provided by:**  
Bilham, Angela

**Service provider number:**  
SP2014986597

**Care service number:**  
CS2014334188

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was registered with the Care Inspectorate on 3 March 2015.

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.

The childminder provides her service from her home in the village of Dreghorn in North Ayrshire close to the local primary school and early years class. She can care for up to six children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months.

Other conditions of registration include:

- minded children cannot be cared for by persons other than those named on the certificate
- overnight service will not be provided

At this time the childminder was providing her service for eight children at various times.

The childminders main aim is to provide a good quality of care for all children.

## What we did during our inspection

We wrote this report following an unannounced inspection which took place on the afternoon of 11 December 2019.

The childminder completed and submitted an annual return and self assessment form as requested.

We sent the childminder questionnaires to give to parents/carers using her service. Three were completed and returned to us prior to this inspection.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Children's information/personal plans/progress/next steps
- Children's folders
- Permissions
- Mind mapping
- Photographs
- Medication policy/procedure/recording
- Policies/procedures
- Signing in/out book
- Risk assessments
- Accident/incident records
- Infection control procedures
- Food hygiene pass certificate
- Parent information booklet
- Information Commissioners Office (ICO) registration
- General Data Protection Regulation (GDPR) information
- Training
- Good practice guidance
- Insurance certificate
- Registration certificate

We spoke with the childminder and observed interaction and the relationships between her and the children present.

We also looked at the childminding environment and some resources.

## Views of people using the service

Two younger children were being cared for during our visit. The childminder also collected two children from the local school during this inspection. They were all settled and familiar in their surroundings and enjoyed positive relationships with her and each other.

The childminder readily met their needs and was well aware of their individual likes and dislikes.

Three parents completed and returned our Care Standards questionnaires giving us their views of the service provided. They were very happy with the quality of care their children received and told us:

"Angela is a fantastic childminder & I would have no issue in recommending her to friends & family"

"I don't know what we would do without her. She's just amazing. She goes above and beyond the role of a care giver"

"I am really happy with the service and feel extremely lucky to have found this service"

Other comments can be found within this report.

## Self assessment

We received a competently completed self assessment document from the service provider. We were satisfied with the way they had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The childminder identified what they thought they did well, improvements she had made and also told us how the people who used the care service had taken part in the self assessment process.

## What the service did well

The childminder was committed to providing a quality service for families.

A wide and varied range of activities/resources was provided and very good use was made of resources in the community.

Parents were fully included and regularly kept up to date with their child's progress and achievements.

The environment was warm, welcoming and nurturing and the children had space to comfortably play with different activities.

The childminder was committed to her own personal development which helped inform positive changes and improve outcomes for the children.

## What the service could do better

The childminder should continue to maintain and develop the very good quality service she provides in ensuring outcomes and experiences for families are positive.

She could gain formal feedback from parents about her service and any areas for improvement by re-issuing questionnaires which she had previously used as a method of evaluation.

## 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 provided effective opportunities for children and their families to be actively included by listening to and acting on their views, providing them with choices and keeping them regularly updated.

She exchanged information in various ways including verbally, an online App and private Facebook page, providing parents confidentially with details of their child's day along with photographs of them taking part in a wide range of activities. Daily diaries were offered to those parents who wished this form of communication. Parents told us "myself and the childminder have regular conversations about his (child's) progress", "Angela always takes our (the parents) view into consideration while caring for our child" and "Angela always checks with me before changing any element of (child's) care. At the beginning we discussed what our expectations were and this continues". The children were consulted on what activities they wanted to participate in and the information gathered was used to plan taking account of their views/suggestions and interests. This told us that parents and children were included and respected.

The childminder knew the children very well and ensured they were at the centre of everything she provided within her service. She ensured an inclusive and nurturing environment and had gathered a very good range of personal information to enable the appropriate care and support to be provided. Children's personal plans were linked to the SHANARRI well-being indicators, showed that the children were "encouraged to share ideas and help plan for the setting" and identified next steps in each child's development. She worked closely with parents to ensure individual needs were being met appropriately. Mind maps were used to involve older children in putting forward ideas and children's achievements and progress were shared with parents via their learning journey folders. It was evident the principles of GIRFEC and the wellbeing indicators were embedded in the childminder's daily practice.

The childminder promoted healthy lifestyles. Snacks/lunches were varied and healthy and parents agreed that their children had a well-balanced diet which met their dietary needs. Water was available for the children to drink at all times. The children were involved in making their food and a parent told us "Angela is one of the only people I know that can get my son to eat vegetables and try new things". The childminder spent daily time outdoors, ensuring the children participated in regular active play opportunities to develop their physical skills and enjoy being in the fresh air. Policies/procedures, permissions and recording facilities with regards to medication met with current good practice guidance.

A wide and varied range of fun, interesting and educational activities/resources were available. The childminder had extended experiences for the children, introducing 'loose parts' which provided different materials and textures encouraging them to explore and experiment. There was lots of messy play and art/craft activities. The childminder made very good use of community resources, making the children aware of the wider environment and providing them with additional experiences. They collected for the local food bank and delivered the items, learning what happens to their donations from staff at the centre. A Christmas party was organised for the younger children while older children were to experience "making memories" at activities such as ten pin bowling. These were organised along with other local childminders and the children in their care which allowed the children to share experiences, make friends and interact with others.

The childminder was well aware of her responsibility in ensuring the children in her care were kept safe and operated various policies in her daily practice which reflected current good practice guidance. She had updated her knowledge and understanding by attending child protection and other relevant courses such as internet safety. As a registered daycarer with the local authority she had undertaken additional training on safeguarding children. She helped the children to understand risk and develop their own staying safe skills including crossing roads and stranger danger.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 6 – excellent

## Quality of environment

### Findings from the inspection

The childminder provided the children with a safe, clean, inclusive and homely environment. The children had access to the lounge, dining room, kitchen and downstairs toilet. There was space for the children to move freely and take part in varied activities.

She ensured the areas used by the children were safe and carried out risk assessment checks which she regularly reviewed. Safety precautions were in place to help safeguard the children including catches on kitchen cupboards, door alarms and mains operated smoke detectors. Risk assessments were also in place for activities out with her home. Toys and equipment were in a good state of repair and were regularly checked to ensure they were clean and safe. Parents told us "Angela is continually checking her home/toys & equipment for suitability", "everything is safe and clean and here is a huge variety" and "the home is always clean and well kept". Accident/incident recording facilities were available should the need arise and the childminder held a current first aid certificate.

Due to work currently being carried out on the exterior of her home the garden area was out of bounds to the children. The childminder had informed parents and considered the dangers, carrying out an additional risk assessment to ensure everyone's safety. She ensured the children enjoyed fresh air and energetic play in the outdoors by making good use of local facilities to extend the children's experiences. Parents advised that "outdoor play is always a big part of their time" and that "they are always out at parks, National Trust properties etc".

To help reduce the spread of infection the childminder encouraged the children to wash their hands at appropriate times and provided a step for younger to children to reach the sink independently and individual hand drying facilities.

## 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 maintain good practice and further develop her service since her last inspection. She kept up to date with best practice and any changes to legislation through various methods including reading, websites, training and contact with other childminders.

She was well aware of the importance of keeping up to date with current best practice and had downloaded copies of the most up-to-date good practice guidance publications, read them and kept them for reference. She was committed to her own personal development and had undertaken a selection of training courses in addition to undertaking an SVQ qualification. She was able to discuss how her learning had made changes in her thinking and daily practice, including loose parts play and early maths.

The childminder provided parents with information about her service including her policies and procedures which informed her daily practice. These reflected current good practice, provided accurate information about her service and were regularly reviewed and updated. She was registered with the Information Commissioners Office (ICO) and was well aware of the new General Data Protection Regulation (GDPR), developing retention of records and confidentiality policies which she also made parents aware of. Her complaints policy informed parents of her procedure should any concerns/issues arise. Parents we consulted with were aware they could raise any concerns with us and also told us "If I had a complaint or concern I would raise this directly with the childminder and I'm sure we would work together to resolve" and "I have never had a concern or complaint about Angela but I fully believe that she would address any concerns quickly and professionally". This told us that positive, trusting relationships had been built up.

Daily exchanges of information took place with parents and the childminder encouraged them to make further comment through the children's learning journey folders and private Facebook page. She valued feedback and suggestions from both the parents and the children. Parents told us "Angela always involves me. She keeps wonderful care plan style folders. I get them home regularly to look at and comment on. I have a feedback section to fill in".

### 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	Gratings	
3 Feb 2016	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good



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