

Findlay, Christine

Child Minding

Type of inspection: Unannounced
Inspection completed on: 9 January 2020

Service provided by:
Findlay, Christine

Service provider number:
SP2004925219

Care service number:
CS2003019817

Introduction

The Care Inspectorate (CI) regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com.

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

Mrs Findlay is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Mrs Findlay provides her service from her family home, which is in Carrickstone Cumbernauld, North Lanarkshire. Minded children have access to a playroom, kitchen and downstairs toilet.

The childminder's aims include:

'To provide a happy, safe, secure, caring and sharing environment, where each child is treated as an individual and I will take the views, ideas and opinions of parents and minded children into account. I will do all I can to support the child's development and learning during the day-to-day activities on offer. These activities will be relevant to the age and stage of the minded child.'

A full statement of the services aims and objectives were available at the service.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place on 9 January 2020, where two minded children were present. The inspection was carried out by one inspector.

During the inspection we gathered evidence from a variety of sources including discussion with Mrs Findlay, we sampled paperwork to support her service which included policies, children's personal plans and insurance documents. We observed how Mrs Findlay interacted with the minded children and considered the general environment and the equipment used in the provision of the childcare service.

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. 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.

Views of people using the service

Children present during the inspection were happy and settled, they were supported and reassured by the childminder whilst they ate their snack and played.

We sent three Care Standards Questionnaires to the service prior to our visit, two of which were returned. Feedback provided told us that parents 'strongly agreed' that overall, they were happy with the quality of care their children receive at the service. One parent commented that if they had a concern/complaint they would talk directly to the childminder, but have never had to. Another parent told us that concerns would be raised during drop off and collection times at handover conversations, alternatively could be raised in regular feedback questionnaires.

Self assessment

The self-assessment was completed satisfactorily and provided an accurate reflection of the service as we experienced it.

What the service did well

The childminder provides a very good service for the children and families that attend. The welcoming and safe environment enables children to be happy and settled in her care. Children's development is supported through the quality interactions with the childminder and suitable age range of resources provided.

What the service could do better

The childminder should access training and professional reading to develop her knowledge and practice further, this will ensure that she is keeping up-to-date with current best practice and legislation.

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	4 - Good

Quality of care and support

Findings from the inspection

We found that the childminder knew the children well and described how she cared for and supported them as individuals, we observed the childminder to be caring and very attentive during our visit responding well to children's individual needs.

We sampled children's personal plans, which included information as to how children's individual care, safety and wellbeing needs would be met, in addition to what makes them special and a record of their likes, dislikes and interests. Plans were shared with children and their parents every three months. The feedback returned within the Care Standards Questionnaires told us that parent's 'strongly agreed' that the childminder asked for their views about how they wanted their child to be cared for.

One parent commented that the childminder has had their child since they were a baby, she understands and knows them well and communicates very well with them regarding their child's day-to-day activities. Another parent told us that they had frequent conversations with the childminder and forms to complete to gather their views and their child's likes.

The childminder assessed children's individual achievements, goals and next steps in learning, during consultation with them and their parents, using the Getting It Right For Every Child 'My SHANARRI Web'. Parent comments told us that they 'strongly agreed' that the childminder regularly involves them in reviewing the information they have about their child; they were regularly shown their child's folder with photographs and their opinion and child's view was always considered. We found that the learning journals were effective and supported learning that happened at home and school, in addition to what was learned at the service and included children's comments.

The childminder was registered as a food business and had undertaken a food hygiene course. She had a healthy eating policy and a sample menu in place that highlighted allergens within foods, both were shared with parents and ensured safe measures were in place, minimising the risk to minded children. During our visit we saw children being offered a choice for their snack which took their likes and dislikes into consideration. The feedback returned from parents told us that they 'strongly agreed' that the childminder provides a healthy and well-balanced diet which meets their child's dietary and cultural needs, and that snacks and meals provided were nutritionally balanced. Children were encouraged to try new things and a food diary was sent home daily detailing what their children liked or disliked.

The childminder was aware of the NHS Scotland 'Setting the Table' guidance. We signposted her to Care Inspectorate 'Food Matters' and 'Fun Foods First' guidance, to further support her when preparing healthy snacks and meals, supporting healthy eating at an early stage. Information can be found on the Care Inspectorate HUB www.hub.careinspectorate.com

We looked at how the childminder would record information should a child require medication to be administered during childminding hours, whilst the childminder had paperwork in place, we advised that she became familiar with the 'Management of Medication in Daycare of Children and Childminding Services' guidance. Information can be found here https://www.careinspectorate.com/images/documents/1427/Childrens_service_medication_guidance.pdf, this will support her to record up to date information and enable children to receive treatment that was safe and effective.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the childminder's home to be welcoming, homely and well maintained, providing a child-centred and safe environment for children, the main areas used for childminding purposes were the playroom, kitchen and downstairs toilet. During our visit the childminder told us that they didn't use the enclosed rear garden due to the grass being boggy and instead visited local parks.

The childminder told us that children had a choice of activities that were accessible to them, which were adjustable depending on the weather and what children wanted to do. We saw that children could bring toys of their choice from home; one child was reading their own storybook and another child was drawing and colouring using their own pens. Children told us that they liked making crafts at the service and their parents 'strongly agreed' that the childminder provided a suitable range of equipment, toys and materials for their child.

We sampled photographs of children taking part in a range of play experiences and spoke to the childminder about the benefits of introducing natural loose parts materials to support children's imagination, enhance their problem solving and creativity further. The childminder told us that the children had been involved in tent making indoors where they had used blankets and boxes. To further support children's learning experiences, we signposted the childminder to 'Loose Parts Play', 'Out to Play' and 'Space to Grow, Indoor/Outdoor settings guidance documents. Information can be found on the HUB www.hub.careinspectorate.com

The parents 'strongly agreed' that the childminder's home was a safe, secure, hygienic, smoke-free, pleasant and stimulating environment. We looked at the safety measures that were in place and found that the daily risk assessments, regular fire drills, health and safety and no smoking policy and weekly smoke alarm test that the childminder undertook, minimised the risk to minded children, protecting them from any potential harm.

The childminder used her car for business and appropriate insurance was available for parent's information, she ensured appropriate child seats were used with seatbelts which contributed towards the health and safety of children when traveling. The feedback returned from parents told us that they 'strongly agreed' and 'agreed' that the childminder makes good use of resources in the community, this included outings to the local park where children enjoyed outdoor play and visits to other childminder's homes where their child played with other children.

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

We recognised that the childminder's years of practice had provided her with a great amount of experience when looking after minded children. The childminder networked with other childminder's, which supported her to share ideas and best practice, supporting her service and promoting positive outcomes for children in her care.

The childminder told us that she kept up-to-date with current best practice by regularly accessing information on the internet, including the Care Inspectorate HUB and the SCMA website, this was in addition to joining the Scottish childminders Facebook page. We spoke to the childminder about using what she had read to reflect and improve best practice and identify areas for improvement in the future.

The childminder had undertaken a paediatric first aid course online and was currently on a waiting list for renewing her practical first aid training, we spoke about the importance of practical first aid training being finalised as soon as possible, to equip her with up-to-date knowledge and practice on how to deal with minor and major emergencies.

The childminder had recently accessed a child protection online course, we found that she demonstrated an understanding of her responsibilities to keep children safe and her child protection policy included contact details for the relevant agencies responsible for safeguarding children. The childminder told us that she had suitable internet security in place and the computer children use was situated where she can always see the screen. Children that use the internet must say which website they want to use, and they cannot change to a different website without checking first.

The childminder told us that children and parents were part of the self-evaluation process through the means of daily conversations, parent and child questionnaires. The feedback from parents told us that they 'strongly agreed' that the childminder involves them and their child when making improvements or changes to the service, children were routinely asked for their opinion and feedback and parents were asked for feedback and suggestions when changes were suggested. The paperwork we sampled during our visit supported this, we found parent and carer views were included and feedback was given, which supported everyone at the service to feel included and their opinions valued.

We signposted the childminder to the Health and Social Care Standards www.newcarestandards.scot and discussed publications such as 'My Childminding Experience', which showcases good practice and developments in childminding and 'Your Childminding Journey' which is an online learning and development resource, to further support her when evaluating what should be expected when delivering and using a quality care service, improving outcomes for children and families that attend. This information and useful links, can be found on the Care Inspectorate HUB www.careinspectorate.com

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

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	
18 Jun 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 4 - Good
21 Jul 2011	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
4 Feb 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
23 Sep 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good 5 - Very good

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