Tracey's Childminding Service
Child Minding

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

Service provided by: Mangan, Tracey
Service provider number: SP2014986122

Care service number: CS2014328447
Introduction

This service was registered with the Care Inspectorate on 22 October 2014.

Tracey’s Childminding service is provided by Tracey Mangan, who will be referred to as ‘the childminder’ throughout this report.

The childminder’s home is within the local community of Dunipace near Falkirk. Her premises are situated nearby local schools, nurseries and facilities. Children have access to a lounge, kitchen/dining area, upstairs playroom and enclosed garden to the rear of the premises.

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

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. This was carried out by an inspector. The inspection took place on 11 December 2019 between 12:30 and 14:30. We gave feedback to the childminder on 11 December 2019.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the childminder to complete and submit to us.

During this inspection we gathered evidence from a number of sources, including the following:

We spoke with:

- the children
- the childminder.

We observed and viewed:

- the environment
- the childminder’s practice and interactions with children
- the children playing.

We looked at the following evidence:

- evidence from the most recent self assessment
- children’s records
- accident and incident records
We took account of all the above information when we evaluated this service and wrote this report. Please note that parents and carers will be referred to as ‘parents’ throughout this report.

**Views of people using the service**

We sent out three Care Standards Questionnaires for parents prior to our inspection. We received two completed questionnaires from parents before the inspection. They were all happy with the service they received.

Comments from parents included:

“I am more than happy with the care and childminding service. Tracey is friendly and approachable, professional and has the children’s best interests at heart. I know if there are any issues she will raise them with me or the children. She is providing a safe environment at all times”.

“A home from home environment. At Tracey’s we felt at ease and just fitted in. Her warm and responsive care has ensured my child feels comfortable, happy and loved. My child considers himself to be one of the family and I can’t imagine him being elsewhere”.

“The flexibility as a childminder is fantastic, she appreciates the difficulty of juggling work and children and it is never an issue if you are five minutes late, or has to keep my child for an extra hour or two”.

“At times she has had to pass on information regarding my child’s behaviour, either at school or at the park and she has always done this so professionally and I have no concerns over her ability to enforce boundaries. My child recently had the opportunity to attend the after school club in the woods, he refused as he said he would rather go to the park with Tracey”.

The two children present were happy, relaxed and comfortable within the childminder’s home and close and caring relationships were evident. They enjoyed using paints and mixing different colours to decorate Christmas shapes.

**Self assessment**

The self assessment gave some examples of service strengths for each theme. This could be further developed to show any areas identified for service improvements. More consideration could be given to the wellbeing indicators and the new Health and Social Care Standards to support outcomes for children.

**What the service did well**

The childminder had a very warm, caring and nurturing manner and throughout the course of the inspection she was attentive and responsive to the children’s needs. She listened carefully to their requests and helped them choose activities that reflected their interests. Where required she very naturally provided support and a reassuring cuddle. As a result the children were comfortable, confident and happy in her care.
What the service could do better

The childminder should now ensure that she gains a good understanding of the wellbeing indicators and how they are applied in practice. By doing this she will be able to evaluate her practice more easily and recognise areas for improvement more readily.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
</tr>
</tbody>
</table>

Quality of care and support

Findings from the inspection

Children were happy and confident within the childminder’s home. Arriving back from a morning trip children calmly deposited their personal belongings and settled to the dining area for a snack and drink. The childminder’s calm and nurturing ethos during this busy period helped children to feel relaxed and unrushed. Snack was a pleasant experience with children chatting to us as visitors. We could see that they were comfortable with the daily routines and had a good sense of belonging.

On occasions children approached the childminder for help and we saw that she was mindful of their play ideas. She consulted them about items to extend their skills and learning and role modelled positive friendship language. Older children had opportunities to inform forward planning and play and activities. Requests from children were accommodated, for example, one child wanted to learn how to do a French pleat and another child wanted to try out different foods. Listening and responding appropriately to the children’s requests ensured they felt respected within the home.

The childminder worked in partnership with parents and other professionals. For instance, she supported early language development for individual children. Appropriate next steps in learning were encouraged through play experiences and quality one to one time for word recognition and new vocabulary. Individual care needs were effectively addressed in partnership with parents’ wishes. This respected the parent’s knowledge of their child and helped to maintain trusting and valued relationships. Working in this way provides the best possible care and support for children and helps them achieve.

The childminder had knowledge of the wellbeing indicators and was beginning to use these in practice. (There are eight wellbeing indicators at the heart of “Getting it Right for Every Child”: safe, healthy, achieving, nurtured, active, respected, responsible and included).

Children’s floor books had been developed and we noted that some references to the wellbeing indicators were made next to photographs of learning activities. We asked that the childminder considered how she further develop the personal story to include the child’s comments. The childminder was keen to listen to our suggestions of how to further involve children in thinking about and displaying their experiences in the floor.
books. Putting the child at the centre of documenting their learning story would make stories personal, lasting, rich and meaningful.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder’s ethos for the outdoor natural environment enhanced children’s connections with the world around them. Trips to Kings Park, Dollar Park, Helix Park and Blair Drummond Safari Park provided opportunities to be active and observe and ask questions about nature. Visits to the local library and toddler group ensured younger children had experiences that encouraged them to be compassionate, social and think of others. Older children were involved in the ‘Summer Reading Challenge’. The childminder worked hard to provide age appropriate opportunities for children to achieve and feel a sense of pride.

Spacious and organised areas within the home were used for different play experiences. The large dining room table offered children designated space to be together and enjoy group activities. Children playing in this way would benefit from observing and learning from each other. The small living room leading from the dining area was homely and bright with natural light from a full-length window. This allowed the smaller children to observe nature, for example, changes in the weather and seasons.

Children had access to a playroom upstairs. Although children could access a wide range of play materials there, we asked that the service consider the amount available to children and reflect upon the skills and learning attached to each play activity. Less play materials with specific learning outcomes would further encourage children to engage in deeper learning opportunities and extend thinking and problem solving skills. The childminder was keen to improve this area of her practice.

Children’s achievements from home and school were displayed within the kitchen area. For example, swimming certificates and top scorer awards from school. Celebrating success in this way encouraged children to feel special, included and valued in the childminder’s home. This would help them to think about new goals in life.

Very good cleanliness within the home resulted in a safe and pleasant environment where children could independently choose their toys. Procedures were in place for infection control for example, regular and robust cleaning routines and adhering to exclusion times for infectious diseases. The childminder was aware of her responsibility to protect children in her care and had recently updated training on first aid. This ensured she prompted children’s health and wellbeing.
Quality of management and leadership

Findings from the inspection

During our visit children enjoyed exploring the texture and colours of paint from small tubes. The childminder encouraged this play and developed the play further through adding different colours of paint and offering a range of Christmas resources to paint. This enabling attitude towards messy and creative play opened many opportunities to have fun, practice skills and explore materials.

The childminder had a range of policies in place which were shared with parents when they began to use the service. We reminded her to make sure the policies reflected the normal practice within her service. For example, the managing positive behaviour policy did not reflect the very good practice demonstrated by the childminder during our visit. The childminder was keen to reflect upon this and change the wording of the policy to ensure information shared with parents was positive and meaningful.

Although we were happy that the childminder informally involved children in assessing risk, we asked that she formalise her record keeping for this. We discussed how to further develop risk assessment record keeping, identifying specific hazards, risks and safety measures. This will make them clearer and highlight significant issues. The childminder was keen to adopt this approach and told us she would update her risk assessments accordingly. This would make families confident and reassure them that the service is managed by an organised and observant person.

The childminder had sufficient knowledge and understanding about child protection and reporting concerns. This knowledge and the procedures she had in place would help to protect children. The general practice of managing medications and recording accidents and incidents were managed well and would reassure parents that the childminder was well placed to care for children and keep them safe.

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 review and update medication procedures to reflect best practice.


This recommendation was made on 28 October 2015.

Action taken on previous recommendation

Medication procedures have been developed and updated and now reflect best practice in this area. Permission forms are in place to administer medication within the service. This recommendation is now met.

Complaints
### Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 Oct 2015</td>
<td>Announced (short notice)</td>
<td>Care and support: 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment: 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing: Not assessed</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership: 4 - Good</td>
</tr>
</tbody>
</table>
To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cânain eile ma nithear iarrtas.

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cánain eile ma nithear iarrtas.