

Shirley's Little Angels Child Minding

Type of inspection: Unannounced
Inspection completed on: 6 March 2020

Service provided by:
Nuttall, Shirley

Service provider number:
SP2014986050

Care service number:
CS2014327636

Introduction

The service was registered with the Care Inspectorate on 16 September 2014.

Shirley's Little Angels is operated by Shirley Nuttal who is referred to as the childminder in this report and is registered to provide a care service to a maximum of six children at any one time under the age of 16 years, of whom no more than three are of an age not yet attending primary school and of whom no more than one is less than 1 year of age. Numbers are inclusive of the children of the childminder. Overnight care will not be provided. Minded children cannot be care for by persons other than those named on the certificate.

The service is provided from the childminder's home within a residential area of Anstruther. Local facilities include school, community centre, church, shops and nursery which can be accessed on foot or by car. The areas of the accommodation to be used for childminding are the lounge, kitchen/diner, separate playroom within the conservatory, bathroom and rear garden.

There were two minded children present during the inspection, aged four years.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 13:15 and 15:15 on 6 February 2020. We completed feedback to the childminder via telephone later in the day. The inspection was carried out by an early years inspector.

During this inspection we gathered evidence from various sources:

We spoke to:

- the childminder
- the minded children present.

We looked at:

- observations of the childminder and her interaction with the children
- observations of the children at play
- a sample of children's records of learning
- a sample of other documentation relevant to this inspection
- equipment, resources and the environment
- Certificate of Registration.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

The children present were very comfortable in the childminder's care. They happily moved between the garden and the playroom to follow their own interests during the inspection. Both children had developed positive attachments to Shirley and approached her happily for help, reassurance or cuddles.

We issued three Care Standards Questionnaires to the childminder to hand out to the parents of the children who used her service. All three completed questionnaires were returned to us. All parents 'strongly agreed' that overall, they were happy with the care their child received. We were unable to speak to any parents/carers on the day. A sample of comments from the returned questionnaires is shown below;

"Shirley is quite simply an amazing childminder. I know that my daughter is safe, healthy and nurtured when in her care. She is very flexible and accommodating, especially as my work commitments can change frequently."

"Shirley is incredible and offers an amazing service to the community. She is caring, attentive, kind and respectful and the children are so happy with her. My child always comes home happy, full, entertained, tired (from being so busy) and smiling - sometimes not wanting to leave! We are very lucky to have her and cannot sing her praises high enough."

"There are a lot of outdoor activities which my child loves. Local groups include toddlers, art activities etc. Other places visited include libraries, walks, parks, beach and tennis courts. Shirley asks about my child's routines and advises she would work towards these as much as possible."

Self assessment

The childminder submitted a detailed and fully completed self-assessment to us before the inspection took place. We were satisfied with the information provided which included areas of strength and areas for further development.

What the service did well

The childminder effectively supported children to lead their own play, as they took control over where and what they played with. Children were happy and having fun as the childminder continued to provide a variety of experiences. Children were active members in their local community as the childminder made frequent use of the local amenities. Parent feedback demonstrated that they valued and appreciated the childminder.

What the service could do better

We discussed some further areas for improvement which can be found throughout the body of the report. We also made one recommendation and one requirement within this report for best practice. These focused on the following:

- developing records of children's development to capture their experiences and next steps
- ensuring that personal plan information is held for all children attending the service.

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

Children enjoyed having frequent opportunities to interact with and care for the pet rabbits. This allowed them to develop an understanding of how to care for animals, be responsible and stay safe.

Robust procedures for the recording and administration of medication was in place, contributing to children's positive health.

Children were learning how to manage conflict positively and understand their emotions as the childminder took a positive approach to supporting behaviour. This included conversations with children about their feelings and an overall service value of it 'being a happy home'.

Children were happy and relaxed, which was evident by how well one child had settled for an ad hoc day. Positive relationships were established between the childminder and the children who approached her easily for support, praise and comfort. This contributed to the children feeling nurtured and secure.

Healthy eating was promoted through nutritious and balanced meals as the childminder provided lunches and tea for children who needed this. We reminded the childminder to advise parents of a list of possible allergens in food provided as recommended by the Food Standards Agency.

The childminder was skilled in supporting children's play and learning through involvement, appropriate praise and co-researching with children to extend their knowledge and understanding. She provided them with information and encouraged their problem solving through thoughtful questioning and providing information. She shared an example where she supported a child to find out more about different sports at the Olympics. This contributed to children building a positive attitude to learning. We encouraged the childminder to look at 'growth mindset' as a theory to expand this further.

Children's home routines were supported through the childminder's flexible approach. She worked with families to maintain regular access to groups children were attending and was flexible to meet sleeping patterns of children as far as possible. This contributed to a positive transition into the service and supported children's emotional wellbeing.

The childminder had begun to put in place SHANARRI plans for children which should now be developed to fully capture children's progress and successes along with identifying appropriate next steps. This would allow her to share this information with parents, track progress and plan appropriate experiences. See recommendation one.

We discussed how the childminder could now build children's resilience through approaches such as 'mindfulness'. This would contribute to children's positive wellbeing and mental health.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The provider should develop the current SHANARRI records for all children to capture developmental information to enable assessment of children's progress and identify relevant next steps to enable children to achieve. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "my future care and support needs are anticipated as part of my assessment (1.14)".

Grade: 5 - very good

Quality of environment

Findings from the inspection

The free flow access to garden from the play room supported children to have some control over how and where they spend their day, as they moved in and out throughout the duration of the inspection.

The wide variety of resources and play experiences kept children occupied as it met their interests and needs. Storage of toys and games supported children to be independent.

The variety of experiences was extended through use of the local community matched to children's interests, such as using the tennis club with an older child. This supported children's sense of community and understanding of the value of local services.

Children enjoyed a homely environment as they were able to access the whole downstairs area for play and relaxation, along with the conservatory which was a dedicated play room. This contributed to their sense of belonging.

Children's health and safety was promoted through appropriate practices and suitable policies. The home was clean and tidy with furniture and resources suitable for children's use. The childminder confirmed she carried out a regular deep clean of children's toys and carried out visual checks of equipment and the environment daily.

We discussed with the childminder how she could now further diversify play materials for children by introducing 'loose parts play' materials both indoors and out. This would support gender equality, provide challenge across the age ranges and support children's creativity.

The childminder should now further develop her written risk assessments for the home and her pets to ensure these are robust and detailed. This is to ensure appropriate action is taken to minimise risk, contributing to children's continued safety.

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

Parents and children had regular opportunity to give their feedback on the service through the 'two stars and a wish' questionnaires. Feedback included statements such as 'it's a safe environment where our child feels comfortable and welcome'. This supported parents and children to feel included and influence provision.

Children's files were held securely by the childminder and she was aware of registration with the Information Commissioners Office to provide further assurance to parents regarding data protection. This contributed to children's right to privacy.

The childminder was fully aware and confident about making relevant notifications to us. The Certificate of Registration was displayed for parents to examine, attendance records held, contracts issued and relevant insurance was in place for the business and use of the care. These steps contributed to children experiencing a well managed service.

The childminder was a member of the Scottish Childminding Association and read publications and emails from them to help her remain abreast of any new developments. In addition to this, the childminder had accessed relevant core training in first aid and food hygiene. This contributed to children's positive outcomes. The childminder was knowledgeable in relation to child protection. She had accessed appropriate training and demonstrated confidence and a good understanding her responsibility to protect the children in her care. Children were therefore safeguarded as she evidently understood the importance of making referrals to the appropriate agencies and identifying signs and symptoms.

The childminder should now ensure she feeds back the responses to questionnaires she issues and what action she has taken. To enhance this evaluation process the childminder should date questionnaires. This would help to audit the service and identify continuous improvement.

Policies should be reviewed as some were missing up to date and relevant information. This included contact details for the child protection team on the child protection policy, adding a place of safety to the evacuation policy and reviewing the digital technology and healthy eating policy to support practice.

We reminded the childminder to let parents know when the inspection report became available. This is to support transparency and inform parents on how the service was performing.

The childminder should actively and regularly access the 'hub' section of our website and make use of the current best practice guidance documents to support her practice. This includes familiarising herself with the new document 'Realising the Ambition'. Remaining abreast of developments would ensure that practice was appropriate towards keeping children safe, healthy and achieving.

During the inspection one child was attending on an ad hoc basis who had previously received regular care. However, there was no current up to date personal plan information held for this child. We reminded the childminder that all information held for any children attending the service should be reviewed and signed by parents every six months. This is to ensure up to date records for the continued safety and wellbeing of children. A requirement was made. See requirement one.

Requirements

Number of requirements: 1

1. In order to ensure that up to date contact details are held, a personal care plan must be put in place for all children in attendance. All personal care plan information held must be reviewed at least once every six months or sooner if there are any changes to a child's care or wellbeing. These should be signed and dated by parents to support regular review. This must be met by 20 March 2020. This is in order to ensure that care and support is consistent with the Health and Social Care Standard 1.3 which states that "my personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS 1.15). It is also necessary to comply with Regulation 5(b)(1)(ii) (Personal Plan) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

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	
20 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good

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