

Riddell, Alyson Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 February 2020

Service provided by:
Riddell, Mrs Alyson

Service provider number:
SP2003908144

Care service number:
CS2003009408

Introduction

The Care Inspectorate regulates care services in Scotland. Information about 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 to provide a care service to a maximum of six children at any one time under the age of 16, 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.

The childminder provided the service from her detached family home situated in a quiet residential area on the outskirts of Innerleithen.

The childminder's aims and objectives included:

'To provide high quality childcare to children between the ages of birth - 12 years.

To meet the needs of it's users and these can be many and varied. It is important to have frank and open discussion with any potential user of the service to establish what these needs and expectations are and whether, as a childminder, can meet them.

Create a warm, caring and relaxed atmosphere

Encourage and praising children in their achievements

Working with parents to ensure the best care is offered to their children

Communicating with the children to ensure they feel safe and relaxed at all times'.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on 18 February 2020. On the day of the inspection, one minded child was present.

During the inspection, we observed the interactions between the childminder and minded child. We looked at relevant paperwork and documents related to the service and the children who use it. We spoke to the childminder about the service she provided. We walked around all areas of the home used by minded children. We looked at the resources available and the use of space.

Views of people using the service

The minded child we met appeared at ease in the setting. They happily chatted to the childminder whilst they played. They told us they "liked" going to the childminder's house.

In preparation for the inspection, we asked the childminder to distribute questionnaires to the families who use her service. All four were returned to us with highly complimentary comments. For example:

'We couldn't have asked for a better childminder for our child. Alyson has always went above and beyond to make sure (child) is well cared for. She keeps us updated with new things and (child) loves her days she goes to Alyson. Nothing is ever a problem'.

'Excellent service. Wonderful with the children. We are all very happy with the service provided. Would definitely recommend to others'.

'Sometimes its a struggle to get my child to leave at home time as he is so comfortable at her house. Alyson is kind, professional, fun and looks after our son like we would ourselves, in fact probably better because she spends time on crafts and entertaining the kids'.

Self assessment

The childminder did not submit a self assessment prior to the inspection.

What the service did well

The childminder provided a warm, welcoming and homely environment for the children she minded.

What the service could do better

Personal plans should now be recorded for every child to identify needs, show progress, and shared with parents

From this inspection we graded this service as:

Quality of care and support	4 - 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 were cared for in a homely, comfortable space. Children were able to be independent around the house and were familiar with routines. This supported them to feel nurtured and part of the service.

The childminder had developed positive relationships with the families in her care. This enabled parents to feel comfortable to share information about their child or discuss any issues which arose. Settling in visits were guided by each family. They helped children to feel at ease and offered an opportunity for information to be shared to ensure a continuity of care and routine from home.

A strength of this service were the interactions between the childminder and child. We observed a warm, nurturing and attentive approach with the minded child, aiding secure attachments. They were encouraged and enabled to discover, explore and try new things.

Children's routines, needs and preferences were known by the childminder and used to provide responsive care. Continual feedback with parents through daily diaries, text and conversations ensured care was consistent with home and relevant for each child.

The childminder had not included sufficient information on children's development in their folders. We asked the childminder to start recording all children's needs, plans and reviews in their personal plans. Recording this information would support her to monitor progress, continue to challenge children's development and share information with parents.

Children were kept safe by the childminder's understanding of child protection. She was clear about information which should be shared and with whom to ensure the right support was sought at the right time. The childminder agreed to include more detail in her child protection policy. This would support her to respond to a variety of situations which may arise.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were cared for in a bright and comfortable environment which contributed to them feeling welcomed and safe. The cosy and homely livingroom and dining room provided space for children to play. Storage drawers and boxes allowed children to easily choose from a wide range of toys, resources, and games that kept children busy and engaged.

Time outdoors was part of the daily routine as the childminder understood the importance of fresh air and physical activity on health and wellbeing. Strong links were made within the community as children attended a variety of groups. This offered a range of experiences for children. For example the local community centre for play groups, visits to the library and toddler groups. Free time spent exploring natural environments such as parks and wooded areas supported children to think about risks whilst playing outdoors and how to manage those risks. This helped children develop decision-making skills for the future.

Parents were clearly happy with the daily routine and activities as they told us, 'there is an array of toys, books, games and occasional TV. Alyson takes them to the library regularly and they all have their own books. She bakes and does lots of crafts' and 'we love that they are outdoors as much as possible in the garden and at the park. Toddler group means interaction with other children and my child loves book bug'.

Experiences and activities were planned based on children's individual needs and interests. This helped to ensure they were engaged and having fun during their time with the childminder. Children were able to learn new skills and develop their confidence as the experiences provided were varied and motivating.

The childminder should consider researching and developing the use of more open-ended natural materials for children to explore. This would support a richer play experience where children could be creative whilst developing their inquiry skills.

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 demonstrated enthusiasm and an enjoyment of her role which aided the overall experience for the children who benefited from her experience. Parents and children were involved in reviewing the service on an annual basis. We saw evidence that the parents suggestions were responded to and used to develop the service. Children were invited to give feedback using pictures and faces, making it possible for younger children to take part.

She kept up to date through discussions with other childminders and information she received from us and the Scottish Childminding Association (SCMA) and as a result had gathered a range of good practice guidance documents. This coupled with keeping core training such as first aid and child protection up to date, all helped towards the childminder appropriately providing for the children's health and well-being.

The childminder had a range of written policies and procedures that she had shared with parents when they started using the service. This included a complaints policy. We looked at some of the policies and would suggest the childminder continues to review and update her policies, as required, to bring them into line with current best practice guidance. The childminder should ensure she completed the self assessment when requested to by the Care Inspectorate. This would provide the childminder with an opportunity to evaluate her service and see where improvements could be made.

Parents were appreciative and complimentary of the childminder's service. All four confirmed they had a good relationship with the childminder and were involved in making improvements and changes to the service. For example they told us, 'we have a very good relationship and can talk to her very easily about issues or concerns. She even asks my opinion and checks if I am happy with the service provided (which I am)', 'I have never had and can't imagine why I would ever have to complain. My son adores Alyson' and 'I

am able to go to work with no concerns at all as I know my childminder will provide excellent care and attention to my son and maintain his safety at all times'.

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	
19 May 2015	2	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
18 May 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
12 Mar 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 6 - Excellent Not assessed
13 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent Not assessed

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