

Freckleton, Julie

Child Minding

Kilbirnie

Type of inspection:
Unannounced

Completed on:
20 May 2021

Service provided by:

Service provider number:
SP2013985043

Service no:
CS2013318350

About the service

This service registered with the Care Inspectorate on 31 January 2014.

Julie Freckleton provides a childminding service from her home in the town of Kilbirnie, North Ayrshire. She is registered to care for a maximum of four children under the age of 16 years, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. The numbers are inclusive of the childminder's own family.

The childminder's main aims are to:

"Provide a happy, safe and secure environment for the children within my care"; and to

"Provide activities and toys to keep the children occupied and the toys provided will be suitable for both sexes and also be educational as well."

A full copy of the aims and objectives can be obtained from the childminder.

The childminder was seen to provide a warm, welcoming and homely environment for children in her care. We found her friendly and approachable. We viewed the one child and the childminder's own two children who were present during inspection to be relaxed, happy and enjoying their time there.

This was a focused inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

During this inspection we carried out an unannounced visit to the service over three hours on Wednesday 10 March. Following that we used virtual technology to view the environment, and to meet with staff and the management team. We also sought the views of parents and carers through telephone discussion.

What people told us

The childminder provided us with contact details of three parents who were willing to speak with us. We communicated, by email, with three parents in total. All were very happy with the service. They felt the service communicated well with them during the Covid-19 pandemic. Information about changes to guidance and practice was shared quickly and effectively. Parents said this gave them confidence that their children were safe and being well cared for. One parent commented:

'I think Julie has done a truly outstanding job in these uncertain times, when all this first started and I was unsure what was happening with my own job and regardless of Julie not knowing herself what was happening with her own livelihood she still stood by and supported myself and my child and was there checking in on us and giving us support. I feel she has adapted her service to follow government guidelines to a high standard whilst still providing a great service. My child would attend Julie's house seven days a week if he could, she's more than just a childminder she's a friend and I would be lost without her.'

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
--	---------------

Further details on the particular areas inspected are provided at the end of this report.

How good is our care and support during the COVID-19 pandemic?

5 - Very Good

Quality indicator 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19

- Children are nurtured and supported throughout their changed experience in their early learning and childcare setting
- Effective communication with families enables responsive care to support children through changing circumstances.

Children were nurtured and loved as they experienced positive, warm relationships with the childminder. Children would readily talk to the childminder and remained close to her. They were clearly comfortable within the home and outdoor settings. This nurturing approach encouraged them to feel safe and secure in the service. The childminder had supported children's understanding of the changes to their routines in a variety of ways, ensuring that these were age and stage appropriate. Conversations and discussions with older children supported their understanding of Covid-19. This encouraged the children to ask questions which helped them to feel respected, informed and included.

To engage and support children, the childminder had accessed some grant monies to assist and had used it to create a very stimulating and well-resourced outdoor area. This encouraged the children to be independent and was an imaginative way to maintain a stimulating well ventilated service. We observed the children having fun playing outdoors.

The childminder remained open during the pandemic for keyworker's children. In addition, the childminder had maintained connections with all families. This was achieved using digital methods such as messages, emails, and phone calls. Parents commented that the regular communication had supported their own anxieties and the sharing of information was vital to their child's positive return to the service. The childminder told us that she provided each family with individual support and tailored settling in procedures around each child. Families were listened to, and they could influence the way in which care was provided. This promoted parents to feel included and respected. The childminder knew the children in their care very well. We sampled personal plans for one child. These had recently been updated and contained relevant information about the child's care needs and interests. This knowledge supported the childminder to meet children's individual needs and enabled them to meet their own goals.

Child led planning allowed the childminder to be responsive to children's interests. Children were supported to make choices about their play and learning, for example whether they played indoors or outdoors. We observed that even the youngest children had access to outdoors, they were encouraged to crawl and connect with the environment. All children were able to engage in a variety of experiences for example ball sports and exploring nature.

Quality Indicator 5.2: Infection prevention and control practices support a safe environment for children and staff.

- Children are protected as staff take all necessary precautions to prevent the spread of infection

Children were protected from the spread of infection as the childminder had embedded effective infection prevention, and control procedures into daily practice. The childminder had a clear understanding of the

latest Covid-19 guidance. This was reflected in the Covid-19 policy. The childminder had developed clear and concise policies, which had been shared with families. We observed effective hand hygiene. The childminder told us about staggered drop off and pick up arrangements to limit contact. The childminder had enhanced all regular cleaning routines with regular cleaning of touch points. This ensured that children experienced a clean and safe environment. This was further supported by adults using face coverings and physical distancing where appropriate.

The lounge, kitchen and outdoor areas were visibly clean and well organised. We observed children accessing a variety of resources independently and making choices. We also observed children playing games, organising other minded children to play the games and having fun doing it. Soft furnishings had been reduced and any that remained were laundered regularly to prevent any potential risk of infection. Baby toys were cleaned regularly and there was a good supply to enable swapping of 'mouthed' toys to support effective cleaning practices.

Children were supported to understand the need for good hygiene and hand washing was always supervised by the childminder. The children had chosen happy birthday to sing whilst washing their hands. This encouraged handwashing for the advised 20 seconds. Doors and windows remained open to allow effective ventilation of the service. Children had extended outdoor play opportunities both in the garden and exploring the local community and local parks. The childminder told us that she actively sought less busy places and took her own resources to play with where possible. This contributed to children remaining safe and healthy. Both the childminder and families were clear on the signs and symptoms relating to Covid-19 and by sharing this information, it had developed a consistent approach and understanding by all involved so that action could be taken quickly if needed.

The childminder has notified us to remove her assistant from her registration as she no longer requires them. The childminder has appropriate contingency arrangements in place if required.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To minimise the risk of infection, the childminder should review and improve her infection control procedures, ensuring that appropriate protective equipment is used at all times and hand washing is encouraged. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child "My care and support meets my needs and is right for me" (HSCS 1.19)

This area for improvement was made on 25 June 2019.

Action taken since then

This area for improvement had been fully met.

Previous area for improvement 2

In order to keep up to date with developments in childcare practice, the childminder should identify and attend suitable training opportunities and/or undertake appropriate self-directed study. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child, "I have confidence in the people who support and care for me" (HSCS 3.14)

This area for improvement was made on 25 June 2019.

Action taken since then

This area for improvement had been fully met. We noted training that the childminder had attended.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good

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 foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.