

# **Banks, Angela** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 2 July 2021

**Service provided by:**

**Service provider number:**  
SP2009973853

**Care service number:**  
CS2009199043

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve.

Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families. 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. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

Angela Banks provides a childminding service from her home in the town of Irvine. The family home is situated close to local amenities, including bus routes, shops and schools.

The service is registered to care for six children at any one time under the age of 16, of whom a maximum of six will be under 12, 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.

A full copy of the childminder's aims and objectives were available. These included the following statement:

"My service will provide a loving, caring place that children feel safe in and parents feel relaxed about leaving their children in."

Two young minded children were attending the service during the inspection visit. Both children were settled and relaxed in the childminder's care.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during Covid-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

## What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 28 June 2021 between the hours of 11pm and 12.30pm. We provided the childminder with feedback on Friday 2 July 2021.

## Views of people using the service

We spoke with two parents of children who attend the service by telephone consultation. Both parents confirmed that they were overall very happy with the care and support their child received when attending the service.

## Self assessment

The childminder completed a self-assessment prior to our inspection. The childminder had identified strengths and areas for further development for her service.

## What the service did well

The childminder had established very good relationships with children and their families, supporting children to feel safe, secure and happy in her care.

## What the service could do better

The childminder should review, implement and update children's personal plans in line with current legislation, Regulation 5 of the The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

The childminder should update her policies and procedures in line with current best practice guidance and should continue to promote children's curiosity and creativity through developing the use of open-ended and natural materials.

## 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

The childminder demonstrated that she knew the children attending her service well. Interactions were warm and caring, supporting the children to feel secure. The childminder supported the children's confidence and self-esteem through effective use of praise and encouragement. The young children present responded well to the childminder's approach and were happy in her care.

The childminder worked closely with parents to agree how best to support their child. Effective communication through daily verbal consultation and the use of messenger supported care decisions to be made in partnership with parents. This resulted in families feeling valued, respected and included within the service. However, we sampled children's personal plans and found that these were not consistently implemented and reviewed in line with current legislation (recommendation 1).

Good opportunities were provided for children to develop healthy lifestyles. This included regular physical activity outdoors and healthy snacks and mealtimes. The childminder did not have a menu or record of the foods provided to children, however, she gave examples of the foods she cooked that were healthy and of good nutritional value. We asked the childminder to provide parents with allergen information for the foods she provides and suggested that developing a food menu would support her to achieve this.

The childminder was confident in her role and responsibilities for protecting children and keeping them safe. She spoke confidently of her role and the action she would take if any concerns over a child's health or well-being should arise.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. For example we found that the childminder's home was clean and well ventilated, children were accessing outdoors daily and the childminder spoke confidently of the enhanced cleaning arrangements in place.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should develop personal plans for all children registered to attend her service. Personal plans should be developed for children within 28 days of attending the service and should identify how the childminder plans to meet children's individual health, welfare and safety needs. Personal plans should be reviewed with children and parents at least every six months or sooner where required.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; "My personal 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).

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder provided a homely, welcoming environment for minded children, supporting them to feel relaxed.

Areas accessed by the children were safe and hygienic. This included the living room, upstairs bathroom and garden. In the living room, children had space to engage in floor play, table top activities and they could relax on the comfortable sofas.

During the inspection, we observed the two children present playing with the resources and play materials available to them, some resources were easily accessible promoting children's independence. The childminder's garden provided children with a good space to engage in physical play, however, we found that children would further benefit by the offering of more natural materials both indoors and outdoors. We signposted the childminder to "Loose Parts Play - A Toolkit" and suggested she continue to develop opportunities for loose parts play to support children explore their natural creativity and curiosity.

We observed one child having a sleep in a pushchair provided by the childminder. We referred the childminder to safe sleep guidance and asked her to update her policy in line with Scottish Cot Death Trusts' best practice guidance, "Reduce the risk of cot death, early years safe sleeping guide".

The childminder was aware of her responsibilities to ensure a safe environment and visual daily checks were carried out. Written risk assessments for the premises and local outings helped the childminder to identify what action to take to limit possible hazards to children. The childminder had a pet dog, that had limited contact with the children. We met the dog during inspection and found the dog to be friendly. The childminder had developed a pet policy taking into consideration children's safety and all necessary infection prevention and control measures.

## 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 considered how the childminder evaluated her service, made improvements and kept informed of best practice guidance and legislation. The childminder used recording templates from Scottish Childminding Association (SCMA) to support her with the daily operation of her service and she kept up to date with some changes by liaising with the local authority and by keeping in contact with other local childminders which offered the opportunity for professional discussion and sharing good practice.

The childminder had completed first aid and child protection training and spoke of dates approaching for these to be updated. At the childminder's previous inspection in August 2019 she spoke of her plans to embark on further studies when undertaking the PDA Childhood Practice course, she had not yet started this course but confirmed she planned to enroll at the next available opportunity. This will support the childminder's ongoing professional development.

Daily discussions with children and parents took place and the childminder told us that verbal feedback influenced improvements within the service. The childminder told us, that as a result of Covid-19 she had not sought any feedback from parents using questionnaires. We made some suggestions about how she could gather the views of parents using different methods such as a Survey Monkey questionnaire. In addition, we suggested that the childminder develop a more robust self-evaluation processes that will help her to reflect on her service and identify areas for improvement. We signposted the childminder to good practice guidance that will support this: Your Childminding Journey available at [www.childmindingjourney.scot](http://www.childmindingjourney.scot), My Childminding Experience available at [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com) and The Health and Social Care Standards my support, my life available at [www.scot.gov.uk](http://www.scot.gov.uk).

We found that information needed to meet statutory requirements, such as public liability insurance and registration with the Information Commissioner's Office (ICO) were in place. We found that the childminder had provided information to parents with regards to how data was collated and stored within the service. This will help to ensure that data being processed is done so safely and lawfully.

We sampled operational policies and procedures and found that these required to be updated. The childminder should systematically review and update her policies and procedures and priority should be given to child protection and complaints policies to ensure information shared with parents is up to date. All policies should be dated when reviewed to allow the childminder to keep track of any changes made.

We have suggested areas for improvement throughout this report to support the childminder to further develop and improve her service. The childminder would benefit from creating an action plan outlining the steps she plans to take to address these areas for improvement. This would support her to track and monitor any progress made, and allow her to identify how she has supported positive outcomes for children attending her service.

## 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](http://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	
5 Aug 2019	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Jun 2015	3	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	5 - Very good
21 Jun 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	Not assessed
13 May 2010	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed



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