

Bordeau, Claire Child Minding

Type of inspection: Unannounced
Inspection completed on: 11 August 2021

Service provided by:
Claire Bordeaux

Service provider number:
SP2019990692

Care service number:
CS2019376507

Introduction

The service registered with the Care Inspectorate on 27 November 2019.

The childminding service is located in Stirling. The service is situated close to local amenities including parks, library and the local nursery and primary school. The children have access to the living room, kitchen and toilet facilities. There is an enclosed back garden area suitable for outdoor play.

The service is provided by Claire Bordeaux and is registered 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 the childminder's own family.

The aims and objectives for the service included:

- "To provide a warm, friendly, relaxed environment"
- "To be nurturing"
- "To be able to cater for different needs"
- "A joyful place where parents can leave their child in an environment where they will be stimulated".

A full statement of aims and objectives are available from the service on request.

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 of 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 carried out an unannounced inspection of Claire Bordeaux Childminding on Tuesday 10 August 2021. We continued the inspection with a virtual meeting on Wednesday 11 August 2021 and gave feedback. The inspection was carried out by an inspector from the Care Inspectorate.

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.

We sent an email via the childminder to families using the service asking them to provide us with feedback about their experience of using the service. No families responded to our request at the time of writing the report, however we spoke with one parent during the visit.

During the onsite visit we gathered evidence from several sources including the following:

We spoke with:

- children present
- 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:

- children's personal plans
- policies and procedures
- documents relating to administration of medication; accidents and incidents and child protection
- registration certificate
- public liability insurance certificate

Views of people using the service

There were three children present at the time of the inspection and the childminder's own children. We observed children enjoying their play both indoors and outdoors and they were happy and confident in the service. The children were keen to engage with us and tell us about what they enjoyed and what they had learned about. Children talked about their interests whilst colouring in and using the range of resources available to them.

We spoke with one parent during the visit and they were satisfied by the level of care their child received. They told us how much they trusted the childminder and how their child was treated like part of the family. They commented on how they appreciated the focus on outdoor play.

Self assessment

We did not request a self assessment before this inspection.

What the service did well

The childminder interacted with the children in a nurturing and loving way. They knew the children well and responded to their needs appropriately by providing activities that interested them and supported their development. The childminder's responsive approach created a welcoming and inclusive environment. This resulted in children feeling relaxed and confident in their care.

What the service could do better

The childminder should develop ways to reflect on their practice and service and include parents and children in the evaluation. We discussed how the quality framework document would support on-going self-evaluation leading to the continued development of the quality of care and learning for children and families.

Personal plans must be updated in line with current guidance and the childminder should review how the information is being used. The plans should demonstrate how children's needs and next steps are being identified and supported in the service, in consultation with parents.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

The childminder knew children well and provided a range of activities and experiences to promote their interests and well-being. All interactions were nurturing, warm, and the childminders' loving nature supported the children to feel safe and secure in their care. Children benefitted from responsive attention and support when required in their play. They received encouragement and achievements were celebrated together.

There was an emphasis on having daily outdoor opportunities to play and explore, which promoted a healthy lifestyle. The childminder made good use of local community resources, such as parks and the community garden where the children could explore and buy plants. We saw green beans, tomatoes, lettuce and corn that the children were growing. A range of healthy snacks and meals were prepared by the childminder and children were supported to choose what they would like to eat. We suggested the childminder should develop ways to support children to become more independent at snack and meal times, for example by spreading their own toast or cutting their own fruit.

Personal plans were in place which recorded children's information and contact details. These should be further developed to record, for example, children's development, progress, and support new skills and achievements. These should be reviewed with parents at least six monthly or more frequently if information changes.

Children told us they enjoyed art activities and we saw some of their creations. The childminder explained how she used the children's love of art to support their development and understanding of emotions. They encouraged children to draw pictures of their experiences at home and describe how they felt about each activity they had drawn. This supported the childminder to learn about children's individual interests and plan for activities that they would enjoy. The childminder created folders with the children's art work, along with some photographs, which were shared with parents regularly. This meant parents were included in their child's time in the service.

The childminder was confident about their role and responsibilities for protecting children and keeping them safe. They spoke confidently about the action they would take if there were any concerns about a child's health or welfare. This ensured children were kept safe and would allow the childminder to respond to any concerns in a timely and sensitive manner.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. For example we observed children being supported to understand the need for good hygiene and washing their hands at appropriate times.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

A homely environment had been created by providing a welcoming, clean and tidy home. Children could relax and were confident to explore the toys and resources. Children had access to resources which helped them explore their natural curiosity and creativity. We saw children creating and decorating magnets which they were keen to take home and show their parents. We discussed how open ended resources could be extended by using guidance documents such as the 'Loose Parts Play toolkit'. This would further support children's creative and imaginative play and challenge their thinking.

There was a focus on being outdoors and the garden had been arranged to suit the needs of children. There were areas for children to be creative and enjoy arts and crafts, and areas where children could be active and play on the trampoline or use the basketball hoop. A blanket was used for children to have a space to relax and enjoy their picnic style lunch. We discussed ways the childminder could organise the resources for outdoors and indoors, to ensure they adhered to the conditions of registration and supervised the children at all times when using the garden.

There were two travel cots that could be used if required in the home, however children were regularly sleeping in the buggy when out for a walk. We asked the childminder to develop a sleep policy using best practice guidance to ensure parents were fully included and informed about how their children were taking naps whilst in the service.

Risk assessments had been created and the childminder told us they routinely checked the house before the arrival of the children. This minimised potential hazards and ensured a safe environment for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder kept a book of photographs and art work created by children which they organised in a folder to give to parents on a regular basis. This showed us the variety of learning experiences provided in the service. We suggested ways that the childminder could record children's achievements, linking their learning and experiences to the wellbeing indicators. This would support them to reflect and build on the experiences that were provided to individual children.

Policies and procedures had been created and updated to include changes to the service during COVID-19. We suggested this could be combined into one more easily accessible document for new parents to help them to know what to expect from the service and make informed choices. Formal written contracts included the terms and conditions under which the service would be provided.

The childminder regularly asked children and parents if they would like to offer any suggestions on how the service could be adapted in an informal way. We saw some ways in which the children had influenced the service, such as specific toys and resources the children had requested. The childminder should introduce ways for children to have increased ownership of play and learning throughout the day. We advised the childminder to review the Quality Framework for daycare of children, childminding and school aged childcare, to further develop self-evaluation processes. See recommendation one.

We spoke about the importance of remaining engaged with best practice guidance and training to ensure that the experiences offered to children are meaningful, rich and of the highest quality. The childminder advised us they were keen to register for the SVQ Social Services, Children and Young People qualification. We suggested some best practice documents that would support them to develop the service such as 'Realising the Ambition' and 'Setting the Table'. See recommendation two.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should develop quality assurance systems to evaluate their service. Best practice guidance documents should be used which will help identify what they do well and areas for development. Consideration should also be given to how they will gather and include feedback from children and parents in this process.

This ensures that care and support is consistent with the Health and Social Care Standards which state that, 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

2. The childminder should continue to identify training and current best practice guidance that will help their professional development and promote the development of the service so children have positive outcomes.

This ensures that care and support is consistent with the Health and Social Care Standards which state that, 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

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

This service does not have any prior inspection history or grades.

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