

Noah's Ark Childcare Child Minding

Type of inspection: Unannounced
Inspection completed on: 20 July 2021

Service provided by:
Pamela Clarke

Service provider number:
SP2019990626

Care service number:
CS2019375889

Introduction

Noah's Ark Childcare is a childminding service provided by Pamela Clarke and been registered with the Care Inspectorate since July 2019. She 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 six may be under 16, no more than three are not yet attending Primary School and no more than one is under 12 months.

Numbers are inclusive of the childminder's family. No overnight care may be provided. Minded children cannot be cared for by persons other than those named on the certificate.

The service is provided from the childminder's home within a residential area on the outskirts of Glasgow close to schools, parks and other amenities. The areas used to provide the service are the living room, dining kitchen, downstairs toilet and enclosed rear garden.

Included in the childminder's aims and objectives is the statement: "I aim to make my home a second home to your child, whether you are returning to work after having your child, or you require after school care. I aim to make the transition as comforting and professional as possible for you and an enjoyable service for your child."

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 check services are meeting the principles of Getting it Right for every Child (GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time by the right people. It supports them and their parent(s) to work with services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, active, respected, responsible and included.

What we did during our inspection

We wrote this report following an unannounced inspection visit which took place during the morning of 13 July 2021 and continued with a virtual meeting with the childminder on the 20 July 2021.

The childminder shared a range of information with us as part of the inspection. These included policies and procedures in relation to Covid-19 and other aspects of her service. Also, information on children and training certificates. We consulted with families by email and received a written response from those using the service.

Views of people using the service

There was a young child present during the inspection. They were clearly very happy and settled in the childminder's care and enjoyed spending time with her and her family.

A parent who wrote to us praised the quality of care their child received. Also, the good level of communication between themselves and the childminder that provided them with reassurance.

"Our child absolutely loves going to Pamela's, when we park up outside Pamela's house she often shouts 'yay Pamela' it's such a relief finding someone like Pamela who we can leave our child with and have no worries at all."

Self assessment

The childminder was not asked to submit a self-assessment.

What the service did well

The childminder provided a welcoming, caring setting for children and their families. We found that she was responsive to the differing needs and interests of children. She had been active in reviewing and developing her policies and procedures throughout the pandemic to ensure they were effective in minimising any risk to her family and those she cared for.

What the service could do better

As agreed, the childminder should access formal child protection training whenever possible.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder had continued to provide a safe welcoming setting for children and families throughout the pandemic.

During our visit we noted that the child present benefitted from very warm, caring relationships with the childminder and her family. The childminder's written aims highlighted her focus on children's wellbeing and she described how she had worked hard to reduce the impact of changes brought on by Covid-19. As part of this, the childminder had actively reduced the number of children in her care to ensure she could provide the necessary support and protection to her family and those of minded children.

The childminder had adapted her arrival procedures, introducing hand hygiene resources at the door and now encouraged parents to wait in her hallway. Parents confirmed that throughout these changes, she had ensured that they were kept informed, and they continued to feel included in the care of their child.

As a member of the Scottish Childminding Association (SCMA), she had received supportive guidance on reopening her service. The childminder had shared the guidance with families to ensure they were aware of the new procedure she has in place and the guidance that informed them. The childminder had also reviewed her settling-in procedures, keen to provide comfort and reassurance to families during a period a change for everyone.

The childminder had detailed written plans for the children which clearly showed how their individual needs were considered within her care. As she was unable to meet with parents in person to discuss their child's wellbeing, the childminder had established regular email contact. This meant she was aware of any changes to children's needs, routine or development.

The childminder followed SCMA procedures when giving medicines to children and recording any accidents or incidents. She implemented their paperwork to keep written records and share details with parents/carers.

The childminder understood her role in safeguarding children. She had a written policy in place and had attended training in the past. She was actively seeking online training due to the current unavailability of in-person training. In the meantime, she agreed to continue updating her knowledge through professional reading.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder had a clear understanding of Covid-19 guidance and had updated her procedures to reflect any changes. She had detailed risk assessment and written cleaning procedure which she followed routinely to ensure her home was safe and hygienic for everyone. The childminder had at one point, had her home fogged for additional reassurance.

She ensured routine hand washing within her home for both her and her family and those using her service. The childminder's home provided lots of space for children to play. There was direct access from the dining kitchen to the garden and during our visit we observed the minded children moving freely and with ease between the two areas.

Outdoors, there was a range of resources including planters for growing, wheeled toys and a tuff tray which was used for different activities including, water play.

The childminder described a suitable range of additional toys and activities that would be available for children.

The childminder told us about the facilities in the community that she had enjoyed with the children prior to the pandemic. She had considered returning to some activities, however had delayed this until she felt reassured by the Covid-19 procedures in place.

In meantime she had made particularly effective use of outdoor facilities in the community which provided children with safe places to enjoy. On the morning of our visit, she was taking children fruit picking at a farm. The childminder had checked their Covid-19 procedures to ensure that they were robust prior to going.

The childminder and her family had acquired a pet dog since registration. The dog appeared good natured and was placid around the children. The childminder had developed a written policy which covered children's contact with the dog and other animals, arrangements for feeding the dog and cleaning up after him.

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 found that the childminder had a wide range of policies and procedure in place to support her in her role. She had been active in developing and reviewing them throughout the pandemic and had shared them with families using the service.

As a member of SCMA, the childminder received regular information and guidance regarding Covid-19 procedures that she should follow within her service. She had also registered for online updates from the care inspector and confirmed that she had found both these sources of information helpful.

The childminder had also been active in sourcing and reading additional information to support her in her role. She routinely followed online links to Health Protection Scotland, Scottish Government Covid-19 pages, and the NHS.

While the childminder had accessed training on child protection and first aid, she was keen to update her knowledge and skills. We learned that she had been active in sourcing additional information and support while waiting for courses to return. The childminder agreed that it would be beneficial to update her child protection training through an online course whenever possible.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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.

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.