

Tojo and Toots Childminding Service

Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 August 2021

Service provided by:

Service provider number:
SP2016987760

Care service number:
CS2016344788

Introduction

Tojo and Toots Childminding registered with the Care Inspectorate on 12 April 2016.

The childminding service is located in Dunfermline, Fife. The service is situated close to local amenities including parks, 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 Trudi Lamond and is registered to provide a care service to a maximum of 7 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's own family.

The aims and objectives for the service included:

- I aim to provide a caring, warm, and friendly environment for children, this will enable children to develop, learn and have fun in my care.
- All children will be treated equally, fairly, and most importantly as individuals.
- I will support each child to their own specific needs, through one-to-one time and support their developmental stages.
- I will not discriminate on religious beliefs, skin colour or ability.
- I will always help children to feel good about themselves and others by celebrating the differences that make us all unique.

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

What we did during our inspection

We carried out an unannounced inspection of Tojo and Toots Childminding service on Tuesday 10 August 2021. Feedback was given on Friday 13 August 2021. 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 of Care and Support.

Views of people using the service

One child was present at the time of the inspection and they were happy, settled and independently exploring the resources on offer. The child was smiling and was close to the childminder, receiving cuddles and sharing the wooden blocks.

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. Two families responded to our request.

Their comments included:

'I love just how well Trudi knows my child, how much she cares for all the kids she looks after, the amount of planning that goes into activities, how happy my child is at Trudi's. We couldn't have asked for a better childminder'

'We chat at pickup and drop off, but I can see photos on the Facebook page too. I have also had WhatsApp photos sent to me. If I have forgotten to check something I know I can always text or call if I need to'

'Trudi is very kind and personal; my child loves her and all the children who are there. I like that she mixes age groups when appropriate and the daily updates are also great. I like most that my child loves going, cannot beat that. Trudi also always listens to our feedback regarding naps or eating and tries to accommodate our preferences'.

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.

Self assessment

Not requested at this time.

What the service did well

Children were being cared for in a warm, nurturing, and welcoming environment. The childminder had formed close bonds with the children in her care and worked in partnership with parents to ensure that their needs were being met. This reassured parents that their preferences were respected and they could influence the care their child received.

What the service could do better

Children's individual personal plans should be further developed to record, for example, children's development, individual progress, support with interests and learning of new skills. Whilst the childminder did know the children well and had gathered some written information about them, she had not formally reviewed all paperwork. There were some inconsistencies with the information held on individual children and it did not reflect the knowledge the childminder could confidently discuss.

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	3 - Adequate

Quality of care and support

Findings from the inspection

Children were cared for by a childminder who knew them well. They were offered a range of fun play experiences and outings which supported them to learn and develop. One child was present during the inspection and this child was happy, content and settled. The child remained close to the childminder and responded happily during the interactions. The child independently accessed a variety of age-appropriate resources and explored them with great interest. The childminder responded in a kind and caring manner and this approach encouraged the child to feel valued and nurtured.

The childminder had developed positive relationships with both children and their families. This supported children to feel safe and secure within the service. Careful consideration had been given to family's preferences and children's individual care routines; this was a strength of the service. It ensured families were respected and included in the care of their child. Children's needs were met very well by the childminder who now shared information digitally. Families confirmed that this had supported them to stay up to date with changes, through email and text. The childminder should now ensure that the information in this communication was included in children's personal plans. The childminder understood their role in protecting children and their families from harm. They were aware of the potential risks to children and when to report concerns to the relevant agencies. This contributed to keeping children safe.

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. Children were supported to wash their hands regularly throughout the session and were provided with individual colour coded hand towels. This further minimised the potential spread of infection and supported the health and wellbeing of children and families.

Doorstep drop offs had been successfully implemented by using the garden entrance. This supported physical distancing. This approach ensured that children were supported to feel safe and protected from harm, whilst it maintained positive relationships with families.

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 loving, home from home environment which supported their needs and made them feel welcome.

The main play space was clean, safe and well organised, supporting the child to independently access a variety of resources. This allowed the child to make choices and shape their own play and learning. In the kitchen area, there was a wide variety of resources available for the older children. While children had lots of choice over what they could play with in the kitchen area, we recommended that only a few resources were available at any one time so children could access them more easily. This would also give them more space in the kitchen to play.

Extended use of outdoors was clear, and children regularly explored the local community and outdoor spaces. These experiences encouraged children to be active and healthy, whilst being in line with the national Covid-19 guidance of maximising the use of outdoor environments throughout the day. Since the last inspection, the garden area had been developed. Extensive work had been completed to ensure that it was safe, secure, and inviting. Different areas had been developed, for example, a safe space for the youngest children to explore, crawl and climb. A sail over the garden provided shade from the sun and shelter from light rain and ensured that children were able to access outdoor play daily in all weathers. The childminder discussed plans to develop a planting and digging area and add more loose parts. This would provide more opportunities for children to make choices and shape their own play outdoors.

We viewed risk assessments and the childminder was mindful of the health and wellbeing of the children in her care. Covid-19 specific risk assessments had been shared with families to support a shared understanding of the routines at this time. Daily and weekly risk assessments had been developed and regular visual checks allowed the childminder to maintain a safe environment for the children and families.

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

All children had a folder which contained some relevant information including contracts and emergency contact information. Some systems were in place for recording observations for the younger children however this was not consistent for all children using the service. The childminder was able to confidently discuss the developmental stages of the children and what their next steps in learning would be, however this information was not included within the personal plans. See area for improvement one.

The childminder had kept up to date with current Covid-19 guidance and this was reflected in her practice, keeping children safe and healthy. Relevant policies and procedures were in place; however, the service should regularly review and update these to reflect current guidance and best practice. This would further enhance the overall care experience of children. All reviews should be dated, this would offer further reassurance to families that the childminder was operating in line with current guidance.

The childminder had identified their training needs and accessed some self-directed reading to support this. The childminder should continue to explore a variety of online resources such as the Care Inspectorate HUB and SCMA website. It was suggested that the childminder could keep a log of any reading that she had completed and how it has helped her improve the quality of experience for children and families

Guidance can be found here:

<http://www.childmindingjourney.scot>

<https://hub.careinspectorate.com/>

The childminder had used questionnaires to gain feedback from both children and parents about the service she provided. During the pandemic most of the feedback was received digitally. This information was used to improve the service provided. We discussed with the childminder ways in which she could collate this information to show the improvement journey.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. (i) The childminder should further develop children's personal plans, in consultation with parents. These should reflect ways in which the service meets individual needs and include details of any significant discussions with parents.

(ii) Personal plans must be reviewed no less than every six months and updated as required.

This ensures care and support is consistent with Health and Social 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: 3 - adequate

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

Recommendation 1

The childminder should further develop children's personal plans, in consultation with parents. These should reflect ways in which the service meets individual needs and include details of any significant discussions with parents.

(ii) Personal plans must be reviewed no less than every six months and updated as required.

Reference: Health and Social Care Standards, standard 1: I experience high quality care and support that is right for me

1.15 My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.

This recommendation was made on 16 September 2019.

Action taken on previous recommendation

All children attending the service had a folder, which contained some relevant information to form a personal plan. Some of the information had been reviewed and updated during the Covid-19 pandemic but this was not consistent for all children. A further area for improvement has been made in this report.

Recommendation 2

The childminder should undertake training or some other form of learning in relation to child protection.

Reference: Health and Social Care Standards, standard 3: I have confidence in the people who support and care for me

3.20 I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities

This recommendation was made on 16 September 2019.

Action taken on previous recommendation

The childminder has undertaken self-directed learning in relation to child protection. During the inspection she was able to demonstrate her knowledge on how to safeguard children in her care and how to take forward concerns. This has been met within the timescale.

Recommendation 3

The garden should be made safe, secure and accessible to the children so that they can benefit from increased choice as to how and where they spend their time.

Reference: Health and Social Care Standards, standard 2 - I am fully involved in all decisions about my care and support

2.27 I can direct my own play and activities in the way that I chose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.

This recommendation was made on 16 September 2019.

Action taken on previous recommendation

The garden area has undergone significant improvements during lockdown, the area was inviting and provided a safe play space for the youngest children with a focus on encouraging them to explore and crawl. This space now supports children's independence and free access to outdoors in a safe and secure environment. This has been met within the timescale.

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
8 May 2019	Unannounced	Care and support Environment Staffing
		4 - Good 3 - Adequate Not assessed

Date	Type	Gradings	
		Management and leadership	3 - Adequate
1 May 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 3 - Adequate
25 Apr 2017	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate

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