

Thelmas Tots Childcare Provider Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 24 August 2021

Service provided by:

Service provider number:
SP2019990384

Care service number:
CS2019373138

Introduction

This service was registered with the Care Inspectorate on 13 May 2019.

Thelma Mulholland operates Thelma's Tots childcare Provider and has the following conditions of registration;

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. The numbers are inclusive of the childminder's own family.

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight care will not be provided.

The parts of the premises not be used are the rear gardens.

The childminder's home is situated in the village of Banknock. Children have access to the sitting room, kitchen, hall, and bathroom of her home. They have access to the enclosed garden at the side of the house.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for 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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

What we did during our inspection

We wrote this report following a short notice inspection, which took place on Monday 23 July 2021 between 09:45 and 12:15. We continued the inspection with a virtual meeting on Tuesday 24 August and gave feedback to the childminder.

We spoke with the childminder and the child present. We observed her practice and looked around the areas of her home used for childminding.

We viewed some records on site which included personal plans policies and procedures and risk assessments.

Views of people using the service

We spoke with the pre-school child who was happy and comfortable in the care of the childminder. The child interacted well with the childminder and could make their views known. A range of toys and games were readily available so they could choose what they wanted to do. The relaxed atmosphere meant that the child had fun and experienced positive interactions with the childminder. Activities included imaginative games, reading stories and using sticker books.

We received an email from one parent who was happy with the service provided. They told us that the childminder kept in contact during lock down and as restrictions eased. They said 'Thelma has been amazing during the pandemic. I feel confident in my child's safety when she is with Thelma.'

The parent is satisfied that the activities provided are suitable for children. Example of what children do include, baking, art, walks, visit parks, homework tasks, dressing up, indoor and outdoor games.

'All about me' forms are used to gather information about the child and regular communication means that keep everyone updated.

Self assessment

We did not request a self- evaluation before this inspection.

What the service did well

The childminder interacted with the child in a kind, caring and supportive way. She knew them well which meant she provided activities that interested them and supported their interests.

What the service could do better

The childminder identified that continued professional development is an area she needs to further develop.

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

Children were cared for in a warm, homely environment where they were comfortable and relaxed. The childminder knew children well and talked knowledgeably about their individual needs and how she supported them. She provided a range of activities and experiences to promote their interests, development and well-being. All interactions were nurturing, kind and respectful.

Effective communication was in place which parents valued. Using a mix of verbal and digital platforms, communication was maintained during Covid-19 and as restrictions eased. This enabled relationships to be maintained and the changing needs of children discussed. As a result, parents felt fully informed about what was being provided for children. One parent told us as the childminder had worked with her and the school, her child had had a positive transition back to the service and school.

All children had personal plans in place which contained relevant information necessary to support children's individual needs. Where appropriate, children had been involved in filling in parts of the form with information about themselves. The childminder had identified specific areas that children needed support with and had identified the strategies and techniques she would use to promote positive outcomes. Regular communication with parents meant they were kept well informed about their child and could contribute their views. We talked to the childminder about ways she could further develop the personal plans. For example, including risk assessments for school age children using public transport to travel to school. Outcomes for children should also be noted so their progress can be monitored and used to plan next steps. We advised the childminder to have a formal review at least six monthly or if a significant change occurred.

Throughout the inspection we saw that child present had fun and was well supported in what they were doing. Because the childminder understood the needs of children, she interacted with them in a positive and fun way that supported their play. Children's ideas were encouraged so they could develop their play which meant they experienced an inclusive and respectful environment as their requests were listened to.

Children had opportunities to learn about healthy lifestyles. For example, there was an emphasis on children having daily opportunities to play outdoors and go on trips. The childminder provided a range of healthy options for meals and snacks for children that included fruit and sandwiches.

The service had introduced appropriate infection, prevention and control systems in response to Covid-19. These included enhanced cleaning, hand washing, and parents were not routinely permitted to enter the building. We observed all areas of the service were well ventilated, hygienic and safe. We were confident that children understood the routines in place as they routinely washed their hands at appropriate times in the day.

The childminder had a good understanding about her responsibilities in respect of child protection and safeguarding children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder provided a homely environment for children which was welcoming and friendly. Her home was very well maintained and organised for the children. The childminder described the established systems she had in place to ensure the environment was clean, risk assessed and safe for children.

A range of activities and outings were planned for children. In-line with current Covid-19 guidance, she ensured children were outdoors every day. She had recently upgraded the garden at the side of the house

for children, took them to local parks or trips to places of interest. Photographs showed that children had the opportunity to develop their physical skills by using large equipment, explore the natural environment and learn about nature.

Children played in the lounge. Toys and resources were readily available, so they could choose what they wanted to do. To minimise the risk of transmission of infection, the childminder explained how she cleaned the toys every day and rotated the use of them so the risk of transmission was minimised.

Covid-19 policies and risk assessments were in place and had been shared with parents. These were updated in line with changing guidance. This meant they were aware of the systems in place to reduce the risk of transmission and promote everyone's safety. For example, door step drop off and pick up was in place. Appropriate personal protective equipment was used if children needed to be changed.

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

Since her registration, the childminder had established a range of systems that showed how operated her service. Policies and procedures to support her practice and meet the individual needs of children had been developed. These were shared with parents so they were aware of what to expect from the service and know how their children were going to be cared for. We asked the childminder if she was using templates for policies to ensure that they were fully personalised to her service. and referred to Scottish legislation.

The childminder and parents told us about the positive relationships they had developed which helped them share information and ensure children's needs were met by a child centred approach. Parents had been given the opportunity to share their views by completing a questionnaire.

Through discussion, the childminder demonstrated how previous skills, knowledge and experience helped her practice in the childminding setting. She had kept up to date with current guidance in respect of Covid-19 and made appropriate changes which promoted children's safety. She also used information from the Care Inspectorate provider updates and the Scottish Childminding Association (SCMA) to ensure she was up to date with current thinking.

Since registration, the childminder had undertaken online courses for numeracy and STEM (Science, Technology, Engineering and Mathematics). She was aware about the importance of continuing her professional development and knew this was an area to further develop. She was aware of some best practice guidance that she could use to update her knowledge. She was also planning to undertake a Higher National Certificate qualification in childcare that would help underpin her practice as she continues to develop her service. See recommendation 1.

We talked to the childminder about ways that could be used to further develop the self-evaluation of her service. Using guidance such as Realising the Ambition will support this process. She should also obtain a copy of the A Quality Framework for daycare of children, childminding and school aged childcare as this will be used as part of the inspection process to assess the outcomes for children in respect of care and learning. She should become familiar with this document and begin to use it when evaluating her service.

references:

<https://education.gov.scot/media/3bjpr3wa/realisingtheambition.pdf>

https://www.careinspectorate.com/images/documents/6128/QF_elc_final_10062021.pdf

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

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

This is to ensure confidence in the people who support and care for me and 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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