

# Joann Gray's Childminding Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 August 2021

**Service provided by:**  
Joann Gray

**Service provider number:**  
SP2019990789

**Care service number:**  
CS2019377039

## Introduction

Joann Gray is the provider of a childminding service, we refer to her as the childminder in this report. The childminder is registered with the Care Inspectorate to provide a service to a maximum of 6 children up to 16 years of age, of whom no more than 3 are not yet of an age to attend primary school, and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Minded children cannot be cared for by persons other than those named on the certificate and no overnight care will be provided.

The childminder uses her family home in the village of Macmerry in East Lothian. The terraced house is close to local amenities. The childminder uses the ground floor of her home and small back garden area only the purpose of childminding.

Aims and Objectives for the service were developed at the time of registration. Aims include:

'I aim to provide high quality childcare within a warm, friendly and relaxed environment'

'I aim to maintain a family friendly home from home service in which a wide range of individual needs can be catered for.'

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 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: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What we did during our inspection

One inspector from the Care Inspectorate visited the childminder on 23 August 2021.

During the inspection we gathered evidence from various sources including talking to the childminder, talking to children, looking at key information kept to ensure that children's needs were met. We assessed the suitability of the environment and equipment used for childminding.

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.

## Views of people using the service

There were three children attending the service when we visited. Children were of school age and able to have a discussion with us about being at the childminders. They told us that they liked coming to the childminders and some the things that they did when there. Children were very relaxed and at home in the childminding environment.

## Self assessment

The childminder had been asked to submit the self-evaluation for Key Question 5. This had been completed to a very good standard and we have used some of the information provided in her document to assess the quality of support children have received during the Covid-19 pandemic.

## What the service did well

The childminder provided a comfortable and relaxed home from home environment for children. The childminder was calm and very attentive to the children in her care. Through our discussions she evidenced that she knew them very well and provided a consistent care approach which helped children to feel secure and safe.

## What the service could do better

We looked at the information the childminder had gathered about each child. This needed to be brought together to help her develop more formal personal plans.

Some policies and procedures such as risk assessments, needed to be further developed to take account of current good practice guidance.

## 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

We assessed that the childminder had a good understanding of care and support through her knowledge of child development, communication with parents and the relationship that she had developed with minded children.

The childminder had collected registration information and a contract was in place to ensure that both parties were aware of what to expect and form a shared understanding of each other's responsibilities. The childminder knew the minded family very well and had developed positive relationship the parent and children. There was good evidence of information sharing about children's needs and the childminder was able to talk in depth and each child. We gave advice to the childminder about the further development of information to form a personal plan for each child. This will enable the childminder and parents to identify how positive outcomes for children are being met.

At the time of inspection the childminding service was being used by one family. Information was shared

with the parent when they collected children but also through other methods to ensure that children did not overhear some of the necessary conversations.

There were three school aged children present during our visit. The childminder had a calm and quiet manner when interacting with children. It was clear that children shared a good bond with the childminder and her family. Children told us they liked coming to the childminders and that it was just like home.

The childminder had a good understanding of how to promote healthy lifestyles for children. The childminder provided tea for minded children. They ate very well and the meal included a main course with fruit and weak no sugar fruit cordial. The childminder showed an understanding of the importance of meal times as a social and valuable experience for children. Children sat at the dining table to eat tea and chatted to us and each other while they ate.

The childminder was aware of her responsibility to keep children safe. The child protection policy gave families information about her responsibility to protect children and the action she would take in the event of concerns over children's wellbeing. The childminder had undertaken child protection training and was aware of the need to keep her safeguarding knowledge up to date.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. The childminder had a good understanding of the current guidance issued by the Scottish Government and Health Protection Scotland. The childminder had ensured that parents were aware of the steps she took to ensure that the service operated in a safe way. Children were aware of enhanced procedures such as more regular handwashing and the regular cleaning of toys and the environment.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The home provided a good environment for children to use. The parts of the family home used by minded children were welcoming and easy for them to move around in. Children were comfortable in the home and knew the areas that they could use. Children could access the toilet without assistance which promoted independence.

There was a dedicated playroom for children to use. It was pleasantly arranged to provide a comfortable play environment for children. Children had access to a range of well-maintained good quality toys, games and resources. These were stored within easy reach of children to enable them to access them as they wished.

The garden area was small but enabled children to play outdoors. In addition the childminder took children on outings to local areas where they could play and take part in physical exercise. Children said that they had enjoyed going on walks, especially when with the childminder during the lock down period.

The home was clean and well organised providing a safe environment for children. The childminder had undertaken food hygiene training and good food preparation practices were observed. The childminder was aware of the need for enhanced cleaning regimes and these took place during our visit.

The family had a dog and a cat. The cat actively avoided children but the dog was present during our visit. The dog was very quiet and calm around visitors and new experiences. Parents were advised that there were pets in the household before taking up a placement with the childminder. We asked the childminder to add information on how pets were monitored and their health needs such as vaccinations and worming were maintained.

The childminder had developed policies and procedures which were shared with parents to inform them of how she kept their children safe. We asked the childminder to look again at the process for risk assessment to ensure it covered the preventative actions that she took to keep children safe.

## 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 had begun the process to reflect on the service she was providing to children and their families. She had asked for parental feedback and planned to use these and her reflections to adjust or make improvements to the service. The childminder described the ways in which she consulted with children to gain their views and suggestions. These methods were informal but effective in enabling children to influence the pace of their day and the activities they took part in.

The childminder held an HNC in Childcare and Education and a nursing qualification. She had used her training to provide a good quality service for children. Over the Covid-19 she had been unable to access a wide range of face-to-face training but core training was up to date. The childminder was aware of current government guidance and how to access the Care Inspectorates HUB for further good practice information.

The childminder was aware of her responsibility with regard to keeping the Care Inspectorate notified of significant events and worked within the conditions of her registration. Information needed to meet statutory requirements such as displaying of registration certificate, public liability insurance, regular maintenance of heating systems and car insurance were in place.

Policies and procedures needed for the safe operating of the service were in place. The childminder should develop a system to review these regularly to ensure that they continue to reflect current good practice.

## 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

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

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