

Croll, Eleanor Child Minding

Type of inspection: Unannounced
Inspection completed on: 2 November 2021

Service provided by:
Eleanor Croll

Service provider number:
SP2018990006

Care service number:
CS2018368008

Introduction

Eleanor Croll registered with the Care Inspectorate in October 2018. The service may provide care to a maximum of five 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 may be less than 12 months. Numbers are inclusive of children of the childminder's family. Overnight care may not be provided and minded children cannot be cared for by any person other than those named on the registration certificate.

The service is provided from the childminders home in a residential area of Auchterarder. The children have access to the lower level of the house; open plan lounge, diner, kitchen and bathroom. There is direct access to a well-maintained garden via patio doors. The aim of the service is to:

- Provide a safe, healthy and stimulating environment.
- Enable children to become active and explore the outdoors.
- Help and encourage children to develop their self-esteem, confidence and to be nurtured and respected in a warm friendly family environment.
- Provide a fun, creative and challenging atmosphere ensuring children feel relaxed and included at all times.
- Develop a trusting relationship with parents and carers.

A full set of aims can be obtained from the childminder.

What we did during our inspection

We wrote this report following an unannounced inspection on 2 November 2021. Feedback was given to the childminder on the day of inspection.

During this inspection we looked around the areas used by the minded children. We spoke with the childminder and observed the quality of interactions between the children present and the childminder. We sampled relevant documentation to support the evaluation findings.

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 (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 Getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible.

Views of people using the service

The child present on the day of inspection was observed to be happy and relaxed and we saw good interactions with the childminder.

We provided the service with an online questionnaire to share with parents of children using the service. We received five responses. All of those who completed our questionnaire strongly agreed that they were happy with the quality of care and support their child received while in the service.

Some comments include:

"My child always comes back from Eleanor's happy and telling me how good their day has been, Eleanor is great with my child and always listens to any queries I have."

"My child absolutely loves going to Eleanor's and I am confident when I send (child) there they will have a great time. I love the little touches when it's Easter/Mother's Day/fathers day/Christmas etc, Eleanor always does really thoughtful little crafty gifts with the children. It's like a home away from home for my child."

Self assessment

We did not request a self-assessment in advance of this inspection. We looked at the childminders own paper work and made suggestions as to how this could be improved to support the development of the service.

What the service did well

The childminder provided a home from home environment that supported children to feel nurtured and cared for. The childminder was kind, nurturing and caring in her interactions.

The childminder provided a wealth of experiences out with her home to ensure children participated in a wide variety of experiences.

What the service could do better

The childminder should undertake core training such as first aid and child protection to support children to be safe whilst attending the service.

The childminder should develop their knowledge and skills by accessing training and best practice guidance. This would support them to identify new and emerging practice, which could be used to plan and implement any changes that would enhance the experiences provided to children.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The quality of care and support has been evaluated as good.

Children benefitted from a warm, kind and nurturing childminding experience supporting them to feel safe, secure, and respected. The childminder supported the minded child present on the day inspection well, ensuring they were happy and content.

We saw caring interactions between the childminder and the minded child. The childminder supported and encouraged the child while they played and ate their lunch. This approach contributed to an ethos of respect and inclusion and helped nurture children.

The childminder had a flexible approach to inductions into the service which allowed children to become familiar with the service and childminder. This opportunity allowed the childminder to get to know the children and become familiar with their routines. This ensured children could form an attachment with the childminder allowing them to feel nurtured, safe and respected.

Children had personal plans in place that detailed basic information such as their likes and dislikes. We saw that plans had not been reviewed and updated to reflect the most current information about children. A previous recommendation was made about updating children's personal plans and has not been met. This will remain a recommendation (**see recommendation 1**). Further information can be found here: <https://hub.careinspectorate.com/media/4653/personal-plans-guide-elc-final-13102021.pdf>

The child experienced a calm and unhurried lunch time that promoted lovely opportunities to support and extend language development. For example, effective questioning promoted good quality conversations with the child. The childminder encouraged manners and supported the child well. This contributed to the nurturing experience for the minded child.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children during Covid-19 pandemic. For example, physical distancing was implemented for adults using the setting with the childminder continuing to operate doorstep drop off and collection and appropriate hand washing facilities available to the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should record how children's health, social, welfare and safety needs will be met within individual personal plans. This is to ensure that children's needs are planned and met. To achieve this plans should:

- set out how children's needs will be met
- record how children have progressed
- be put in place within 28 days of a child starting at the service
- be reviewed every six months or more often if the child's needs change
- be shared and updated with children, parents and carers.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'as child, my personal plan (sometimes referred to as a care 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: 4 - good

Quality of environment

Findings from the inspection

The quality of environment has been evaluated as very good.

The childminders home was warm and welcoming and created a real home from home environment for the minded child present. Children had ample space in the open plan living room, diner and kitchen to explore and play independently. This contributed to the children feeling safe and secure in the home. There was direct access from the play area to an enclosed, well maintained garden.

Children had access to range of age appropriate toys within the service such as jigsaws, cars and role play items. Toys were stored within the play area to enable children to access them independently, we saw the minded child present make choices about which toys they wanted to play with. This supported children to make decisions and lead and direct their own play. The childminder discussed how she rotated the toys available regularly for the children attending. This was based on children's interests and play experiences. The childminder should now develop the use of natural resources and loose parts within her indoor resources to support children's enquiry, curiosity and imaginative play experience. Information can be found

here: https://www.playscotland.org/resources/print/Playful-Schools-Toolkit-for-delivering-Loose-Parts-Play-in-Covid19.pdf?plsctl_id=20530

Children experienced a wealth of experiences out with the home. The childminder provided evidence of trips within the local community. For example, the use of the local community garden area, local woodland walks and a close by burn where the children could explore and participate in risky play experiences. The childminder used these opportunities to explore safety and support children to develop an understanding of being safe. Regular walks around the local area provided children with a sense of belonging to the community.

The childminder completed a daily visual risk assessment to ensure the home was safe for children to attend. The childminder told us how she managed outings and reviewed risk assessments. This contributed to the overall safety of children attending the service.

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

The quality of management and leadership has been evaluated as adequate.

The childminder had formed positive relationships with children and families using the service and was responsive to their needs. This contributed positively to parents feeling valued and respected by the childminder. The childminder is a member of the Scottish Childminding Association (SCMA), this supported her to keep up to date with changing Scottish Government guidance during the Covid-19 pandemic.

Daily verbal communication with parents provided opportunities for both the childminder and parents to share information, and for parents to make comments about the experiences their child received when attending the service. The childminder also used messenger and emails to share relevant information with parents. This contributed to parents feeling valued and created a positive partnership working between the childminder and families.

The childminder had not kept up to date with core training such as first aid and still required to access child protection training. This had the potential to put children at risk. The childminder agreed to access relevant core training as a matter of priority to ensure children are kept safe (**See recommendation 1**).

We discussed how accessing best practice documents, such as those available on the Care Inspectorate Hub, could be used to further support practice and ensure children's experiences are consistently high quality. Further information can be found here: <https://hub.careinspectorate.com/resources/children-and-young-people/> A previous recommendation was made around accessing further training and development of knowledge. This will remain a recommendation as limited progress has been made (**see recommendation 2**).

We discussed with the childminder how she could use self-evaluation to support the development and improvement of the service. Undertaking professional reading and further training would support the childminder to begin to reflect on her practice. Further information can be found here: https://www.careinspectorate.com/images/Self_evaluation_for_improvement_-_your_guide.pdf

The childminder had made limited progress on recommendations from her previous inspection. The childminder should now address the identified areas for improvement as a matter of priority to support the development of her service and ensure children experience high quality care and support.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should undertake core learning including child protection and first aid to ensure children are protected and safe from harm.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state; '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).

2. The childminder should access information and best practice guidance, to support her to ensure the service is working to current best practice guidance and meeting children's needs effectively.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state; 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

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

Children should have their needs clearly identified and reviewed regularly as part of their personal plan. The childminder should improve the way she records children's information to record development needs, routines and interests.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'as child, my personal plan (sometimes referred to as a care 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).

This recommendation was made on 19 February 2020.

Action taken on previous recommendation

The childminder had reviewed children's registration information regularly. Children's personal plan information had not been reviewed. A further recommendation has been made within this report.

Recommendation 2

The childminder should undertake core learning including child protection to ensure children are protected and safe from harm.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state; '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).

This recommendation was made on 19 February 2020.

Action taken on previous recommendation

The childminder had made no progress accessing core training such as child protection. A further recommendation has been made within this report.

Recommendation 3

It is recommended that the childminder access information and best practice guidance, to support her to ensure the service is working to current best practice guidance and meeting children's needs effectively.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state; 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This recommendation was made on 19 February 2020.

Action taken on previous recommendation

The childminder had made limited progress accessing best practice guidance to support her to ensure the service is working to current best practice guidance. A further recommendation has been made within this report.

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 Jan 2020	Unannounced	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		Not assessed
		Management and leadership
		3 - Adequate

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