

Milestones and Memories Childcare Child Minding

Type of inspection: Unannounced
Inspection completed on: 26 November 2021

Service provided by:
Seana Garty

Service provider number:
SP2020991336

Care service number:
CS2020380806

Introduction

Milestones and Memories Childcare childminding service registered with the Care Inspectorate on 23 September 2020. The service is provided by Seana Garty and is registered to provide a care service to a maximum of four children at any one time under the age of 16, of whom a maximum of four will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family/household. The service is provided from a one bedroom first floor flat within Crookston, Glasgow. The children have access to the living room, kitchen, and toilet facilities. The childminder relies on her local playpark as a daily resource due to the fact the gardens to the rear of the flats are communal. The service aims include to provide: "a safe, learning and fun environment for children; a welcoming and nurturing home so parents and carers feel comfortable leaving their children in my care; healthy and nutritious snacks and meals for the children in my care and encourage them to make their own choices and help prepare; a range of child centred activities that cover all curricular areas for their age range; outdoor play at least once a day with a trip to local parks or play areas."

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 and included.

What we did during our inspection

We carried out an unannounced inspection of Milestones and Memories Childcare childminding service on Wednesday 10 November 2021. Feedback was given on Friday 26 November after gathering the views of parents who used the service. The inspection was carried out by an inspector from the Care Inspectorate.

During this inspection we spoke to the childminder and three minded children aged seven years, two years and 20 months who were present. We discussed the care given by the childminder and looked at a number of documents including health and safety records, planning tools and certificates of training.

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 to 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.

During the onsite visit, we gathered evidence from several sources including the following:

- registration certificate
- public liability insurance certificate
- the minded children's personal plans
- policies and procedures, for example relating to the administration of medication, accidents and incidents and child protection

Views of people using the service

It was clear that the minded children were happy and content in the care of the childminder. The childminder was observed to be caring and supportive in her approach demonstrating a good knowledge and understanding of the individual needs of the minded children present.

Five parents emailed their views about the quality of care and support provided by the service. The responses from this demonstrated that they were very happy with the quality of care their child received. Comments included:

"The quality of care provided by Seana is more than a parent could ask for their children. My two children attended Seana until one went to nursery, my other child continues to go to Seana. Both of my kids absolutely adore Seana and always come home happy, always looking forward to going to hers and never had one complaint from them. Seana always goes above her duty as a care provider and is very enthusiastic in what she does. Never had any issues with the service and would quickly recommend her to other parents."

"I feel my child has received a fantastic level of care from Seana. With this being my youngest child's first placement I was obviously a bit dubious about how he would be, however, my little one is happy to go in the mornings. He is in a great mood when he comes home and has always come home clean, happy and well looked after. I can see his speech has come on great since he has started too. Just to add, the time keeping for him being collected and dropped off is great, he enjoys the routine. Overall, a caring and professional service provided."

"I would like to say a huge thank you to Seana she has been looking after my son for over a year now and is a wonderful childminder. Seana and my son have a lovely bond. I can't recommend Seana enough she is a lovely caring and reliable childminder."

"I think Seana is absolutely amazing with my daughters she has mine every single weekday and how far my youngest has come on since being in Seana's is impressive. I really had my reservations about going down the childminding route but I honestly couldn't be happier. She is outstanding with my girls and has so much time for them. Both my children think so much of her and couldn't fault her. The activities she does with my child means that she doesn't miss out as I had to return to work so this settles me and makes me at ease knowing she isn't missing out. I couldn't ask for a better child minder and hope to have her in our girls childcare for a long time."

"My son has been in Seana's care since January 2021 and she is such a supportive care provider for him. His confidence and personal character has come on so much with being in her company and around the other children that she looks after on his day. I recommend Seana quite often when people ask me which childcare I have my child in and I certainly love that he is so comfortable and confident when in her company."

Self assessment

The childminder had not been asked to complete a self-assessment prior to our inspection. Through discussion it was clear that the childminder had used feedback from parents and children in a responsive manner to support ongoing developments within the service.

What the service did well

The childminder had established trusting relationships with the minded child's family, supporting the child to feel safe, secure and happy in her care. Effective communication through daily verbal exchanges and the use of a secure online app meant care decisions were made in partnership with parents.

What the service could do better

The childminder should continue to evaluate her service and the outcomes for children and families. The childminder should consider developing an improvement plan that will support her to track and monitor any progress made, thus demonstrating how she delivers positive outcomes for children in her care.

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

We found the quality of care and support to be very good with the childminder demonstrating major strengths that supported positive outcomes for children. Children were being cared for in a homely environment.

We could see from the childminder's online records for each child that there was on-going communication with parents about children's progress. The childminder was able to highlight children's individual likes, dislikes, routines and personal preferences. One parent commented: "I find the online portal to be updated regularly with pictures, meal plans and activities which my children have engaged in." We discussed how photographs she had gathered to record children's successes and achievements through play experiences could be used to enhance her personal plans for children by linking these to specific next steps for children's play and development. The childminder agreed that this would help foster meaningful discussion with parents about children's play and development.

The childminder discussed how she safely administered medication and made sure that parents completed appropriate consent forms before this was given. This meant that children who had particular health needs were included in the service and that their health and wellbeing were promoted. ^[SEP]The childminder had also participated in training on paediatric first aid, which meant that she was well equipped to take appropriate action in the event of a medical emergency involving a minded child.

The childminder had accessed child protection and training and showed confidence in telling us about the steps that she would take if she had any concerns about a child's welfare. We discussed with her the Scottish Government supplementary guidance that was published during the pandemic to highlight the extra pressures on family life caused by Covid-19 restrictions. We highlighted how her safeguarding policy could be adapted to take account of this guidance. This will help further develop her knowledge of key issues in child protection and continue to promote the wellbeing of all children, including those who are most vulnerable.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and families. The childminder was familiar with the Health Protection Scotland good practice guidance, "Infection Prevention and Control in Childcare Settings", and we could see that enhanced Covid-19 infection prevention and control measures had been implemented during the pandemic. The childminder told us how she regularly opened windows to allow good ventilation throughout the flat. This helped limit the risk of transmission of coronavirus and highlighted that the childminder had everyone's health and safety at heart.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the childminder's home to be a warm, welcoming and smoke free environment for children. The childminder was very aware of the safety of the children and made sure that the rooms used were safe for the children to explore and play. The children's main play area was the living room and a local playpark. She told us how she resourced children's play indoors with range of resources including construction sets and tools, arts and crafts activities, sorting toys, dolls, books and tuff trays to support children's messy play. One parent commented: "My child always has a varied range of activities and I love that we get updates throughout on activities and different foods that he may have had. Seana is also very personable and notices the changes in my child from week to week with his speech and different tasks he is able to achieve." Another parent told us: "She does lovely things with all the children making their experience special. This includes Christmas parties, Halloween parties and celebrates each child's birthday and marks all special dates within the calendar." All of these experiences gave children the opportunities to be active, develop new skills and to feel included.

The childminder had developed a written procedure that identified the potential risks in the premises and to maximise children's safety inside and outside the home. The childminder confirmed that appropriate parental consent had been obtained for the children to take part in local outings. This ensured that children were kept safe during their play. Effective systems were in place to record and share information with parents about any accidents or incidents. This meant that parents were kept informed about issues affecting their children.

The childminder told us how she promoted children's positive behaviour through praise and encouragement. During the inspection, we found that she agreed and reinforced rules with children including: "help each other", "take turns" and "share". These helped children to take responsibility for their behaviour and promoted inclusion.

The childminder offered cooked food as part of the service and she had contacted her local environmental health department to register her service to do this. The childminder was familiar with our "Setting the Table" guidance which is designed to support the development of positive food habits of children from a very early age. She told us that she had consulted with children and parents in devising menus. One parent commented: "She offers children healthy snacks and takes the children to many outings like the park or other organised trips like farm parks." The childminder's approach to the provision of food and snacks contributed towards children's overall health and wellbeing.

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 childminder kept up to date with good practice in a number of different ways. Some examples of this included through the quarterly magazines and web site for the Scottish Childminding Association (SCMA); and the Care Inspectorate magazine Care News; and sharing good practice through a local childminder network.

Prior to registering as a childminder Seana had completed a Higher National Certificate (HNC) in Childhood Practice. The HNC is a nationally recognised professional qualification for people who want to work within the Early Learning and Childcare (ELC) sector. Seana told us how the course contained theory and practice elements that helped her develop an understanding of the different care, learning and development needs of children and young people. Following the initial registration of her service in September 2020 the childminder had completed several training courses and continued her professional reading covering a range of aspects of childcare practice. These included: Getting involved with children outdoors; Realising the Ambition: National practice guidance for early years in Scotland; Getting it Right for Every Child, Pre-Birth to Three curriculum guidance; Curriculum for Excellence; Covid-19 infection prevention and control measures for childminding settings. We discussed how use of the SCMA's training portfolio and other online training providers could help her to regularly review and refresh her training. We discussed how training records could be developed that demonstrated the link between her learning and improved outcomes for children using the service. The childminder's commitment to professional development and training helped to assure parents that their children would receive appropriate support if and when they needed it. ^[1]_[SEP]

The childminder had developed and reviewed a range of written policies and procedures. These were made available to new parents which meant that they knew what to expect of her service. The childminder confirmed that she had discussions with parents, about the service, each day that they bring their child in order to respect and include their views in her service. The childminder confirmed that she finds this is the best way to seek parental views. We discussed recording any verbal suggestions or comments that parents made in order to improve the service so that these can be reflected on, and where possible taken forward. This approach will ensure that parents and children are included in making decisions about the service and the service is relevant to each families' needs.

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.

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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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