

# Shele's Kiddie Krew Child Minding

Type of inspection: Unannounced  
Inspection completed on: 7 December 2021

**Service provided by:**

**Service provider number:**  
SP2020991317

**Care service number:**  
CS2020380636

## Introduction

This service was registered with the Care Inspectorate on 26 October 2020.

Shele's Kiddie Krew is provided by Michele Sheppard. She is registered with the following conditions.

### **Number(s) and Age(s) of person(s) to whom service may be provided:**

1. Numbers and ages of persons to whom service may be provided:

The childminder may care for a maximum of 7 children at any one time up to 16 years of age:

- of whom no more than 6 are under 12 years;
- of whom no more than 3 are not yet attending primary school and;
- of whom no more than 1 is under 12 months.

Numbers include the children of the childminder's family/household

### **Any other conditions unique to the service:**

2. Minded children can only be cared for by persons named on the certificate.

3. No overnight care will be provided. he may care for a maximum of six children at any one time up to 16 years of age. Of these six no more than three are not yet attending primary school. Of these three no more than one is under 12 months. These numbers include children of the childminder's family.

The childminder's home is situated in the village of Bo'ness and is close to local amenities. Children have access to the lounge, kitchen and toilet, all of which are on the ground floor. The back garden is fully enclosed with direct access from the lounge.

The aims and objectives of the service include:

'I will be able to provide a warm friendly environment. To enable children to develop learn and have fun in my care. I would like to stimulate the children's creativity and learning development through crafts, cooking, learning tools and toys, books, games always age appropriate'.

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 an unannounced inspection, which took place on Wednesday 01 December 2021 between 11:30 and 14:00. We continued the inspection with a virtual meeting on Tuesday 07 December and gave feedback to the childminder.

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

We viewed some records on site that included personal plans, certificates of training, certificate of registration and communication with parents.

## Views of people using the service

Two pre-school children were present at the inspection. Both were happy in the care of the childminder.

The relaxed atmosphere meant that children had fun and experienced positive interactions with the childminder. Children had a close bond with the childminder and approached her for comfort when upset.

A range of toys and games were readily available so children could choose what they wanted to do.

We received an email from one parent. They told us that they had developed a good relationship with the childminder and that effective communication was in place. Before the children started, the parent discussed their needs with the childminder. The children had settled in well and enjoyed a range of activities including arts and craft and imaginative play.

## Self assessment

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

## What the service did well

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

## What the service could do better

The childminder will continue to develop the systems she has implemented to operate her service. Personal plans will be further developed to show how children are progressing and include information about their achievements and next steps.

The childminder should consider ways she can use to evaluate her service to help promote positive outcomes for children.

## 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. All interactions were nurturing, kind and respectful which meant children experienced being valued. One parent told us "I am very confident in Michele's ability to care for my children and I know they are happy as they advise me of all the fun they have had when there".

Personal plan had been developed for children using information gathered about their development and health and well-being needs. Through discussion, the childminder talked knowledgeably about children and described strategies and techniques she used to support positive outcomes for them. We saw her calming a child when they became upset by reassuring and comforting them. As a result the child was learning to build resilience. The childminder could further develop personal plans by including this information. 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.

Effective communication with families meant that the childminder worked in partnership with parents which enabled her to adapt routines to meet the changing needs of children. Regular communication with parents meant they were kept informed about their child and could contribute their views. Sharing photographs and information about the service meant parents felt included as they were kept updated.

Throughout the inspection we saw that children had fun and were supported in what they were doing. Because the childminder understood the needs of children, she interacted with them in a positive and supportive way. Toys available reflected children's interests so they spent time at activities. The childminder could record the benefits children gain from activities.

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 childminder's home. We observed all areas of the service were clean, hygienic and safe.

The childminder had undertaken training in respect of child protection and safeguarding children. As a result, she had a good understanding about her responsibilities for keeping children safe.

## 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 well maintained and organised for the children. The childminder described the established systems she had in place to ensure the environment was clean, visually 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. Photographs showed that children had the opportunity to develop their physical skills and build confidence by using large equipment and explore the natural environment. We asked the childminder to develop written risk assessments for outings.

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. We asked the childminder to ensure children washed their hands after getting their nappy changed as it helps them to form good hygiene habits.

### 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 she operated her service. Policies and procedures to support her practice meant she was able to meet the individual needs of children. These were shared with parents so they were aware of what to expect from the service and know how their children were being cared for. We asked the childminder if she was using templates for policies to ensure that they were fully personalised to her service.

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.

Through discussion, the childminder demonstrated how previous skills, knowledge and experience helped her practice in the childminding setting. She had identified areas she needed to develop, such as the information she recorded in personal plans. We discussed this with the childminder and explained how she could build on the system she had introduced. For example, adding techniques she used to support children. She should also record children's achievements and outcomes and use this to identify 'next steps' to support their continued learning and development.

We talked to the childminder about ways to use self-evaluation to assess her service. This will enable her to identify what is going well as well as areas for development. 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. See area for improvement 1.

Since registration, the childminder had undertaken training which had supported her professional development. She recognised the importance of continuing to develop her skills and knowledge and had identified future training needs. This would help support her practice as she continues to develop her service. We signposted her to the Care Inspectorate Hub which has a range of information and best practice guidance that will support this process. The childminder should evaluate her learning to show how it has helped her practice. See area for improvement 2.

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. To enable the self evaluation of her service, the childminder develop quality assurance systems. Gathering parents and children's views should be part of this process. This will help identify any areas for improvement that will improve outcomes for families.

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 benefit from a culture of continuous improvement, with the organisation having a robust and transparent quality assurance processes. (HSCS 4.19).

2. To support professional development, the childminder should evaluate any learning or training to assess how it has been used in practice to 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](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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