

Wee Pals Childminding Child Minding

Dunfermline

Type of inspection:
Unannounced

Completed on:
7 July 2022

Service provided by:
Sharon Crawford

Service provider number:
SP2018990138

Service no:
CS2018369813

About the service

Sharon Crawford operates Wee Pals childminding and has the following conditions of registration;

1. The childminder may care for a maximum of 6 children up to 16 years of age these numbers include the children of the childminder's family:

Of those 6 no more than 3 are not yet attending primary school;

Of those 3 no more than 1 is under 12 months.

Any other conditions unique to the service:

2. Minded children cannot be cared for by persons other than those named on the certificate. 3. Overnight service will not be provided.

The childminder's home is situated in Dunfermline and is close to local amenities. Children have access to the conservatory, sitting room, kitchen, hall, and bathroom which are all on the ground floor of her home. The enclosed garden is not currently being used as it is being upgraded.

About the inspection

This was an unannounced inspection which took place on Tuesday 05 July between 10:15 and 12:00. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included:

- previous inspection findings
- intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with three children using the service
- we received two emails from parents
- spoke with the childminder
- observed practice and children's routines
- reviewed documents.

Key messages

- The childminder interacted with children in a caring, kind and supportive way.
- The childminder had developed good relationship with parents and carers.
- Personal plans for children need to be further developed so they contain more detailed information about how children are supported.
- Self evaluation of the service needs to be further developed.
- The childminder should identify training or learning that will support continued professional development.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	3 - Adequate
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate, where there are some strengths, these just outweigh weaknesses.

Quality Indicator 1.1: Nurturing care and support

All interactions with children were caring, nurturing and kind. The childminder understood the needs of children and supported them in what they were doing. As a result, children felt secure and safe in the care of the childminder.

Effective communication with families meant that the childminder worked in partnership with parents which enabled her to meet the needs of children. Information was shared with parents about their children on a regular basis. This helped parents feel included and involved in what they were doing. One parent said "Sharon always provides accurate information in a positive manner when discussing my child's development and is also able to suggest possible activities at home that I am able to use in regards to his age and stage of development which has been really helpful as it makes me feel like we are a team in my child's life".

While children had personal plans in place, we concluded that most of the information was shared verbally or electronically with parents. Written personal plans need to be further developed to include information about how children will be supported, what their achievements are and next steps. This would help track and support their learning and development. We will continue the area for improvement we made at the last inspection. See area for improvement 1.

Quality Indicator 1.3: Play and learning

Children's play was supported by the childminder's positive interactions as she encouraged them in what they were doing and recognised their achievements. A range of activities and experiences were provided to promote all children's interests, development and well-being. For example, building lego, reading books and listening to songs. One child who loved listening to stories confidently read books to us.

Because the childminder understood the needs of children, they was responsive to and supported their choices. The childminder chatted to children about what they were doing and encouraged them to play together. Photographs showed the range of activities children were involved in. We talked about how they could be used to make an effective planning tool. For example, noting why the activity was offered and the benefits and outcomes for children. See area for improvement 2.

The local community was well used to extend children's experiences. For example, going to local parks and places of interest promoted opportunities for children to explore the natural environment, develop their physical skills and confidence on large equipment as well as learn social skills.

Areas for improvement

1. The childminder should further develop the use of children's personal plans so that information about outcomes for children and next steps are included.

This is to ensure I experience high quality care and support that is right for me and is consistent with the

Health and Social Care Standards which state that 'My personal 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).

2. The childminder should record observations about children's learning and use the information to assess their progress and identify 'next steps' for their continued learning and development.

This is to ensure I experience high quality care and support that is right for me and is consistent with the Health and Social Care Standards which state that 'I am supported to achieve my potential in education and employment if this is right for me. (HSCS 1.27).

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted on positive outcomes for children.

Quality indicator 2.2 - Children experience high quality facilities.

Children were cared for in an environment that was homely and welcoming. Risk assessments were used to identify how any hazard could be reduced. This meant the home was well maintained and organised for children. We saw that areas used by children were safe and hygienic which meant they could play safely indoors. We reminded the childminder to review and add to risk assessments as needed.

Children mainly played in the spacious conservatory where toys and resources were readily available. This supported children's choice and meant they could play together or by themselves as they wanted to. The range of toys, games and books suited all children's needs and interests. Supported by the childminder, children had positive play experiences as she responded to their ideas.

Importance was placed on being outdoors. The garden was not being used due to work being carried out. Therefore, the childminder provided opportunities for children to play on large equipment and explore the natural environment as she used local parks and took children on trips. As a result, children had developed confidence in their physical abilities.

Children had access to the kitchen for meal times. The downstairs toilet was available for hand washing and children had individual towels which promoted good infection control measures. Appropriate personal protective equipment was used when children's personal care was carried out.

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate, where there are some strengths, these just outweigh weaknesses.

Quality Indicator 3.1: Quality assurance and improvement are led well.

Verbal communication and use of an electronic app supported effective information sharing. Families felt involved as they could share their views which informed the care provided. One parent said 'We just talk about any change in (child's name) needs or any new development on a weekly basis'. Children felt listened to as their ideas and requests for activities supported their interests. For example, one child changed the music playing to the songs they wanted.

We made a recommendation at the last inspection about self evaluation, but this hadn't been fully met. We talked to the childminder about ways self-evaluation could be used to develop the service. Using guidance such as Realising the Ambition would support this work. In addition, we had advised the childminder about 'A quality framework for daycare of children, childminding and school aged childcare.' This document is aimed at helping services evaluate their work. They should become familiar with this document and use it to identify what is going well and areas for development. This will help improve outcomes for children. See recommendation 1.

Areas for improvement

1. The childminder should develop the quality assurance systems to evaluate her service. She should use best practice guidance documents which will help identify what she does well and areas for development. Consideration should also be given to how she will gather and include feedback from children and parents in this process.

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).to and the review her service.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where there are some strengths, these just outweigh weaknesses.

Quality Indicator 4.1 - Staff skills, knowledge and values.

Children benefited from a kind, caring and consistent approach which helped them feel secure. The childminder had a good understanding of children's personalities, which helped them to develop friendships with each other. As a result, children were supported in their play, learned about sharing and boundaries which promoted positive experiences.

Parents said 'Sharon has always offered a tailored service, with regular updates on his diet, behaviour, and development. (child's name) has thrived in that environment'. And 'Sharon always provides accurate information in a positive manner when discussing my child's development and is also able to suggest possible activities at home that I am able to use in regards to his age and stage of development which has been really helpful as it makes me feel like we are a team in my child's life'.

The childminder had completed First Aid training. They had identified further learning they would benefit from such as child protection. We talked about how best practice guidance could also support professional development as they reflect current practice and would support the development of the service. We made a recommendation about this at the last inspection which was not fully met, so will continue it. See recommendation 1.

Areas for improvement

1. The childminder should continue to identify training and current best practice guidance that will help their 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).

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

In order to make proper provision for the health, welfare and safety of children, the provider must deliver her service within the constraints of the conditions of registration as stated on the certificate of registration. The time scale for this requirement is with immediate effect.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 4.23 which states 'I use a service and organisation that are well led and managed.'

It is also necessary to comply with Regulation 4 (1) (Welfare of users) of the Social Care and Social Work Improvement Scotland Regulations 2011.

This requirement was made on 10 August 2021.

Action taken on previous requirement

The childminder complies with the conditions of registration. This requirement has been met.

Met - within timescales

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The childminder should further develop personal plans for children to ensure they contain information about how their health, well-being and safety needs are being met.

These should capture;

- responsive care and planning for children's development.
- children's progress and plan for their next steps.
- ensure they are reviewed at least six monthly with parents.

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 "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 area for improvement was made on 10 August 2021.

Action taken since then

While the childminder recorded some information about children, it did not fully reflect how their needs were being met. We saw some reviews had taken place, but they were not routinely completed on a six monthly basis as required. This area for improvement has not been met and will be continued.

Previous area for improvement 2

The childminder should continue to identify training and current best practice guidance that will help their professional development and promote the development of the 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).

This area for improvement was made on 10 August 2021.

Action taken since then

The childminder had completed First Aid training since the last inspection. They need to identify professional development that will help them develop their learning and knowledge in line with current practice. We will continue this area for improvement.

Previous area for improvement 3

The childminder should develop the quality assurance systems to evaluate her service. She should use best practice guidance documents which will help identify what she does well and areas for development. Consideration should also be given to how she will gather and include feedback from children and parents in this process.

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).to and the review her service.

This area for improvement was made on 10 August 2021.

Action taken since then

This area for improvement has not been met, so we will continue it.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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