

Carter, Jacqueline Child Minding

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Portlethen
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Type of inspection:
Unannounced

Completed on:
21 September 2022

Service provided by:
Jacqueline Carter

Service provider number:
SP2003900479

Service no:
CS2003001857

About the service

Jacqueline Carter provides a childminding service from her property in a quiet residential area of Portlethen.

The childminder is registered to provide a care service for a maximum of seven children under the age of 16 at any one time, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one will be under 12 months. Numbers are inclusive of children of the childminder's family.

The service is close to local primary schools, shops, parks and other amenities. The children are cared for in the living room, conservatory, kitchen diner and downstairs bathroom. Children also have access to an enclosed rear garden.

About the inspection

This was an unannounced inspection which took place on 14 September 2022 between 10:30 and 13:40. 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with one child using the service
- received feedback by email from five families
- spoke with the childminder
- observed practice and children's experiences
- reviewed documents.

Key messages

- Children were being cared for by a kind, nurturing and responsive childminder who listened to their views and interests, respecting them as individuals.
- The childminder provided a homely, warm, caring and nurturing environment for children to play and learn.
- The childminder has developed very good relationships with children and families.
- Children play outdoors every day, promoting their health and wellbeing.
- The childminder should continue to develop the self evaluation of her service, identifying areas for development and improvement.

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?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

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

How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

1.1 Nurturing care and support

The child present was relaxed, happy and comfortable in their surroundings. Positive relationships had been developed between the child and the childminder as they played happily throughout our visit. Interactions were caring and nurturing and reassurance was provided when needed. Children shared our view with one commenting: "I like seeing my friends and helping the younger ones. I like outside and I feel safe at Jackie's".

The childminder spoke confidently about each child that she cared for and clearly knew them well as individuals. This supported children to feel safe, secure and valued. The childminder also discussed the individual needs of the children with the parents on a regular basis. This approach helped to support effective communication and consistency and continuity of care.

Parents shared that they were very happy with the care their children received. One parent commented: "we are delighted with the care and support that Jackie gives to our children and us as parents; we wanted our first son to grow and develop within a family unit rather than a private nursery - the nurture that Jackie gives him and his siblings is excellent".

We looked at a range of documentation which helped the childminder support the children and meet their ongoing needs, wishes and choices. This information made up the children's personal plans. Plans were completed fully with parents and reviewed informally with families. The childminder should ensure that these are fully reviewed every six months or before, dependent on the needs of the child. This would support her to have the most up to date information for each child.

The childminder provided a home cooked lunch and food choices were healthy, nutritionally balanced and followed best practice documentation. Lunch took place at a relaxed pace and was a nice social experience for the child present. The childminder shared with us that in order to support children to be responsible and independent children they were sometimes involved in the preparation of lunch and snack.

Children had individual bottles of juice to support them to stay hydrated throughout the day. We suggested that water or milk should be provided to children to fully support a healthy choice.

The childminder appeared confident in recognising signs of abuse. She had attended online child protection training to support her to keep up to date with current guidance and practice. The child protection policy was detailed to support the childminder should she have any concerns.

1.3 Play and Learning

The child present played happily inside and in the childminder's garden during our visit. They had fun with the childminder. Interactions were positive between the childminder and the children, offering encouragement and praise.

We were able to see that the child was familiar with the toys and activities indoors and had access to a range of toys and play activities such as roll play, construction, musical instruments and construction. Resources were set out depending on children's interests. These were clean, in good condition and appropriate for children's individual needs and interests.

Parents commented positively on the range of play experiences available to their children. For example, one parent said: "my children enjoy all aspects of their choices they are given whilst at Jackie's; they always have an extensive varied choice, and they are always excited to share what they have been doing. The choices can range from crafts, dolls, cars, 'tuff tray' which always have different themes, roll play with the other children, reading, writing, outdoor play which also can vary from water play, outdoor painting, playing on the bikes/scooters, the list is endless.... they never get a chance to be bored".

The childminder had a good understanding about the importance of children having opportunities to play outdoors. The enclosed back garden accessed a large apparatus to support children to be involved in risky play. The child present had lots of fun as he climbed up the ladder and slid down the chutes.

In addition to playing in the garden, children had opportunities to visit interesting and places in the local and wider communities, including parks and beaches. Days out with other childminders helped support children's social skills. This approach helped enrich children's learning and contributed to them forming strong links with their community.

Informal observations of play and daily discussions with children and their families supported the childminder to identify children's interests. Parents agreed and comments included: "she is very supportive, knowledgeable and offers advice/strategies as appropriate; this was extremely helpful when we were going through the toileting stage with our child. I receive regular reports on their play experiences, this is done verbally at the end of each day, allowing me to directly ask more or add our opinions/experiences".

We suggested a more formal approach to identify appropriate next steps and strategies based on individual needs and prior learning would support the childminder to evaluate children's progress and achievements. This responsive approach would ensure children are developing a broad range of lifelong learning skills.

How good is our setting?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

2.2 Children experience high quality facilities

The childminder had created a warm, comfortable, welcoming, and homely environment for the children to play and relax in. There was good natural light and ventilation. The childminder ensured that the children had ample space to move around, play and learn in, and we saw that they moved comfortably and freely between different areas of the childminder's home.

The childminder's home was bright, clean and well maintained. She had appropriate infection control measures in place and followed best practice guidance. This supported a safe and healthy environment for the children in her service.

Children benefitted from playing outdoors in the childminder's garden which was a secure, interesting play space for children to have fun playing in the fresh air. The garden had different surfaces for children to practise their skills with a range of outdoor play resources to support their play experiences.

Children were encouraged to make safe choices and the childminder carried out daily visual safety checks of her home to ensure the safety and wellbeing of the children. A risk assessment was in place for indoors and outdoors. We discussed ensuring that all risk assessments were clearly dated and showed planned review dates to support the childminder to review these regularly. We discussed ensuring that all risk assessments include the level of risk associated with the risks identified.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

3.1 Quality assurance and improvement are well led.

The childminder had a range of policies that supported her service and helped inform parents about what they could expect. New parents to the service received an induction pack sharing information on the childminder and the expectations, vision and aims of the service. This was well organised and reflected good practice.

The childminder recognised the importance of effective communication with parents. Parents were asked how they wished to be communicated with. For example: daily diaries, emails, verbally etc. Parents preference was daily chats at drop off and pick up times. Feedback from parents was that they were happy with the level of communication and liked their daily chats and WhatsApp messages to update the parents on their child's day.

The childminder spoke about how parents particularly enjoyed seeing the pictures and videos of their child taking part in activities. This reassured them that their child was having a great time and helped them feel part of the child's day.

Parents also commented on the good level of communication: "We always have time made available to us if required, communication is daily and we are constantly kept up to date with what has been happening on the days that the children attend".

The childminder told us that parents/carers views were important to her. She had shared questionnaires during Covid19 with parents/carers to enable them to share their views and make suggestions for improvement. Responses were all very positive, with parents stating they were very happy with the service provided by the childminder.

The childminder should continue to develop ways to involve children and parents/carers in improving the service and demonstrate how she had used their feedback to make improvements. This will ensure children and families are included and contribute to the development of the service.

We signposted the childminder to the: 'Quality Framework for 'Daycare of Children, Childminding and School Aged Childcare'. We highlighted how they could use this as a self-evaluation tool to develop how they evaluated their performance in delivering high quality care and learning for children.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children/people, therefore we evaluated this key question as very good.

4.1 Staff skills, knowledge and values

The childminder recognised the importance of nurturing, warm, responsive attachments and interactions which created a happy environment for children where they were more likely to feel safe.

The childminder had completed core training relevant to their role that included child protection, paediatric first aid and food hygiene. Very good use of professional development opportunities was made to support her learning needs with a variety of additional training accessed. This included courses to support children with any additional support needs. The childminder discussed the benefits to her practice since attending these training courses. We suggested that use of a reflective journal would help to formally identify the benefit and impact of their training and learning and any gaps in knowledge.

We also discussed how reviewing best practice guidance documents on: The Hub, Improvement bitesize videos (medicine) and the Health and Social Care Standards could also support practice and individual learning.

We discussed the value of sharing this information with parents. This can help assure parents that she has participated in up-to-date training and professional reading, and is able to use this to inform their practice and enhance outcomes for children.

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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good

How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good

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