

Mackay, Jacqueline Child Minding

Dunfermline

Type of inspection:
Unannounced

Completed on:
26 October 2022

Service provided by:

Service provider number:
SP2004940776

Service no:
CS2004081706

About the service

Jacqueline MacKay provides a childminding service from her home in Dunfermline. The home is near school, parks and shops. Childminding takes place mainly on the ground floor of the home where children have access to the lounge, dining room, kitchen and bathroom facilities. There is a fully enclosed garden that is accessed from the kitchen.

The childminder is registered with the following conditions:-

1. The parts of the premises not to be used are the upstairs rooms.
2. To provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.
3. Overnight service will not be provided.

About the inspection

This was an unannounced inspection which took place on Wednesday 26 October 2022 between 14:30 and 17:00. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two children using the service
- spoke with the childminder
- observed practice and how children were supported
- reviewed documents
- considered feedback from parents

Key messages

- The childminder interacted with children in nurturing, kind and supportive ways.
- The childminder had a good understanding of child develop which enabled them to meet the individual needs of children.
- The childminder has positive relationships with parents.
- Effective communication supports information sharing.
- The childminder will continue to develop children's personal plans.
- The childminder needs to further develop the use of quality assurance to support the development of the service.

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

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

How good is our care, play and learning?

4 - Good

We evaluated this key question as good as there were important strengths with some areas for improvement.

Quality Indicator 1.1: Nurturing care and support

Children were cared for in a warm, nurturing and kind way. They benefited from close attachments to the childminder as she had cared for them for a number of years so knew them well. As a result of these positive relationships, children felt safe and secure in the care of the childminder.

Effective communication with families meant partnership working with parents was well established and enabled the needs of children to be met. Regular information shared about their children helped parents feel included and involved in what they were doing. The parent said "We always feel that we can contact Jackie with any questions we have, whether it's a quick question by text or a longer conversation by phone or in person."

The childminder talked confidently about children's needs, personalities and how they were supported. Some information was included in personal plans, but we concluded they could be used more effectively to show how children's learning, development and interests were supported. Children's achievements and next steps could be recorded as this will help monitor their continued progress. Formal reviews should take place at least on a six monthly basis, with date recorded. Parents and children should be involved in this process. See area for improvement 1.

At the time of inspection no-one needed medication. However, we could see the childminder had an appropriate system in place to ensure any medication was safely administered. We advised the childminder only to get permission to administer medication when it was needed.

Children benefited from nutritious home cooked meals. The childminder took snacks when they collected children from school which they enjoyed on the walk home.

Quality Indicator 1.3: Play and learning

Children told us they chose what they wanted to do. This child led approach meant they had a choice of different play experiences which stimulated their imagination. The toys and activities available were suitable for the age range of children, met their needs, stage of development and interests. Children spent time at activities as they were interested in them.

The childminder had a good understanding of child development. They supported children's play and learning with positive interactions. Children were confident in their abilities as their efforts were praised and achievements and skills recognised. One parent said "There is always a wide range of activities available for the girls at Jackie's, with lots of crafts and outdoor play."

The local community was well used to extend children's experiences. Children benefited from being in the natural environment. They walked home from school each day, had freedom to run in the woods or play on large equipment. As a result they were confident in their physical skills and experienced positive outcomes for their health and well-being.

Children could follow their own interests. One child was able to practice gymnastics and was given space and time to develop their skills when she asked for this. Children knew they were valued as their views were listened to. As a result, they made progress in doing a handstand.

Photographs showed the range of activities children were involved in, and we talked about how they could be used to support effective planning. For example, noting why the activity was offered, and the benefits and outcomes for children. Use of observation would help assess children's achievements and identify 'next steps' to support their continued progress.

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. They should be reviewed at least on a six monthly basis.

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).

How good is our setting?

4 - Good

We evaluated this key question as good as there were important strengths with some areas for improvement.

Quality indicator 2.2 - Children experience high quality facilities.

Children were cared for in a warm, welcoming and homely environment. We saw that all areas were clean, hygienic and well maintained for children. Risk assessments meant their safety was promoted indoor and outdoors as hazards had been identified and minimised. We accompanied the childminder when they collected children from school. We saw that children were responsible and followed well embedded rules which kept them safe in the community,

Space was well organised so children could choose where to play or relax on the couch. Children had fun as the childminder supported their ideas to develop activities as they wanted to. They had freedom to extend their activities by going into the garden when they wanted to.

The childminder extended children's interests as they used community resources. Going to local parks and woods meant they benefited from exploring the natural environment. They learned about risk, had freedom to run around and played on large equipment which developed their physical skills and confidence.

We were satisfied that the spread of infection was minimised as effective infection prevention and control measures were in place.

How good is our leadership?

4 - Good

We evaluated this key question as good as there were important strengths with some areas for improvement.

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

The childminder mainly used informal ways to evaluate the service. Effective communication with parents and children had helped to identify positive elements within the service. Families felt involved and respected as their views informed the care provided.

The childminder enabled children to share their views. They felt listened to as their ideas and interests were valued and used to plan activities. The childminder should continue to develop consultation to show how suggestions and ideas are used and evaluated. This will lead to positive outcomes as children's contributions are meaningfully used.

The childminder should continue to further develop self-evaluation which will support the development of the service. We highlighted best practice guidance that would support this process. For example, 'Realising the ambition: Being me.' In addition the childminder should become familiar with 'A quality Framework for daycare of children, childminding and school aged childcare.' This will help to reflect what is going well, identify areas for development assess the impact and outcome of any change. See area for improvement 1.

Areas for improvement

1. The childminder should further 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.

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?

4 - Good

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

Quality Indicator 4.1 - Staff skills, knowledge and values.

The experienced childminder was knowledgeable about children's development and how to support this. They recognised that a kind, caring and consistent approach helped them feel secure and would lead to positive outcomes. The childminder also took into account children's personalities, and used strategies that were tailored for each child. As a result, they were well supported in their play, learning and development.

The childminder recognised the importance of relationships which meant effective partnership working with parents and carers was in place. We saw that children benefited from close attachments with the childminder. As a result, their individual needs were met as the childminder's approach was warm, caring and nurturing. From communication, we confirmed that parents valued their flexible approach as the childminder responded to their changing needs.

The childminder was committed to professional development. They had completed training which had been used to develop the service for children. For example, completion of STEM (Science, Technology, Engineering

and Mathematics) had supported a child's interest in science and conducting experiments. We asked that the childminder record any learning and evaluate it so the outcome for children was clear.

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?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good

How good is our setting?	4 - Good
2.1 Quality of the setting for care, play and learning	4 - 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?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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