

Greenfield, Barbara Child Minding

Castle Douglas

Type of inspection:
Announced (short notice)

Completed on:
16 November 2022

Service provided by:

Service provider number:
SP2003905819

Service no:
CS2003011738

About the service

Barbara Greenfield provides a childminding service from her detached property in a residential area of Castle Douglas, Dumfries and Galloway.

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

of whom no more than six are under 12 years;
of whom no more than three are not yet attending primary school and;
of whom no more than one is under 12 months.
Numbers include the children of the childminder's family/household.

2. Where a childminder is working together with an assistant they may care for a maximum of 8 children up to 16 years of age:

- of whom no more than 8 are under 12 years;
- of whom no more than 6 are not yet attending primary school and;
- of whom no more than 2 are under 12 months.

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

3. Where the childminder or the assistant is working alone they may care for a maximum of 6 children 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.

4. From 25 April 2022 to 31 August 2024 (or before if a child leaves the service) the childminder may care for a maximum of 6 children up to 16 years of age at any one time on a Monday (as identified in the variation request 15 March 2022):

- of whom no more than 6 are under 12 years;
- of whom no more than 4 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.

5. Minded children can only be cared for by persons named on the certificate. Eleanor Jane Greenfield is employed as an assistant.

The service is close to local schools, shops and parks. Children are cared for on the ground floor of the property which includes a lounge, playroom, kitchen/dining area, and enclosed garden area.

About the inspection

This was an announced (short notice) inspection which took place on Thursday 10 November 2022 between 11:00 and 13:45. The inspection was carried out by two inspectors 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 six people using the service
- gathered feedback via email from five families
- spoke with the childminder and her assistant
- observed practice and daily life
- reviewed documents.

Key messages

Children received warm and nurturing care from the childminder and her assistant.

Children were supported to learn through play, indoors and outdoors.

Children were encouraged to be creative through a range of activities, including music and dance.

Children were included in their own community.

The childminder and her assistant worked well together to provide consistent care for children.

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?	5 - Very Good
How good is our leadership?	5 - Very 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?**4 - Good**

We evaluated this key question as good as several strengths, taken together, clearly outweighed areas for improvement.

1.1 Nurturing care and support.

Children were happy, relaxed, and secure in the care of the childminder and her assistant. They sought the childminder out for cuddles, and to share their discoveries during play. The childminder responded appropriately, gathering children onto her knee for comfort, and acknowledging children's findings with enthusiasm during play. This led to positive attachments between the childminder and minded children.

Children were encouraged to be kind and support each other. For example, we saw children help each other to remove their jackets and wash hands. This nurtured children's security and confidence and helped them build strong relationships with each other.

Children enjoyed mealtimes that were relaxed and unhurried. Children were offered soup and bread, which they enjoyed after playing outdoors. The childminder and assistant ate with the children to ensure a positive social experience. This also provided appropriate supervision for children when eating. Children were encouraged to develop their independence by spreading their bread and pouring their own drinks.

Children's emotional wellbeing was supported through sensitive and safe sleep routines. The childminder understood the importance of rest or sleep and routines reflected children's individual needs. For example, some children used sleep mats while others preferred to relax on the sofa.

The childminder knew the children very well. One parent commented, "It is absolutely clear she knows our children well and cares about them immensely." Most children had personal plans in place which contained information about their health, likes, dislikes and preferences. However, two personal plans were not in place within the mandatory timescales and some had not been reviewed when required. We made a requirement about this following our previous inspection and have repeated this requirement. See requirement 1.

No children were being given medication at the time of the inspection, but the childminder had appropriate medication records in place should the need arise.

1.3 Play & learning.

Children experienced very good opportunities for play and learning at the service. They could choose where they wanted to play and what they wanted to play with. This was supported by a rich environment that contained a wide range of toys, games, books and craft materials. We saw children having fun as they played imaginatively, investigated water and motion outdoors, danced, played the piano, and read storybooks.

Children's play and learning was enhanced by the childminder's knowledge of child development and good practice. For example, the childminder had developed children's access to more natural and open-ended materials to support their curiosity, problem solving and creativity.

Children were supported to develop their language, literacy and numeracy skills through a range of toys and resources. The childminder was knowledgeable about how children developed their language skills and provided appropriate activities to support this. She shared this information with parents, to reassure them and keep them informed.

The childminder and her assistant had a very good understanding of the importance of children having opportunities to play outdoors and they ensured regular opportunities for this. In addition to playing in the garden, children had opportunities for local walks and accessing the wider community. For example, children often visited the charity shop to purchase resources and they regularly visited the local café. This enriched children's learning experiences and helped them feel involved in their local community. One parent told us, "We really value the life skills developed from their regular trips into Castle Douglas - to the café, library, park and charity shops".

Requirements

1. By 19 January 2018, the childminder must develop written personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months.

This is in order to comply with SSI 210 'The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011', Regulation 5 - Personal Plans.

An extension to this timescale had been agreed to 23 December 2022.

How good is our setting?

5 - Very Good

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

2.2 Children experience high quality facilities.

Children were cared for in an environment that was clean, homely, and inviting. Spaces had been carefully planned to meet children's needs. This helped them feel welcomed and secure, and gave children the message that they matter.

Children could choose from a variety of play areas. For example, a well-resourced playroom and garden, a lounge area where the children enjoyed listening to music and dancing, and a kitchen with a large dining table where children could eat meals and snacks. This helped promote children's choice and independence. One parent told us, "The set up of the garden and toy room is, for them, magical and exciting, and absolutely fosters and allows independence. Absolutely fantastic facilities for open ended and self-directed play."

Children benefited from a variety of outdoor play experiences which supported their emotional and physical wellbeing. They played outdoors in the secure garden, and a variety of toys and resources, including a wide range of natural materials, supported children to be curious about the world around them, investigate and problem solve.

The childminders house was well maintained. Risk assessments were in place to identify hazards and put

appropriate measures in place to reduce risks. Written permission had been sought for activities such as local outings and contact with family pets.

The childminder demonstrated good practice in infection prevention and control. She modelled good hand hygiene, and we could see that handwashing for children was embedded in their daily routine. For example, children independently washed their hands after playing outdoors and before lunch. Appropriate cleaning materials were used, and pet food was kept separate from the children's dining area.

How good is our leadership?

5 - Very Good

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

3.1 Quality assurance and improvement are well led.

The childminder was committed to, and passionate about her role. She communicated well with families to ensure positive outcomes for children. Families valued the relationships that the childminder had built with them and the level of care their children received. They made comments such as:

"Our children could not receive better care."

"This is an excellent childcare service, the childminder and assistant are constantly learning and developing the service."

"10/10, an amazing service."

Observations of children's interests and development have led to improvements within the service. For example, the childminder purchased additional balance bikes to support children's interests. One parent told us, "(My child) has shown a recent interest in learning to use a balance bike. This interest has been recognised by Barbara and Ellie; they have helped to support (my child) in becoming more confident on the balance bike".

The childminder demonstrated a positive commitment to improving her service. She had an improvement plan in place which identified priorities to develop the service. Parents were kept informed about progress within the service through daily conversations, newsletters, and 'WhatsApp'. We suggested that the childminder further develop consultation with parents and children to ensure that improvements reflect the needs, wishes and choices of children and families.

How good is our staff team?

5 - Very Good

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

4.3 Staff deployment.

The childminder's daughter acted as an assistant for the childminder. They worked well together to provide consistent care for children. Regular, informal opportunities allowed the childminder and assistant to discuss progress within the service and plan how they would meet children's individual needs. This supported positive outcomes for children.

Children had developed positive relationships with the assistant. She was warm and friendly, and children included her in their play. The assistant enhanced children's learning by asking questions or providing additional resources to develop their thinking and problem solving skills.

The childminder and her assistant worked together to ensure consistency of care and maintain high levels of interaction to promote children's wellbeing and safety. For example, the assistant prepared lunch while children enjoyed a quieter activity with the childminder or had their personal care needs met. This was supported by good communication when the childminder or assistant moved between areas or changed tasks.

Clear policies and procedures supported the assistant to carry out her role. The childminder had shared a detailed information pack with the assistant so that she was clear about her roles and responsibilities. This supported consistent quality of care for children and families.

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

Requirements

Requirement 1

The childminder must develop written personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months.

This is in order to comply with SSI 210 'The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011', Regulation 5 - Personal Plans.

Timescale: by 19 January 2018.

This requirement was made on 11 December 2017.

Action taken on previous requirement

Personal plans had not been reviewed within the required timescales. For two children attending the service, personal plans were not available during the inspection.

Not met

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 ensure that she records administration of medication to minded children in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.

National Care Standards, early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

This area for improvement was made on 11 December 2017.

Action taken since then

Children attending the service did not require medication. However, the childminder had appropriate paperwork in place should the need arise. This area for improvement has been met.

Previous area for improvement 2

The childminder should carry out written risk assessments for her home environment, this should include her back garden and the family pets. The risk assessments should include identifying potential hazards and the safety measures she will put in place to minimise risk.

National Care Standards, early education and childcare up to the age of 16 - Standard 2: A safe environment.

This area for improvement was made on 11 December 2017.

Action taken since then

The childminder had written risk assessments in place to help her identify potential hazards and put safety measures in place to minimise risks. This area for improvement has been met.

Previous area for improvement 3

The childminder should obtain written parental permissions for minded children's contact with her pet animals.

National Care Standards, early education and childcare up to the age of 16 - Standard 2: A safe environment.

This area for improvement was made on 11 December 2017.

Action taken since then

Since the last inspection, the childminder had sought permission for minded children to have contact with her family pets. This area for improvement has been addressed.

Previous area for improvement 4

The childminder should access child protection training. She should use the learning gained to develop her skills and keep up-to-date with current child protection best practice.

National Care Standards, early education and childcare up to the age of 16 - Standard 6: Support and development.

This area for improvement was made on 11 December 2017.

Action taken since then

The childminder and her assistant had accessed NSPCC child protection training and the childminder had attended a further training course with Dumfries and Galloway Council. This area for improvement has been met.

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	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?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good

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