

Paris, Pamela Ann Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
21 October 2022

Service provided by:
Pamela Paris

Service provider number:
SP2006961429

Service no:
CS2006135041

About the service

Childminder Pamela Ann Paris provides childminding from her home in the residential area of East Kilbride, South Lanarkshire. The childminder is registered to provide a care service to a maximum of six children at any one time up to 16 years of age.

Children are cared for in the downstairs of the property which includes a living room, kitchen, rear garden and access to an upstairs bathroom. The service is located close to a local primary school, park and other amenities.

About the inspection

This was an unannounced inspection which took place on Wednesday 19 October 2022 between 09:45 and 11:30. 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 three people using the service and five of their family
- spoke with the childminder
- observed practice and daily life
- reviewed documents

Key messages

- Communication with families supported meeting children's needs.
- The childminder had responsive, nurturing and caring relationships with children.
- Personal plans should have a record of information discussed with families about children's needs, interests, progress and achievements.
- Reviewing the management of medication policy, storage and process would ensure it aligns with good practice guidance.
- The pace of the day was relaxed, giving children time to settle and build bonds with the childminder and their peers.
- Children had opportunities to play and learn with their local and wider community promoting health and wellbeing.

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 made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

1.1 Nurturing care and Support

A parent told us "The childminder is extremely helpful, supportive and shows genuine care for my child and their progress and wellbeing". This was consistent with our findings. The childminder had created a homely, inviting, and nurturing environment for children to play, learn and relax.

Children were protected from harm by the childminder who had a clear understanding of the role and responsibilities. The childminder had recently completed child protection training as part of ongoing childcare studies and had plans in place to access additional refresher child protection training.

The pace of the day was relaxed and adapted to children's needs. There was time to rest and to play. The childminder provided unhurried, sociable, and fun mealtime experiences. Children were keen to be involved in those rich opportunities which supported young children to build skills for life such as spoon feeding themselves and developing social bonds with others. Children had access to fresh water and were encouraged to remain hydrated. This helped to support children's personal care needs.

Medication was stored safely out of the reach of children and the childminder had suitable paperwork to manage the administration of medication. For this system to be robust, the childminder should review the policy, storage and process to ensure it aligns with good practice guidance. See area for improvement one.

A parent told us "The childminder sometimes sends photos" and another said, "it is difficult to know how my child's needs and interests are being met without being there". Our findings showed that children's personal plans had improved since the last inspection. This included a focus on good practice indicators of wellbeing and the addition of all about me information to capture personal care information, likes and interests. However, specific needs, interests, progress and reviews with parents to support positive outcomes for individual children were not recorded. This meant children's current interests and needs which improve their wellbeing were not considered. See area for improvement two.

The childminder was aware of safe sleeping guidance and had reviewed different approaches to support sleep and rest as part of meeting individual children's needs. We observed a child sleeping in a buggy for their morning nap. We asked and the childminder agreed to review good practice guidance for safe sleeping arrangements.

1.3 Play and Learning

Children were settled and at ease in the environment. They were happy, having fun and explored toys and materials with confidence. Spontaneous play experiences promoted children's choice and independence such as transporting building blocks to a low level window ledge to build whilst looking outdoors at the surrounding environment.

The childminder was attentive to children and offered praise, support and encouragement during play experiences. For example, they knew the toys that interested children and offered extension and support for learning asking, "Wow that's really good, what could we use the car for today?"

A strategy was in place to support a child using visual cues. This responsive approach helped develop confidence and skills in the use of language. Parents were grateful for the one-to-one support provided for children and told us "The childminder knows my child well and knows what they like and don't like. My child feels very comfortable with the childminder."

Areas for improvement

1. To support children's health and wellbeing, the childminder should review medication systems using the best practice guidance document 'Management of medication in day-care of children and childminding services' to ensure these are robust.

This is to ensure that care and support is consistent with the health and Social Care Standards (HSCS) which states: I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCS 4.11)

2. The childminder should ensure all personal plans include written details of children's needs, interests, progress and achievements.

This is to ensure care and support 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." (HSCS1.15)

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The environment was clean, tidy, well presented and ventilated. Children had access to the living room, kitchen, rear garden and upstairs bathroom. Children were able to move freely around the living room which had a large sofa providing a comfortable place to relax and support emotional wellbeing.

The living room was well organised and spacious. Parents appreciated the variety of toys and resources that supported children's choice and curiosity with one parent telling us "The service is well equipped with toys and activities for the children to engage in".

Another parent told us "The childminder's working environment has always been kept clean, safe and well maintained." This was consistent with our findings and appropriate infection control procedures were in place such as embedded hand hygiene procedures and use of gloves and apron for nappy changing.

Various risk assessments were in place for activities such as outdoor play and trips to local parks. The childminder told us of plans to improve the driveway at the front of the property. A notification for the planned work was submitted to Care Inspectorate before the inspection was complete. This ensured risks were identified and contributed to keeping children safe.

Children were able to have an active life and participate in a range of physical and recreational activities in the local and wider environment. Opportunities to attend a toddler group, engage in nature play in local parks and visits to the local library were enjoyed by children. A parent told us the childminder "sends pictures and then I get told of their adventures when I collect my child".

Appropriate systems were in place to manage information in line with general data protection requirements. The childminder was registered with the Information Commissioner's Office.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The service had clear two-way communication systems set up which included a daily communication book for children under three years old, face to face discussions, text messages and questionnaires for both parents and children. This helped the childminder to establish effective communication as a part of delivering a high-quality service.

Positive and respectful relationships with families were in place and helped to meet children's needs. Parents told us "The childminder does take on board things that we ask " and "I have a lot of respect and gratitude for the excellent care and affection provided by the childminder".

A variety of policies were in place which contributed to a well led and managed service. These were shared with parents and were available should a parent wish to see them. We suggested the administration of medication policy was reviewed in line with the area for improvement noted in key question one.

Parent and children's voices were respected and helped to meaningfully improve the service. Their thoughts and suggestions such as which local parks and places to visit were gathered and considered. As a result of this feedback improvements such choice of local parks for older children were scheduled. This demonstrated that the childminder was committed to a culture of improvement. A child told us "The childminder is nice and does arts and crafts with me. I like to play on the play stuff outside."

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

A parent told us "My child loves spending time in the childminder's care and has been very happy and settled which is a credit to them and their nurturing manner." The childminder understood how children develop. Training on areas such as child development, play and first aid had taken place.

The childminder planned to continue to embed new learning within practice. This approach ensured a high quality of early learning and childcare.

Best practice reflections and up-to-date knowledge was gained through the childminder's studies towards a qualification relevant to early education and childcare. The childminder had a solid knowledge of how children develop, and we observed skilful and consistent interactions that were meeting individual needs and were age and stage appropriate. For example, the childminder was checking in with a child who had recently joined and supporting another child as they played with blocks around the environment.

We observed the childminder providing lots of encouragement, smiles, and sensitive support to children. This helped to build children's feelings of security, confidence and love. A parent told us "My child has a great relationship with the childminder and has made themselves at home within the childminder's home" and another said, "The best thing for me is to see that the childminder and my child have a strong and loving bond. The childminder really adores all the kids and I have every confidence in her".

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 each child's personal plan is completed in all sections to meet the health, care and support needs of the individual child.

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 16 November 2016.

Action taken since then

Childminder was using SHANARRI wellbeing indicators to sub divide children's individual folders and stored items such as photos, all about me sheets, contracts, permissions and policy information for each child within these. However verbal discussions with families about significant needs, interests and reviews were not recorded.

This recommendation was not met and will continue with amendment as an area for improvement.

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
2.2 Children experience high quality facilities	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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