

Edwards, Catherine Child Minding

Glenrothes

Type of inspection:
Unannounced

Completed on:
31 January 2023

Service provided by:

Service provider number:
SP2006959628

Service no:
CS2006124159

About the service

Catherine Edwards provides a childminding service from her home in Glenrothes. Her husband, Martin Edwards is named as an assistant. Children mainly use the downstairs facilities and have access to a summer house in the garden. The accommodation is within walking distance of play parks and the local primary school and nursery. At the time of inspection, Mrs Edwards could work independently or jointly with the named assistant.

The service may be provided to a maximum of 6 children under the age of 16 years at any given time, of whom no more than 3 are not yet attending primary school, including no more than 1 child who is under 12 months.

During periods when the named assistant is working with the childminder, the service may be provided to a maximum of 8 children under the age of 16 years, at any given time, of whom no more than 6 are not yet attending primary school, including no more than 2 who are under 12 months.

When working alone and unsupervised, the childminding assistant may care for a maximum of 2 children.

There is no restriction on the daytime hours of operation; however, no overnight care may be provided.

About the inspection

This was an unannounced which took place on Tuesday 31 January 2023 between 15:15 and 17:30. 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 one child using the service and one member their family
- spoke with the childminder and her assistant
- considered an email with feedback from a parent/carer
- observed practice and how children were supported
- reviewed documents

Key messages

- The childminder and assistant knew children well and understood their individual needs.
- They interacted with children in a caring, kind and supportive way.
- The childminder and assistant had developed positive relationships with parents and carers.
- Self evaluation of the service needs to be further developed
- The childminder and assistant should continue to identify training or learning that would support their 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?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
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, where several strengths impacted on positive outcomes for children.

Quality Indicator 1.1: Nurturing care and support

Children were cared for in a warm and nurturing way. They benefited from close attachments as the childminder and assistant knew them well. These positive relationships meant that children were well settled and comfortable in their care.

The childminder recognised the importance of communication. As they were proactive at keeping in contact with families, partnership working with parents had been established. This enabled the needs of children to be met as regular information was shared. This approach helped parents feel included and involved in what they were doing. One parent said "I'd be lost without these two (childminder and her husband)."

The childminder and assistant talked confidently about children's needs, personalities and how they were supported. Relevant information was recorded about events that affected children. We saw sensitive interactions that demonstrated the childminder and assistant were tuned into children's moods. While we concluded children's needs were met, personal plans could contain more information about children's development, interests and techniques used to support them. Children's achievements and next steps could be recorded as this will help monitor their continued progress.

The childminder understood their responsibility in relation to safeguarding children by keeping appropriate records and linking with other services. We reminded the childminder that Social Work services could be contacted for advice about any concerns they had. To further support learning in this area, we signposted the childminder to National Guidance for Child Protection in Scotland 2021.

Quality Indicator 1.3: Play and learning

The toys and activities available were suitable for children, met their needs, stage of development and interests. We saw this supported a child led approach as children were encouraged to choose games and activities they wanted to do. As a result the children present had fun as their ideas were encouraged and achievements recognised. A parent said the childminder "gave them a wide range of experiences from outdoor play to arts and even helping them progress with their reading and writing skills."

The development of a summer house in the garden offered children a dedicated play space. Photographs showed the range of activities children were involved in. These opportunities encouraged them to develop life skills and use literacy and numeracy in their play. For example, children had baked pizza and wrote a story that was included in the book area. Children's experiences could be further developed by use of observation. This would help note why the activity was offered, and the benefits and outcomes for children. Their achievements and 'next steps' would be identified which would support their continued progress.

The local community was used to extend children's experiences. Freedom to run around or play on large equipment supported their health and well-being and enabled children to develop their physical skills.

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.

The childminder had created a warm, welcoming and homely environment for children. We saw that the areas used were clean, hygienic and well maintained for children. Risk assessments meant children's safety was promoted indoor and outdoors as hazards had been identified and minimised. We advised the childminder to use the risk assessment as a template and update and review it when needed.

Space available offered children access to different activities or a place to rest if needed. The use of the outdoors, kitchen and addition of a summer house in the garden (mainly used in the better weather), enabled children to choose where they wanted to play. They had been involved in organising the summer house and displaying their work which promoted a sense of belonging and ownership. There were plans in place to further develop the garden and use of the cabin which would improve outcomes for children.

Children benefited from contact with the family dog who was friendly. We saw this was well-managed as, for example, children knew to stand away from the front door when they arrived home as the dog was excited to see them. This let the dog come into the garden and calm down before being petted.

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

CCTV supported security and safety for children at the back of the property.

How good is our leadership?**3 - Adequate**

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

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

The childminder and assistant's values were evident in the warm, sensitive interactions observed throughout the inspection. This enabled children to share their views and be involved in the development of the service. They felt listened to as their ideas and interests were valued and used. For example, they had helped organise the summerhouse for their play. 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 had reviewed some elements of the service provided. This had enabled them to reflect on what went well and identify areas for development. Using information from professional bodies such as the Scottish Childminding Association (SCMA) had supported this process. For example, recognising the importance of community links, they developed a breakfast club that enabled childminders to meet up and support each other.

The childminder and assistant should continue to embed self-evaluation into practice. They should compile an improvement plan with the areas they plan to develop. 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 assess the impact and outcome of any change. They should ensure families and stakeholders are involved in this process. We will continue the area for improvement we made at the last inspection. See area for improvement 1.

Areas for improvement

1. To improve outcomes for children and families, the childminder should continue to develop the quality assurance systems they have introduced. This will enable them to assess and evaluate the quality of the service and identify areas for development. Gathering parents, children's and stakeholder's views should be part of 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).

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 4.3 - Staff Deployment

The experienced childminder was supported by her husband who was named as an assistant. They worked well together and had developed positive relationships with parents and children. A child centred approach was achieved as information was shared which supported children's routines and promoted continuity of care. Their consistent approach meant children had positive experiences as their individual needs and interests were known. For example, a child had fun as they were supported with activities that they liked to do.

The childminder and assistant had undertaken training to promote their professional development. For example, they had renewed their First Aid certificate and completed Food Hygiene. In addition they used information from SCMA to keep up to date with current events. They should evaluate what they have learned and show how it has improved outcomes for children. To further support their professional development, they could use best practice guidance more which can be found on the Care Inspectorate hub. (See area for improvement 1).

Areas for improvement

1. To show how their professional development has improved outcomes for children, the childminder and assistant should keep a record of their learning. This should include an evaluation to reflect how it has supported the development of their skills and knowledge.

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 areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The childminder should ensure children's personal plans are formally reviewed at least once on a six monthly basis .

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 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).

This area for improvement was made on 14 March 2022.

Action taken since then

The childminder was in the process of updating information with parents so this area for improvement is met.

Previous area for improvement 2

The childminder and her assistant should identify training or best practice guidance that will help support their continued professional development. They should evaluate their learning and demonstrate how it has developed the service and improved outcomes for children.

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 14 March 2022.

Action taken since then

The childminder and assistant had completed training to promote their professional development. They were able to talk about how it had improved outcomes for children. They need to keep a record of their learning. This area for improvement has been partly met.

Previous area for improvement 3

The childminder should continue to develop quality assurance by implementing more formal systems that enable her to self assess and evaluate the quality of her service. Gathering parents and children's views should be part of this process. This will help identify any areas for improvement that will improve outcomes for families.

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).

This area for improvement was made on 14 March 2022.

Action taken since then

The childminder had made a start to develop more formal systems for assessing the service. This had enabled areas for development to be identified. We will continue this area for improvement to enable the systems to be embedded in practice.

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?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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