

Childminder inspection report

Richardson, Linda
Glasgow



HAPPY TO TRANSLATE

Service provided by: Richardson Linda

Service provider number: SP2004935766

Care service number: CS2003043433

Inspection Type: Announced (Short Notice)

Care services in Scotland, including childminders, cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

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1 Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 1 April 2011.

Linda Richardson runs a childminding service from her family home in a residential area of Bishopbriggs. The service is provided from a semi detached two storey house, with children having access to the ground floor, and back garden only.

Current registration allows the childminder:

To provide a care service to a maximum of eight children at any one time under the age of 16, 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 under 12 months. Numbers are inclusive of the children of the childminder's family.

What we did during our inspection

We wrote this report following an announced (short notice) inspection that took place on Wednesday 22 April 2015 between 11:00am and 12:30pm. One inspector carried out the inspection. We completed feedback to the childminder on the same day.

We received four completed Care Standards Questionnaires (CSQs) from parent/ carers before the inspection.

During this inspection process we gathered evidence from various sources, including the following:

We spoke with the childminder and the child present.

We looked at:

- Aims and Objectives
- How the childminder involved children and their parents in her service
- Children's personal plans and records
- How the childminder worked with the children present and communicated with their parents/carers
- What training the childminder had undertaken
- The childminder's welcome pack and policy folder
- The environment and resources
- Confidentiality
- Complaints
- Child protection
- Risk assessments
- Accident and incident reports
- Attendance records
- Medication records
- Certificate of Registration
- The service's public liability insurance certificate.

Views of people using the service

There were three children present at the time of the inspection all under school age. We observed the childminder being warm, caring and attentive in her approach. As a result, the children were happy and relaxed, enjoying their play and reassured in the childminder's care.

Everyone who returned questionnaires to us strongly agreed that they were happy overall with the quality of care provided.

Comments we got back included:

"[My child] settled with Linda well. I have watched him/her grow and develop and feel Linda has a part to play in this. He/she is now well socialised with other children..... Linda approaches discipline in a fair, caring manner. Linda is very responsive to [my child's] needs and I feel extremely comfortable leaving him/her with her - trusting who I leave my child with is very important to me and I feel lucky to have Linda as our childminder".

"[My child] has been with Linda for nearly two years now and he/she is so happy there. He/she gets lots of activities prepared for him/her and also attends various places to meet other children and experience new activities. Linda is very approachable and I am very confident in her level of care with [my child]. Can't praise her enough".

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

The self assessment document was concise and well thought out. We discussed how the areas where she had identified she wanted to improve and develop her service could be included in the document.

What the service did well

The childminder knew children and their families well, respected their views and valued their opinions. Children were relaxed and comfortable in a homely setting. The childminder was also very good at taking the children out for walks and to activities in their local community, the playgroup, library and the play park.

What the service could do better

The childminder should continue to develop in line with her current plans and develop children's personal plans (using the SHANARRI Wellbeing Indicators) with children and their families.

2 The grades we awarded

We grade the quality of care and support, the quality of the environment and the quality of management and leadership. If the childminder employs an assistant, we also grade the quality of staffing. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

| | |
|--------------------------------------|---------------|
| Quality of care and support | 5 - Very Good |
| Quality of environment | 5 - Very Good |
| Quality of staffing | |
| Quality of management and leadership | 5 - Very Good |

3 Quality of care and support

Findings from the inspection

The childminder was warm, caring and sensitive in her approach and was taking time to get to know children and their families well, through a series of visits before they started using the service. She understood the importance of high quality relationship based care and was using the four key principles (from the Pre birth to three national guidance) based on the rights of the child, relationships, responsive care and respect to help inform her practice. As a result children were being nurtured and well cared for.

Each child was gradually settled into the childminding service at a pace that suited them and their parents. She used "All about Me" forms and daily diaries to link with home and gather the information she needed to support their routines, development and learning. This enabled the children to feel safe and happy in the new environment, creating an experience where they were being nurtured, stimulated and felt included. The childminder told us how important the initial contact with parents/carers and children had been in achieving this outcome.

She was working hard to ensure parents and children felt comfortable when they first visited her home. At the initial stages, the new family was asked to complete an application/enrolment form. This form was used by the childminder to gather parents' views and wishes on their child's routines, ensuring a relationship that was based on respect for the parents' wishes. The initial application was being updated at least every six months, but more frequently if a change took place in a child's life or routine. The childminder found that daily discussions were the most effective way to communicate with parents along with texts and photographs sent throughout the day.

The childminder explained she was in the process of building each child's folder into their personal plan (using the SHANARRI Wellbeing Indicators) with photographs of the day and their achievements and developmental progress recorded. Parents would be encouraged to use this and a daily diary to communicate with her and offer suggestions or comments. This was to make sure parents were included as much as possible in their child's life while they

attended the childminders and enable them to be fully involved in their child's development and learning, help review and support their progress and celebrate their child's achievements.

Children using the service were kept healthy and active by playing in the garden, going for walks in their local area and to the play park. Everyone who returned questionnaires to us strongly agreed or agreed that their child had regular access to fresh air and energetic physical play and the opportunity to sleep or rest if they needed to.

The childminder promoted positive behaviour using praise and encouragement to help build children's confidence and self esteem. She knew the importance of supporting and encouraging children to make their own decisions and take responsibility for keeping themselves safe in the different activities they might encounter. For example, when they were starting to walk and become more independent.

The childminder had undertaken training in child protection, knew what to do should she have any child protection concerns and who to pass the information on to. She understood the importance of continuing to refresh her knowledge and understanding of this area of her work.

No children were being given medication at the time of the inspection. The childminder had reviewed and updated her policy and paperwork in line with our current best practice "Management of Medication in Daycare and Childminding Services".

Everyone who returned questionnaires to us strongly agreed or agreed:

The childminder listened to and acted upon their views regarding their child's development needs, culture, interests and personality.

The childminder monitored their child's development and used this information to plan their child's care.

The childminder asked for their child's views about the activities and used them to plan the activities.

They were confident that the childminder would protect their child from harm, abuse, bullying and neglect and deal with difficult behaviour in a caring and sensitive manner.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

The environment used for childminding was child focussed, comfortable, safe and stimulating. Children had space to play within the lounge area which was open plan and led to the kitchen. Children were able to move safely and freely into the enclosed rear garden to enjoy their outdoor play. Rooms had a good source of natural light and were clean, bright and fresh. Risk assessments were in place for the premises and outings. The childminder ensured all new outings were risk assessed prior to the children going out. The childminder continued to review and update her risk assessments to monitor their effectiveness, and confirmed she would carry out risk assessments for individual children's wellbeing, in consultation with their parents, when necessary. Play equipment was cleaned on a regular basis. Toys we looked at were clean and in a good state of repair. We were able to see children enjoying playing and having fun together with toys that interested and stimulated them. Children were also being given very good opportunities to be active and independent in their play and learning. For example outside in the garden, on trips and outings to local parks and their community where they could explore, experiment and make discoveries with a range of different natural materials and resources.

Everyone who returned questionnaires to us strongly agreed or agreed:

The childminder's home was safe, secure, hygienic, smoke free, pleasant and stimulating.

There was enough space for their child to play and get involved in a range of activities.

There was a suitable range of equipment, toys and materials and that the childminder made good use of resources in the community.

A daily record of each child attending the service was available along with a record of any accidents or incidents and a suitable Public Liability Insurance certificate. The childminder was aware of her responsibilities in relation to notification reporting to us and adhering to her conditions of registration.

The childminder had a range of policies which she regularly reviewed and updated including:

- Fire Safety
- No Smoking
- Emergency Procedures
- Health and Hygiene

The childminder also focussed on supporting children with washing their hands to further minimise the spread of infection and promote their health and wellbeing.

This showed us the childminder regularly reviewed and refreshed her practice to ensure children were safe and their wellbeing was being protected.

Grade

The quality of environment is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

5 Quality of staffing

We only assess this where the childminder employs an assistant.

6 Quality of management and leadership

Findings from the inspection

The childminder was a member of the Scottish Childminding Association (SCMA) and used their online resources as well as our website and her local childminding group to gather new ideas and keep herself up to date with current best practice and legislation. For example, she knew about the Scottish Government's recently published National Practice Guidance on Early learning and Childcare: Building the Ambition. She was also going to undertake training on GIRFEC (Getting it Right for Every Child) and had started to use the SHANARRI Wellbeing Indicators to evaluate her work with the children and their families. As a result, she had a very good understanding of her role and responsibilities in relation to running a childminding service and making sure children were nurtured, safe and respected.

She knew about the SSSC Codes of Conduct and the professional standards expected of her. She used Pre Birth to Three and the National Care Standards when planning for her service and was basing her own future training needs on the learning and development needs of the children.

She involved children and their families in the ongoing evaluation and review of the service, regularly asking them for their ideas and feedback and implementing any changes or suggestions they made. She had a copy of our complaints leaflet in her welcome pack along with a procedure where they could raise any concerns or issues they might have in writing. It was clear she respected their views and valued their opinions.

The childminder regularly reviewed her paperwork and policies (in consultation with parents), updating her welcome pack with any changes. All new parents were issued with a welcome pack with the updated policies included at their initial contact meeting.

Everyone who returned questionnaires to us strongly agreed that they were happy with the quality of care that their child received and that they and their child were given opportunities to be involved in developing the service. They were confident that the childminder would deal effectively with any concern or complaint they may make about the service.

Grade

The quality of management and leadership is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

7 What the service has done to meet any recommendations or requirements we made at our last inspection

Previous requirements

There are no outstanding requirements.

Previous recommendations

There are no outstanding recommendations.

8 Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

9 Enforcements

No enforcement action has been taken against this care service since the last inspection

10 Other issues

No other issues identified.

11 Inspection and grading history

| Date | Type | Gradings | |
|-------------|--------------------------|---------------------------|---------------|
| 22 May 2013 | Announced (Short Notice) | Care and support | 5 - Very Good |
| | | Environment | 5 - Very Good |
| | | Staffing | 5 - Very Good |
| | | Management and Leadership | Not Assessed |
| 7 May 2009 | Announced | Care and support | 5 - Very Good |
| | | Environment | 5 - Very Good |
| | | Staffing | 5 - Very Good |
| | | Management and Leadership | Not Assessed |
| 5 Jun 2008 | Announced | Care and support | 5 - Very Good |
| | | Environment | 5 - Very Good |
| | | Staffing | 5 - Very Good |
| | | Management and Leadership | 5 - Very Good |

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