

Childminder inspection report

Bobby - Childcare Service Orkney



HAPPY TO TRANSLATE

Service provided by: Wolanska, Bogumila

Service provider number: SP2014986247

Care service number: CS2014330249

Inspection Type: Unannounced

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

This service was registered on 27 October 2014.

Ms. Wolanska is registered to care for a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

The service operates from a two bedroom house, located in a residential area of Kirkwall. Accommodation used for childminding comprises a lounge, kitchen, one bedroom, and bathroom. There was a large enclosed garden which provided a safe play area for children. There was adequate safe parking for parents bringing and collecting children. The service was within easy walking distance of shops, schools and parks.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy, and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of GIRFEC. They are safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection to assess how services are making a positive difference for children.

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

What we did during our inspection

We wrote this report following an unannounced inspection undertaken by one inspector from the Care Inspectorate.

The inspection took place on 27 October 2015 between 2:00pm and 3:30pm and the 2 November 2015 between 2:00pm and 3:30pm. We gave feedback to the childminder at the end of the inspection.

As part of the inspection, we took account of the annual return and self assessment forms that the childminder had completed and submitted to us.

We sent four Care Standards Questionnaires (CSQs) to the childminder to distribute to parents. We received back one of these CSQs prior to the inspection.

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

We spoke with:

- the childminder
- three children.

We looked at:

- the policy for involving parents and children
- policies
- training records
- diary
- monthly notes on the young people
- evidence of meetings with parents
- children's records
- accident and incident records
- the environment
- toys and equipment
- the garden
- self assessment.

Views of people using the service

The parent who responded to the questionnaire was delighted with the service. They stated that the service was extremely flexible and met the needs of her child. They stated that her child enjoyed being at the childminder's and the child had great fun while be cared for.

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 Care Inspectorate received a completed self assessment document from the childminder. There was information included for each Quality Theme that we grade services under. However, additional evidence and areas for improvement would show a more rigorous self evaluation of the service.

What the service did well

The childminder provides a child-centred environment for the children. She knows the children and their families extremely well. She provides a calm, nurturing and stimulating environment, where the children enjoy playing with their friends and the wide variety of resources. She concentrates on providing a happy and fun environment for the children. The children in her care were found to be extremely content.

What the service could do better

There was a need for the childminder to update her medication policy to ensure that it reflects best practice. There was also a need for the childminder to explore further ways to evidence that there is active parental participation in the service. The childminder acknowledges the need to consider issuing questionnaires and recording parental suggestions on how to improve and develop her service.

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	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

3 Quality of care and support

Findings from the inspection

Ms. Wolanska was seen to provide a good level of care and support for children and families. We concluded this after we spoke to the childminder, observed her practice and records and from information in her self assessment.

The childminder had a comprehensive set of records which was shared with parents when their child/children started the service. This included a copy of the Certificate of Registration and also a copy of the insurance cover. As well as verbal reports, there were monthly summaries which included details of conversation that had taken place with parents during their daily chats with the childminder. This monthly summary included the details of the activities the children had enjoyed during the day. We had a conversation about the merits of encouraging communication diaries with parents, especially for children who were not yet able to tell their parents of how their day had went. The childminder should also consider creating and issuing questionnaires to parents as another method to gather parental opinions about the service.

We observed that the childminder had a very strong caring bond with the children in her care. The childminder had a development recording tool which recorded when the child reached their developmental milestone. The childminder had gathered comprehensive information on the children and so was aware of any allergies or medical requirements, as well as detailed All About Me forms for routines, likes and dislikes. The childminder had first aid training and an accident and incident recording systems. The child minder updated their All About Me forms every six months as the children she looked after were very young and needs and achievement were constantly changing. In conversation the childminder knew the interests and abilities of each child. She celebrated the children's achievements by giving appropriate praise and recognition.

The childminder encourages positive relationships and one young person present was there to expand his opportunity to spend time with other young people his age.

The childminder was seen to respect the children and give them good explanations for what they were being asked to do or asked to stop doing.

Although the childminder did not provide meals she provided healthy snacks and fruit. Children had a small kitchen table so they were able to have a social time during snack. Lunches were provided by parents and the childminder informed us that she had regular discussions with the parents about healthy eating as she was keen that young people had access to healthy options. She had recently had an inspection from Environmental Health which she had passed and was using the practice of food safety to ensure that she followed best practices. The childminder had a food hygiene certificate and was keen to keep her learning up-to-date.

When the weather was fine the children had access to the garden and also local play parks which were in close vicinity of the childminder's home. The garden was enclosed and safe and there was appropriate risk assessment in place to ensure that young people exposure's to risk was minimised.

The childminder had appropriate records and consents for young people who take medication when in her care. The childminder was reminded that medication that is provided for the young people should be issued by the parents. The childminder's information pack and policy should be updated to reflect this practice.

Grade

The quality of care and support is graded 4 - Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

The childminder's home was a semi-detached property with a large garden enclosed by a well fenced and secure area. To keep children safe, the gate was kept securely fastened and the house was smoke-free. The ground floor of the home was kept accessible for children with toys stored in the dining room and the living room. The kitchen and bathroom were seen to be clean, although there was some clutter due to the childminder recently moving into new premises. However, the home was found to be clean and hygienic.

The childminder indicated that floors were hoovered every day and in the bathroom and kitchen daily or more often, if needed. The childminder had the best practice on infection control (infection prevention and control in childcare settings (day care and childminding settings)) and she was booked on to a course at the local college on the prevention of infection course. There was still a need for the childminder to establish a recording system that ensures her home was adhering to this guidance so that children were always cared for in a clean and safe environment. All toys which were used in the house were cleaned regularly and the dishwasher was used for cleaning smaller toys as well as dishes. The childminder had a steam cleaner and which was used regularly throughout the home. We suggested that the childminder develop a cleaning schedule for her toys to record when the cleaning actually took place and also recorded the toys which were cleaned regularly.

The childminder had a number of safety items which helped to keep children more secure. There was a stair gate which prevented access to the upstairs and a safety gate to restrict access from the dining room to the kitchen. All sharp knives were stored out of reach and all medication was stored in eyelined cupboards. High chairs and buggies had appropriate straps and there was an accessible fire blanket. The childminder was able to indicate how she minimised risk around the house and also outside when she took children to the school, soft play and parks. She had completed a premises risk assessment for her new home. As the childminder had only moved in, she had not yet fitted child locks on her kitchen cabinets. It was her intention to do this immediately after the inspection.

The garden had a number of large outdoor toys, a swing and chute. These are not yet operational as they have not been secured. These toys are due to be

secure within the next few weeks. This will enable children access to an outside safe playing environment in the garden.

Children were encouraged to be active and there were a large number of toys and activities available within the house for the children. The accessibility of the toys was well structured with storage, such as toy boxes without them restricting the floor room. The house was very child-orientated and the children were observed to be having great fun playing with the toys.

Grade

The quality of environment is graded 4 - 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 committed to providing a good service to all her families. She was aware of the importance of keeping her practice up-to-date and actively sought opportunities for extending her knowledge. She had recently done a GIRFEC training course and had developed individual care plans referring to the SHANARRI indicators. We had discussion about the need to keep these up-to-date every six months. We welcome this development.

The childminder has only been in operation in the last year and has been gradually increasing the toys that she has which reflect the interests and needs of the young people in her care. She kept up-to-date with changes in legislation

through the Care Inspectorate and Scottish Childminding Association (SCMA) publications and websites. She had enrolled in the SCMA online training courses to ensure that she kept up-to-date with best practice. She had recently completed a safe and secure course and was confidently using this online resource on a regular basis. The childminder had also registered for a number of courses which were held at the college. Regrettably these have had to be rearranged on several occasions during the last year due to numbers wishing to take part in the course.

As this was the first year in operation the childminder had not formally evaluated her service. We gave the childminder several suggestions on how best to evaluate her service by circulating questionnaires to parents annually to gather their feedback on the service. Any suggestion could be acted upon and a development plan put in place to ensure improvement.

The childminder talked about how important it was to be available at any time to chat to the parents, either in person or by phone, and how she always made time for parents when they were dropping off or collecting their child to discuss any items that they felt were important. This method was the most used technique to gain areas for development.

The childminder had a complaints procedure but was glad to say she had never received any complaints. The childminder reported that parents appear very happy with her service.

Grade

The quality of management and leadership is graded 4 - 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

There were no other issues identified at this inspection.

11 Inspection and grading history

This service does not have any prior inspection history or grades.

To find out more

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