

# Childminder inspection report

**Larman, Fiona**  
**Glasgow**



HAPPY TO TRANSLATE

Service provided by: Larman, Fiona

Service provider number: SP2008970238

Care service number: CS2008178422

Inspection Type: Unannounced

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### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

[www.careinspectorate.com](http://www.careinspectorate.com)

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# 1 Introduction

This childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The service operates from the childminder's home which is situated in Kirkintilloch. The childminder's aims and objectives include the following statements:

- "I will work together with parents to make sure the care of their child is consistent. For children to be safe, secure and happy."

### What we did during our inspection

We carried out an unannounced inspection of the service provided by Fiona Larman during the afternoon of Monday 8 February 2016. One Care Inspectorate Inspector carried out the inspection.

The childminder sent us an annual return. The childminder also sent us a self-assessment form linked to the Getting it Right for Every Child (GIRFEC) wellbeing indicators - safe, healthy, achieving, nurtured, active, respected, responsible and included. We issued Care Standards questionnaires to parents/carers of children who used the service (parents/carers will be referred to as parents in this report). We received three completed questionnaires from parents who had previously used the childminding service.

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

- discussion with the childminder and minded children
- observation of interactions between the childminder and the children present
- children's personal records and plans
- aims and objectives of the service
- accidents and incidents
- medication arrangements
- risk assessments and how safety is promoted
- some infection control arrangements

- training information
- insurance certificates.

### Views of people using the service

There was one minded child under school age present during the inspection. There were also four children of school age. The older children included the childminder's own children and children of the childminder's extended family. We observed that the children were very happy and settled in the childminder's care. We observed very caring relationships between the children and the childminder. In the childminder's home the children enjoyed the range of play equipment provided and made choices about what they wanted to play with. The childminder was very attentive to the children's needs and interests; and responded sensitively to their verbal and non verbal communications.

All of the parents who completed our questionnaire 'strongly agreed' that overall they were happy with the quality of care their child received in the service.

Parents made the following comments:

- "Excellent service"
- "Fiona is a fantastic childminder"
- "Fiona is a fab childminder.

### 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.

We received a completed self assessment document from the childminder. We were satisfied with the way the childminder completed this and with the relevant information included for each heading that we grade services under.

## What the service did well

We found the childminder is performing very well in the areas covered by this inspection. The childminder is professional and confident in her approach. She is well organised and keeps up to date with good practice.

The childminder provides a flexible and caring service to the families using her service. She maintains a welcoming and stimulating environment for the children to play and develop. Feedback we received from parents confirms that they value the service highly.

## What the service could do better

The childminder discussed a positive approach towards the continued development of her service. She should use the areas for improvement detailed in this report and any suggestions made by parents and children to further improve the 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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

## 3 Quality of care and support

### Findings from the inspection

We were able to observe the respectful, caring and nurturing relationships that the childminder had with the children. The childminder described how she provided continuity of care for each of the minded children.

The childminder had discussions with parents about what their child had been doing each day in the service and other important information. We found the daily discussions were also backed up with text messages and photographs to further include the parents in their child's day. Moreover, where parents wished to have written feedback each day, the childminder provided a daily diary. This gave parents detailed information about how their child had been in the service.

The childminder had an overview of the needs of each child using her service. She was able to discuss the children's needs and interests and how she used this information to help the children develop good daily routines in the service. It is acknowledged that the two older children currently using the service were very close family relatives and the childminder was very knowledgeable about their individual needs and details. The childminder agreed to make sure she now records this information. We found the childminder had personal plans recorded about the younger children's individual needs and interests. Parents had completed personal information forms about their child. These forms included the children's particular needs/routines, information about immunisations, allergies and any health issues. The childminder had introduced systems to make sure the personal plan information was reviewed with parents on a regular basis. This will make sure the childminder has up to date information to help meet the health and wellbeing needs of each child in her care. The childminder confirmed she had taken part in some GIRFEC training. Following the training, the childminder had reviewed some of the children's personal plans to focus more on the GIRFEC wellbeing indicators of Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included (SHANARRI). We could see how this approach had helped focus activities for individual children.

The parents who returned our questionnaires indicated that they 'strongly agreed/agreed' that their child has a positive relationship with the childminder. One of parents made the following comment:

- "Fiona is a fantastic childminder she is amazing with my child and my child adores her and her family who are also very kind".

The childminder told us she had benefited from contact and training from the local authority daycare service. Through training and discussions, she had developed her understanding about the importance of making sure children are well supported through any transitions in their life.

The childminder was able to give some very good examples of when she had worked in partnership with parents to support their child through different transitions. Through discussion the childminder demonstrated a respectful and sensitive manner towards working in partnership with parents.

The childminder confirmed that she made regular use of local resources in the community, for example the toddler group and visits to local parks. We saw photographs of children taking part in activities. These experiences gave children opportunities to be active, included and to socialise.

The childminder discussed how she would make sure that children were safe, for example when taking children for walks in the community. The childminder told us she had taken part in child protection training and discussed a very good understanding of child protection. She confirmed she would report any concerns. These discussions helped us to conclude that children had systems in place to help make sure children were safe and protected.

The childminder told us she had not administered any medication since her last inspection. She discussed how she would safely administer medication, should parents ask for this service. We found that the childminder had a medication policy and consent forms in place. However, we found the consent forms did not include space to record all of the necessary information. The childminder had already identified this and had accessed some new consent forms. The childminder told us she was planning to work with other childminders to review and update her consent forms and medication policy. The childminder agreed to refer to the following up to date medication guidance when reviewing her medication information:

- The Management of Medication in Daycare and Childminding Services.

### 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

We found the childminder's home to be a relaxed environment for children. Children played in the lounge and had their meals at the lounge table. The table was also used for craft activities. The children had access to a fully enclosed back garden with a range of resources.

The childminder described how she kept the environment clean and comfortable for the children. The childminder demonstrated an understanding of risk factors and we found the childminder carried out risk assessments that detailed systems she had put in place to maximise safety in the premises. She had public liability insurance and also business insurance for her car. We observed the childminder to be vigilant in ensuring children's safety around the new family pet dog. She agreed to update her pet risk assessment to reflect the arrangements she has put in place regarding her new dog. This will keep parents informed about the steps the childminder takes to maximise children's safety.

Parents had given written consent for their children to go on local outings and the childminder had carried out risk assessments for some outings. The childminder agreed to ask the parents of older children for written consent about any particular arrangements for outdoor play.

As previously mentioned the childminder made good use of resources in the local community. For example, on the day of inspection the childminder and children were going to feed the ducks.

Parents who completed our questionnaire confirmed that they were happy with the quality of the environment. One of the parents made the following comment:

- "Fiona is rarely home as she takes the children on daily trips - library, soft play and toddlers".



Throughout the inspection we observed that the childminder was responsive and encouraging to the individual needs of the children and provided the children with a choice of activities. The childminder had low level storage units in the hall. This provided opportunities for children to self-select toys and activities. This meant that the children's views were valued, respected and included when choosing what they wanted to do. The minded children happily chatted to the childminder and to us, telling us about what they enjoyed doing at the childminder's house, this told us they were secure and confident in the childminding environment.

In our questionnaire one of the parents made the following comment:

- "Fiona always has options for my child to choose from on what activities he/she wants to do. I can't speak highly enough".

The childminder was aware of the importance of appropriate infection control methods being in place to keep children safe and healthy. She confirmed that toys and equipment were regularly cleaned and described how she used appropriate personal protection equipment when needed. The childminder agreed to access the most up to date best practice guidance on this - Infection Prevention and Control in Childcare Settings (Daycare and childminding Settings). Health Protection Scotland. September 2015.

### 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 kept up to date with good practice in a number of different ways. For example, through the Care Inspectorate website and as previously mentioned, through the local authority daycare service and links with other childminders. The childminder also discussed how she used social media to discuss and share good practice.

The childminder discussed how she enjoyed attending appropriate training and demonstrated a keen commitment towards her continuing professional development. She had accessed a range of training opportunities including, child protection and first aid training. Moreover, the childminder had taken part in training about working with children under three years, creating a nurturing environment, emotional resilience and training about working with fragile families. The childminder discussed that all of this training had been helpful in her continuing professional development and in improving outcomes for the children.

The childminder had accessed Building the Ambition, the national practice guidance on Early Learning and Childcare. She should use this document to support her continued service development.

The childminder told us she used a social media website for her service. We discussed the importance of the safe use of social media and the importance of ensuring that robust confidentiality settings are in place. For further information the childminder should access good practice guidance about the safe use of social media.

The childminder told us she cared for eight children over the course of a week. The childminder told us about arrangements she had put in place to ensure she never cares for more than 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months, including the children of her family. The childminder agreed to make sure she records a daily register that reflects all of the children being cared for in her service.

As previously mentioned the childminder confirmed that she had daily discussions with parents, in order to respect and include their views in her service. The childminder also used regular text messaging to share information with parents. This provided an additional way for parents to feedback their views on a daily basis to influence service improvements. The childminder discussed different ways that she sought feedback from parents and children. For example, the childminder used questionnaires for parents and children and as previously mentioned social media. The childminder had received positive feedback from parents and children. The childminder highlighted in her self-assessment that she actively encouraged parents to make suggestions for improvement. These systems demonstrated that the childminder valued and respected parents and children's feedback.

The parents who completed our questionnaire strongly agreed that the childminder had involved them and their child in developing the service.

One of the parents who completed our questionnaire made the following comment:

- "Fiona provides a brilliant service, friendly, caring and loving and she is very approachable. Never had any issues but I know if I did Fiona would do her best to solve them".

The childminder kept records of any accidents and incidents. She agreed to notify us of any serious accidents, incidents or injuries to any child using the service, in line with the Care Inspectorate lists of records childminding services must keep and guidance on notification reporting.

These lists reflect the requirements of The Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

The childminder gave parents access to a complaints procedure. This created an opportunity for parents to raise any concerns they may have about the service. No complaints had been made about this service. The childminder agreed to review and update the complaints procedure to reflect a 20 day timescale, in line with the requirements of The Public Services Reform (Scotland) Act 2010.

### 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](http://www.careinspectorate.com).

## 9 Enforcements

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

## 10 Other issues

N/A

## 11 Inspection and grading history

Date	Type	Gradings	
28 Feb 2012	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
29 Apr 2010	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and Leadership	Not Assessed

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### Contact Us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

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