

Childminder inspection report

Potty Posse
Perth



HAPPY TO TRANSLATE

Service provided by: Suzanne and Neil and Ewan Stark trading as Potty Posse

Service provider number: SP2003905438

Care service number: CS2003010033

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.

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1 Introduction

The service is provided from the childminder's own home in the village of Inchtute in Perthshire. The house is a bungalow with a fully enclosed garden surrounding the property. Children using the service have access to the living room, kitchen and playroom. The minded children use the guest bathroom. On the day of the inspection there were six children being cared for by two childminders. The childminders had a total of thirteen children who used the service on a part time basis.

The care service may be provided to a maximum of eight children at any one time under the age of 16, of whom no more than six are less than 12 years, of whom no more than 3 are not yet attending primary school and of whom no more than one is under 12 . Numbers are inclusive of children of the childminders' family.

When Suzanne Stark is working with Neil or Ewan Stark, the care service may be provided to a maximum of eight children at any one time under the age of 16, of whom no more than eight will be under 12, of whom no more than six are not yet attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of children in the childminders' family. The childminders adhered to the conditions of their registration.

What we did during our inspection

We wrote this report following an unannounced inspection on 11 April 2016 between 10.50am and 1.00pm.

We gave feedback to the childminders at the end of the inspection.

As requested by us the service sent us a completed annual return. The service also sent us a self-assessment form.

The childminders had issued questionnaires to parents as we asked. Three completed questionnaires had been returned to us.

In addition to the information provided by parents we gathered information on the service from a range of other sources. These included:

- a completed self-assessment from the childminders
- discussion with the minded children
- observation of children during activities
- observation of the childminders and their interactions with the children in their care
- all about me information
- home link diary
- observation of the environment
- accident and incident records
- medication records
- a full range of policies and procedures kept by the childminders
- discussion with the childminders
- toys and resources
- training records
- insurance certificate
- daily registers
- compliments from parents
- personal care plans

Views of people using the service

During the inspection we observed the childminders working with six young children. The relationships were strong and the children were clearly comfortable and happy in the childminder's home.

The children told us,

"We are making lambs with glue and pom-poms."

"I like when we are super heroes, I'm Batman and I can fly and I have a bat mobile."

"There are loads of toys here and lego."

"There are baby toys in the playroom."

Parents who responded to our questionnaire agreed or strongly agreed that they were happy with the quality of care their child received at the service.

They told us,

"My child has been extremely settled with Suzanne and Neil from day one."

"I feel that Suzanne and Neil give my child a good homely routine and ensure that my child can play games with them if they want to."

"Suzanne listens to what I feel I need her to do for my child to keep the routine the same at her house as it is at home."

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 childminders had submitted a self assessment of their service in advance of the inspection. The information contained in this was helpful during the inspection and in the writing of this report.

What the service did well

The childminders provide a reliable service to children and families. They are knowledgeable about childcare and early learning and support children to learn and develop. They have excellent systems in place to involve parents and children in their own care. They communicate effectively with parents and offer opportunities for parents and children to give ideas and suggestions.

What the service could do better

During the inspection we looked at some of the information held on the individual children. We advised that this should be updated regularly with parents.

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	6 - Excellent

3 Quality of care and support

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a very good standard in this area.

We concluded this after speaking with the childminders, looking at supporting paperwork and children's plans.

The childminders met with parents before they began to use the service and collected all of the relevant information. They offered a series of visits to the children as a settling in period. The childminders were very aware of the relationships between the children as well as their ages and individual needs. They considered this when bringing new children into the service.

The childminders worked together to ensure that all of the children were safe and healthy. They had a positive approach to their training which they used to good effect in their service.

We saw that all of the children had a personal care plan. This contained all of the necessary information. The childminders worked with parents to provide the most appropriate care and learning opportunities for each of the children. They identified areas of development for each child and worked on these. They had regular contact with parents to review progress and set new targets. They carried out regular observations of children and checked these against age appropriate milestones. They were happy to work with parents and support agencies to ensure children were making good progress and achieving. They were very good at offering a homely environment where children's routines were shared by parents and followed by the childminders.

Parents were encouraged to contribute to the children's plans by adding special moments from their home and family lives.

We saw that some of the plans had not been fully completed and updated by parents as required. We advised that information kept on the individual children should be updated every six months with parents, this included all about me information, parent contact details and any consent forms. See recommendation 1.

The childminders were aware of their responsibilities to encourage the children to have a healthy lifestyle. They provided a daily snack. The children were encouraged to choose the fruit or vegetables which would be offered. The children were regularly involved in baking or making soup which would be eaten at snack time.

Parents provided all lunches for their children. These were prepared by the childminders and eaten by the children. Each child had their own special plate, cup and cutlery.

The children told us,

"We are having lunch here."

"We are the big boys so we sit up here."

"Quick, it's lunchtime, mine is the green plate."

The childminders were aware of the current guidance on food allergies and intolerances. They shared their snacks menu with parents. Any allergies were recorded in the children's individual care plans.

The childminders were aware of their responsibilities to administer any medication safely. They regularly reviewed this information with parents. We advised that they should always ask parents to confirm when the last dose of any medication had been given by them. The most recent guidance on the administration of medication can be found on the Care Inspectorate website www.hub.careinspectorate.com HCR-0514-087.

The childminders promoted good dental health. The children were seen to be independent when they brushed their teeth after eating lunch.

A child told us,

"I keep my toothbrush in the bus. I am getting the mess out of my teeth."

From this evidence we concluded that the outcomes for all of the children were very good.

Grade

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

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. The service should ensure that all the personal information kept on each child is reviewed with parents once every six months or more often as necessary. This is to include contact information for parents, consent forms and all about me information.

National Care Standards early education and childcare up to the age of 16, Standard 3: Health and wellbeing.

National Care Standards early education and childcare up to the age of 16 Standard 6: Support and development.

National Care Standards early education and childcare up to the age of 16 Standard 14: Well-managed service.

4 Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a very good standard in this area.

We concluded this after looking round the childminders' home and garden. We looked at the toys and activities available to the children.

The childminders had recently moved and were settling into a new house. The childminders' house was very clean, tidy and well organised. The children were given responsibility for taking care of their own belongings, hanging up their own coats and storing their shoes.

The childminders carried out daily checks to ensure the house was prepared and safe for children. We saw that appropriate risk assessments had been completed for areas of the house as well as for outings and activities.

The children had access to the living room and the kitchen. Most time was spent in a playroom where the children had access to a very good selection of toys, games and books. The children could see what was available and choose from the boxes and drawers. There were dressing up and construction activities. Some of the children enjoyed doing arts and crafts activities. These were done in the kitchen.

Children had access to a garden to the rear of the house. This consisted of a grass area with large outdoor toys.

We heard that the children were offered the choice of what they wanted to do. They chose to play outside then come in to do some crafts work. The childminders respected the choices of the children.

The children told us,
"There's a play park at the front door."

We asked the children how they could help to keep themselves safe. They told us,
"I stay inside the gate and don't run away."

We did not observe a nappy change during the inspection but we saw that the childminders had the correct arrangements in place. Nappies were changed in the bathroom and the childminders followed the correct guidance which helped to minimise the spread of infection.

The children used the family bathroom for toileting and handwashing. They used liquid soap and each had an individual facecloth for drying their hands. We would remind the childminders of the importance of handwashing before the children sit down to eat. This is to protect the health and wellbeing of the children. See recommendation 1.

The childminders had taken the children on outings during the holiday period. They encouraged the children to play outdoors by using the local parks and woodland areas.

Information about accidents and incidents was recorded appropriately and shared with parents. A copy was kept by the service and one given to the parent.

We concluded that the childminders provided a very good environment for the children.

Parents confirmed this, they told us,

"All of the toys are clean and in a good state. The house is always warm and clean. They have good safety measures in place."

Grade

The quality of environment is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 1

1. It is recommended that the service ensures that all children are aware of the need to participate in regular handwashing to help prevent the spread of infection. The childminders should promote this before eating and after using the toilet.

National Care Standards early education and childcare up to the age of 16 Standard 2: A safe environment.

5 Quality of staffing

We only assess this where the childminder employs an assistant.

6 Quality of management and leadership

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an excellent standard in this area.

We concluded this after talking with the childminders, looking at relevant policies and information given to parents.

The childminders aimed to offer a homely and comfortable care service to children. We judged that they achieved this very well.

The childminders were members of the SCMA (Scottish Child Minding Association). They used their publications for advice and information.

We saw that the childminders had an excellent approach to their own training and making sure that they kept up to date with new initiatives and legislation. They were very good at keeping their service under review. Since their recent house move they were looking at updating areas of their service and making changes where necessary.

They had a good range of core training which helped them to meet the needs of all of the children.

The childminders had current training in child protection. They issued information to parents on their responsibilities to protect children from harm and abuse. Through our discussions it was clear that the childminders had an understanding of child protection situations and knew how to contact agencies who would offer support, advice or action where necessary. Their policy on Child Protection was shared with parents when they began to use the service.

Copies of all policies were shared with parents and regular updates were issued to make them aware of any changes.

Parents were given lots of opportunities to give feedback on the service and to make suggestions of their own. Parents confirmed that the childminders were very good at involving them and they would feel confident to share ideas. Good arrangements were in place to allow the childminders to share information with parents and these included;

- daily diaries
- newsletters
- personal plans
- social events
- confidential discussions.

We considered that the childminders might investigate how to further involve the children in sharing their ideas and increasing their choices. This would fit well with the childminders development of the SHANARRI indicators and would demonstrate how children were being respected and included in the service. They were very responsive to the children and should continue to develop this.

The childminders had training on Getting It Right For Every Child and made good use of the SHANARRI wellbeing indicators in the children's plans. This had a positive impact on the experiences and outcomes for the children. The indicators were used by the childminders when recording developments in the children's individual care plans.

We advised that the childminders check their responsibilities to register with the Information Commissioner for storing photographs of the minded children. The SCMA (Scottish Child Minding Association) had guidance available on this.

The childminders should continue to maintain the high standard of service that they provide to children and families.

Grade

The quality of management and leadership is graded 6 - Excellent

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

None noted.

11 Inspection and grading history

Date	Type	Gradings	
17 Jun 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	5 - Very Good
		Management and Leadership	6 - Excellent
8 Jul 2010	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	6 - Excellent
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
4 Feb 2009	Announced (short notice)	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed

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