

Childminder inspection report

Jenna Campbell Childminding Service Ayr

Service provided by: Campbell, Jenna

Service provider number: SP2015986919

Care service number: CS2015337237

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

Mrs Campbell operates her childminding service under the name Jenna Campbell Childminding. She is registered for the following numbers of children:

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

Mrs Campbell cares for children from her home in a residential area of Annbank, in South Ayrshire. Children are cared for on the ground floor of the home, and have access to a secure, very well resourced, outdoor area to the rear of the house.

Mrs Campbell states:

"My vision is for quality childminding to build confident children within a family based childcare environment."

A full copy of the childminder's aims and objectives can be obtained from the childminder.

What we did during our inspection

We carried out an unannounced inspection of the service provided by the childminder on Tuesday 29 June between the times of 2pm and 5.30pm. One inspector for the Care Inspectorate 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) quality indicators - safe, healthy, achieving, nurtured, active, respected, responsible and included.

We issued three Care Standards questionnaires (questionnaires) to parents/ carers of children who used the service. We will refer to parents and carers as parents in this report. We received one completed questionnaire before we carried out the inspection visit.

We observed how the childminder cared for and interacted with the minded child who was present during our inspection. We discussed with the childminder how the following was managed in the service:

- meeting children's individual needs
- the children's personal records and plans
- parental and children's participation in the service
- complaints procedure
- medication
- risk assessments
- child protection
- behaviour management
- training
- infection control arrangements

We looked at:

- evidence from the childminder's self assessment
- certificate of registration
- certificates of insurance
- children's folders
- the environment and equipment.

Views of people using the service

There was one minded child, along with the childminder's own child, present during the inspection. The childminder was very attentive to the children's needs and interests, and responded to their verbal and non verbal communications. We observed that the children were having great fun playing on the many physical play activities that were available outside and playing with toy dinosaurs and puzzles inside. The children played happily together, co-operating and taking turns with toys and equipment.

One parent had completed and returned a questionnaire prior to the inspection. The parent had written detailed positive comments about every aspect of the service. We have referred to these comments through this report. The parent 'strongly agreed' that overall, they were happy with the quality of care their child received in the service.

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 comprehensive self assessment document from the childminder. The childminder had completed this with detailed information under the quality themes that we grade her service under. The childminder identified what she thought she did well and any improvements she planned.

What the service did well

The childminder provided a very good service for both children and parents. She was very good at meeting children's individual needs and supporting their learning and development. Since becoming registered, the childminder had developed a very well resourced and imaginative outdoor play area in her garden. She was also very good at providing children with lots of opportunities for outdoor play and learning in the wider community. During our inspection children had lots of fun playing in the garden and in local woodland and park areas.

What the service could do better

The childminder discussed a positive approach towards the continued development of her service. The childminder should continue to access training and may wish to access the Care Inspectorate Hub to keep up to date with best practice and guidance.

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	4 - Good

3 Quality of care and support

Findings from the inspection

The childminder was very good at providing effective care and support for children. She knew children very well and was committed to ensuring their active involvement in decisions about their care. Children enjoyed a child centred, caring, active and fun environment. The childminder had developed very good relationships with parents and communicated effectively with them to meet their children's individual needs.

The childminder recorded detailed personal plans, which included information about health needs and contract details, for all children at the start of every care arrangement. These were reviewed with parents on a regular basis, to ensure that information recorded was current and accurate to support children's development. There was lots of effective information sharing between the childminder and parents regarding supporting children's next steps in development. One parent commented:

"Jenna discusses everything with us either when we drop our child off or pick him up. We also use a communication book and have completed a questionnaire. Jenna makes any changes that are needed".

The childminder provided very good opportunities for children to develop, by providing appropriate resources, support and time for children to practice their developing skills within the daily routine. Children were able to make lots of choices about how they spent their day, for example going to the park and playing in the garden. During our inspection children enjoyed practising their ball skills in the garden, puzzles indoors and sliding down a large chute in a nearby park.

Children were encouraged to make healthy choices and develop good lifestyle habits. The childminder encouraged them to be actively engaged in their development and learning through fun and interesting activities. Children enjoyed outdoor play in a range of settings, and a wide variety of activities and experiences within the childminder's home. A parent commented: "Our child spends a lot time outdoors which is something we really wanted for him".

The childminder's medication policy was overall in line with best practice guidance, which helped ensure children were safe and healthy. We have sent

the childminder a copy of the best practice guidance 'Management of medication in daycare of children and childminding services' for further information about managing medication safely.

The childminder was aware of her role and responsibilities in terms of ensuring children were safe and protected from harm and abuse. She knew about potential signs of neglect and abuse and described an appropriate procedure that she would follow if required to protect children. The childminder had previously accessed training relating to protecting adults, and planned to do child protection training soon. We concur that this will be a positive development.

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 childminder provided a very good environment to promote children's safety and to support them to be active and healthy and to achieve their potential.

The childminder's home was a semi detached house, situated in a semi rural location, which meant that children had easy access to woodland and green spaces. The childminder had carefully considered the needs of the children in her care, in relation to the environment. The home was clean, well maintained and uncluttered. Children enjoyed a relaxed, child centred, nurturing and homely environment inside, and a very good range of outings to places of interest. The childminder made good use of the available space to provide children with lots of different experiences. She had consciously maintained a homely environment, and, rather than moving ornaments etc. she helped children learn to treat these respectfully.

The childminder had a very good understanding of the benefits of outdoor play in supporting children's learning and development and wellbeing. She had developed an excellent area in her back garden to promote this. The childminder told us in her self assessment:

"Our garden has been a project for the past year and we have carried out a lot of work on it, as this is our main work area in the warmer months. It has lots of areas for children to explore, such as a waterwall, mud kitchen, music corner and climbing frame. It is completely enclosed and I can easily watch each area from one spot. Children have responded really well, and when dry we enjoy spending the whole day outside including lunch time and nap time".

During our inspection children had lots of fun playing actively and energetically in the garden and in nearby local woods and parkland. They were dressed appropriately for the wet weather, which helped ensure they were safe and healthy. Parents told us that the childminder was very good at providing outdoor play and learning opportunities.

The childminder made very good use of local resources. This meant that children were included in the local community and had opportunities to interact and develop relationships with other children who attended. This promoted good relationships and gave older children opportunities to be responsible for supporting their younger friends. Whilst the environment was stimulating and promoted choice and active play and learning, the childminder also provided space for children to relax and rest if they chose. This respected children's views and ensured they were included in making decisions about their care.

The childminder ensured that children were safe by considering potential risks and taking steps to minimise these. She did however also recognise that children needed to take appropriate risk in their play to learn about risk and to achieve their potential. She gave children lots of praise and encouragement to try out things that they found quite challenging, for example going down a steep chute.

Children currently had naps in their buggies if they needed to sleep. The childminder described how she ensured that these were as flat as possible, to make them comfortable. We discussed the benefits of children sleeping on a flat surface, for example a soft mat, where they could choose their sleeping position. The childminder agreed to consider accessing these, and planned to discuss this proposal with children's parents.

The childminder was familiar with current infection control guidelines and followed these appropriately. She encouraged children to wash their hands after playing outside or going to the toilet and before eating. This was helping children to learn to be responsible and to develop good hygiene habits.

The parent who returned a questionnaire was happy that the environment was safe and suitable. They commented: "Jenna has bought toys that she knows our child will like. These are all tidied away in boxes and kept clean. Jenna's house is absolutely spotless and our child can play safely in the living room."

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 good at keeping up to date with current best practice and legislation.

She was also a member of the Scottish Childminding Association (SCMA) and undertook professional reading through their updates, magazines and website. She also accessed training through 'Stepping Stones', which is an organisation funded by South Ayrshire Council to provide training and support for childminders. This helped to ensure the childminder had the right skills and knowledge to provide positive outcomes for children.

The childminder was not yet however regularly accessing the Care Inspectorate's Hub or Education Scotland's website to access information. We discussed how this could help ensure she keeps up to date with current best practice.

The childminder involved parents in evaluating her service by through a range of formal and informal approaches. She regularly invited parents to complete an evaluation questionnaire, with help from their child if possible, and encouraged them to highlight aspects of the service that they were particularly happy with, or where they felt there could be improvements. As we have reported the childminder took very good account of children's needs, preferences and interests when developing her service. She had identified that consulting with children who were not yet communicating verbally was something that she wanted to further develop. This will help to ensure that all children are involved in developing the service and demonstrate that their views are respected and valued.

As part of this inspection the childminder provided us with a very good self assessment document. She was aware of GIRFEC and the SHANARRI Wellbeing indicators and planned to further develop ways to take account of these to support the on-going development of her service. We discussed recent best practice guidelines and publications including Building the Ambition, which is national practice guidance on Early Learning and Childcare. We have provided the childminder with a copy of this publication.

During the registration process the childminder developed a very good range of policies and procedures. She shared these effectively with parents to ensure that they knew what to expect of the 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 childminder was registered.

9 Enforcements

No enforcement action has been taken against this care service since the childminder was registered.

10 Other issues

11 Inspection and grading history

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

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