

# Yvonne's Childminding Service

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 15 December 2016

**Service provided by:**  
Kerr, Yvonne

**Service provider number:**  
SP2013984993

**Care service number:**  
CS2013317997

## The service

### Introduction

The service is located in the town of Kirkcaldy in Fife. The childminder provides a service from her semi-detached property in a residential area of the town. The minded children have access to the living room, dining room and a bathroom.

A garden to the rear of the house is used for outside play. The area has grassed areas and gravel paths. It is fully enclosed and safe for the children to play and explore. The children can choose from a range of toys and activities both inside and out.

During the inspection there was one child being minded. The childminder offers whole day care as well as before and after school care.

The childminder is registered to provide a care service to provide a care service to 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 children of the childminder's family. The childminder adheres to the conditions of her registration.

### What we did during our inspection

We compiled this report following an unannounced inspection, which took place over two visits on 15 December 2016. The inspection was carried out by a Care Inspectorate Early Years inspector.

During this inspection we spoke to the childminder and the child present. We observed the care given by the childminder and looked at a number of documents including service policies, individual information on the minded children, medication records, activities and the attendance records of the service.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, included.

### Views of people using the service

In advance of the inspection we received a completed questionnaire from parents who used the service. They told us:

"Yvonne always has a smile on her face for us. She is very safety conscious ensuring my children are well looked after. I would definitely recommend this service."

We observed the childminder and her interactions with a minded child. The relationship was strong and trusting. The child was clearly comfortable with the childminder. The child told us:

"I like when we go to the shops."

"I really like when we get strawberries. Plums are my favourite."

"I can play at the park on the swings and on the slide."

## Self assessment

The childminder had submitted a self-assessment of her 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 childminder offers a very warm and nurturing environment to children. She is very good at meeting the individual needs of children. She offers a good range of activities and outings which the children clearly enjoy. She listens to children and encourages them to make choices. She forms supportive relationships with parents and works closely with them to settle children and to create and follow routines.

## What the service could do better

We identified some areas in which the childminder could take action to improve her service. We discussed child protection and suggested that she should investigate any course being run in the local area.

She should develop and use risk assessments for her home, garden and outings. These would help to support the safety and wellbeing of the children. We asked that she look at some of her policies and update them where necessary.

## From this inspection we graded this service as:

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

## 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 good standard in this area.

We saw that the childminder had a warm and nurturing approach to children and their families. She was respectful of their ideas and suggestions. She listened to them and offered activities and experiences that she knew they would enjoy. She formed good relationships with parents and was good at suggesting and following routines which would help them grow and develop.

The childminder had created individual daily diaries for children containing information about activities and routines. We gave some advice on how these could be changed to allow parents to access this information online. We suggested that she talk to parents to discover what information was important to them.

We saw very good examples of how she worked with parents to promote children's achievements. She worked well with parents who were experiencing difficulties at home. She was supportive and was very keen to work in partnership with them to meet the needs of individual children. She sees all children as individuals, knows them well and so can meet their needs very well.

Individual, personal information was collected and updated regularly with parents. We saw personal files with photographs showing children as they learned and played.

The childminder promoted healthy eating with the children. She encouraged them to shop with her for different foods and allow them to taste new fruits and vegetables. She was aware of her responsibility to children with food allergies. This information was gathered from parents when children arrived in the service.

The service policy on the administration of medication had been reviewed and parents were completing all the necessary information. The childminder should use the best practice guidance on medication to ensure that the health and welfare of children is protected. This can be found at [www.hub@careinspectorate.com](mailto:www.hub@careinspectorate.com).

The childminder promoted positive behaviour. She encouraged a kind and caring ethos and promoted this by telling stories to the children and talking about them. We discussed ways of supporting children and helping them to cope with unknown and new situations.

We saw that she did good work with children helping to make them responsible and independent.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

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

The childminder's house was clean, tidy and well organised. The children played in the living room where they had access to a good selection of appropriate toys. The toys were clean and in a good state of repair. The childminder encouraged the children to do art and craft activities and she had an area within her conservatory which was suitable for this. The children were able to make choices about the activities they did. The fully enclosed back garden was a suitable place for children to play.

The childminder made good use of the local community to give the children different experiences and opportunities for active play. A diary was completed each day and this gave a good record of the variety of activities and experiences that the children had. We saw that the children's interests were followed and encouraged.

The children used the downstairs bathroom for toileting and handwashing. We saw that the children were encouraged to wash their hands after using the toilet. Liquid soap and clean towels were available. This was good practice to help prevent the spread of infection.

We did not see the childminder changing a nappy during our inspection. She used a changing mat and wore gloves and an apron. Nappies and wipes were provided by parents for their child. We reminded the childminder that wherever possible children should wash their hands after a nappy change rather than using wipes or gel which is less effective.

The childminder had a good approach to keeping the children safe while in her care. A daily register was completed to make sure that she had a clear idea of who was attending each day and the times that children would arrive or had to be collected from nursery.

The door was kept locked and stairgates were used to restrict children's access to the kitchen and the stairs. Children were aware of the rules which were designed to keep them safe on their journey to and from school. They understood the role of the crossing patrol who helped them cross safely.

We asked that the childminder now completed risk assessments for all areas of her home and garden as well as for outings (see recommendation 1).

The children were given the opportunity to sleep during the day. A travel cot was available if necessary but when this was not used the children were able to rest on the couch.

Information about accidents and incidents was recorded appropriately and shared with parents. We would suggest that the parent be offered a copy of the completed report after it has been signed by them.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that the childminder develops the use of risk assessments as a working tool to assess and check for risks to children using the service on a daily basis. This should include a risk assessment for any animals present when childminding, including the family dog.

National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

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

The childminder had a clear aim for her service:

- To ensure that children were kept healthy, happy and safe while in her care.

From information and observations during the inspection we considered that she achieved this aim.

The childminder had policies for her service. Some of these had been reviewed and updated since the last inspection. We asked that she look at the complaints policy for the service. This should contain the contact details for the Care Inspectorate which can be used by parents in the event of them being unable to resolve an issue with the childminder. We suggested that these be shared with parents and discussed how she could make better use of email and social media to make this more accessible for them. We gave advice on how to protect the identity of children and how to maintain confidentiality when using social media sites. We ask that she consults with parents to find out how they would like to have information communicated to them (see recommendation 1).

The childminder told us that she kept photographs of the children to share their activities with parents. We advised that she should check her responsibilities when storing photographs and data on her computer and mobile phone. We suggested where further information may be found about the Information Commissioner's Office and the implications for childminders.

The childminder had daily conversations with parents where she encouraged their suggestions and feedback. She sent photographs to parents and was happy to receive their comments on these. She made good use of texts and emails to communicate information. She was very good at offering meetings with parents to discuss concerns and to gather information.

We saw that the childminder was good at listening to children and asking them to share their ideas and suggestions. She encouraged them to choose activities and gave examples of how these were followed through.

The childminder kept her knowledge up to date by using information from the Scottish Childminder's Association. She met with other childminders who offered each other advice and support.

She had completed training which was developing her skills in working with and supporting children. We suggested that she should investigate local training in child protection which would help to give her further confidence to deal with any child protection issues which might occur in her service (see recommendation 2).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. The service should continue to develop the participation and involvement of the children and parents using the service.

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 1: Being Welcomed and Valued.

2. To support the health and welfare of children using the service the childminder should attend child protection training on a regular basis. The child protection statement should be reviewed to include the child protection team contact details and those of the Care Inspectorate who must be notified of any child protection concerns.

National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.

**Grade:** 4 - good

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The childminder should ensure that the personal information for children using the service are 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.**

This recommendation was made on 12 January 2016.

#### Action taken on previous recommendation

The childminder held appropriate information on each of the minded children. This was regularly reviewed and updated where necessary with parents.

#### Recommendation 2

To support the children to reach their potential, it is recommended that the service establishes personal files that record children's learning and development. These should include the contribution of parents.

**National Care Standards Early Education and Childcare up to the age of 16, Standard 6: Support and Development.**

This recommendation was made on 12 January 2016.

#### Action taken on previous recommendation

The childminder had begun to compile a folder of photographs which recorded the children's progress. She consulted with parents to agree on areas for development.



### Recommendation 3

To support the safe administration of medication for children the childminder should review the service medication permissions forms to ensure all information required is included. To do this we recommend that the childminder refer to Care Inspectorate Health Guidance on the safe administration of medication.

**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 14: Well-Managed Service.**

**This recommendation was made on 12 January 2016.**

#### Action taken on previous recommendation

The childminder had begun using the appropriate paperwork to record the details of any medication to be administered.

### Recommendation 4

To support the health and welfare of children using the service the childminder should attend child protection training on a regular basis. The child protection statement should be reviewed to include the child protection team contact details and those of the Care Inspectorate who must be notified of any child protection concerns.

**National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing.**

**This recommendation was made on 12 January 2016.**

#### Action taken on previous recommendation

The childminder has been unable to access local training in child protection. She has some knowledge of child protection guidance and who to contact in the event of any concern arising.

### Recommendation 5

It is recommended that the childminder develops the use of risk assessments as a working tool to assess and check for risks to children using the service on a daily basis. This should include a risk assessment for any outings and visits made away from the childminders home.

**National Care Standards Early Education and Childcare up to the age of 16, Standard 2: A Safe Environment.**

**This recommendation was made on 12 April 2016.**

#### Action taken on previous recommendation

The childminder had not taken action on this recommendation.

## Recommendation 6

To support the health and welfare of children using the service the childminder should attend training on a regular basis. This is to ensure that her knowledge and skills are current and reflect best practice guidance and legislation.

**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.**

This recommendation was made on 12 January 2016.

### Action taken on previous recommendation

The childminder has undertaken some relevant training which has had a positive impact on her work with individual children.

## 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).

## Enforcement

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

## Inspection and grading history

Date	Type	Gradings
8 Jan 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate

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