

Angela Wilson Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 May 2017

Service provided by:
Wilson, Angela

Service provider number:
SP2016987866

Care service number:
CS2016345829

The service

Introduction

The childminder provides a flexible service Monday to Friday, on a full-time and part-time basis. The childminding service operates from the childminder's semi-detached house located within the Pollokshields area of Glasgow.

The childminder is registered to provide a care service to a maximum of six children up to the age of sixteen years, of whom no more than three children are not attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

This report was written after an unannounced inspection, which took place between the times of 3.30pm and 5pm on Tuesday 16 May 2017. As there were no minded children present during this visit we returned unannounced on Thursday 18 May 2017 at 2pm when the childminder was caring for two children. The inspection was carried out by one inspector.

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 and included.

What we did during our inspection

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

Discussion with: the childminder about the care provided, child protection procedures, understanding of the wellbeing indicators and personalised risk assessments.

We looked at:

- aims and objectives
- medication policy
- complaint's policy
- risk assessments
- children's records, including personal plans
- certificate of registration
- childminding insurance and car insurance
- resources
- accident records
- medication records
- nappy changing procedures
- sickness policy

Views of people using the service

On the day we visited the childminder was caring for two children aged 1 year. The childminder had been caring for the children since the registration of the service in June 2016. The children were settled and happy. They had clearly formed a close bond with the childminder which was demonstrated through their warm interactions with her. The children enjoyed lots of cuddles and actively participated in various activities with the childminder.

The childminder is currently caring for four children from the one family. The parents of the children completed our questionnaire and told us they were very happy with the quality of care their children received. They told us they expressed their views on the service through daily dialogue with the childminder and that their children enjoyed a good and varied range of activities which included outdoors.

Self assessment

The Care Inspectorate received a fully completed self-assessment document from the provider. We were more than satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under.

The provider identified what it thought the service did well, some areas for development and any changes it had planned.

What the service did well

The flexible arrangements between the childminder and the family she worked with had a direct benefit on the care of the children. Working between the family home and the childminder's home meant the children were around their own environment throughout the day and timescales were more relaxed, in particular, in the morning and after school. The children enjoyed being at the childminders where they had clearly developed close relationships with the childminder's family.

The childminder had created a warm, nurturing environment where the children were able to confidently express and develop their own individual personality.

What the service could do better

The childminder should take forward plans to review the way in which risk assessments are completed, update first aid training and contact the local authority to advise them that the service provides snacks and lunches.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

We found the quality of the care and support to be very good.

The younger children were supported in their development and encouraged to express their ideas through stimulating activities such as, painting, reading, singing and exploring. On the day we visited, the children were enjoying a heuristic play session which included the use of treasure baskets. This allowed their natural curiosity to be nurtured and their skills in making choices about their play and the objects they used to be further developed.

Children were given opportunities to learn more about the things that interested them. The older children were involved in planning their own activities from outdoor play to more quieter activities. We also found that meaningful discussion between the children and their childminder informed the routine of the day and the activities the children engaged in. Each child had their own personal plan which was reviewed regularly with their parents.

The childminder's understanding of GIRFEC and the wellbeing indicators was evident through discussion and children's personal plans.

The childminder was aware of her role and responsibility in keeping children safe and told us if she felt a child was at risk she would report this immediately. The childminder had attended child protection training in the past and had recently updated her knowledge through online learning. She told us she also kept herself up to date with best practice by sourcing information online and using the Care Inspectorate Hub located on our website.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the quality of the environment to be good in this service.

We saw that the children had a good balance of being inside and outdoors. This meant the children were able to enjoy and benefit from fresh air and energetic physical play which contributed to their overall wellbeing and confidence within a range of environments.

The varied age range of the children being cared for meant resources also needed to be varied and relevant to the interests of the children. We found this to be the case. The children were interested and stimulated by the resources. They had easy access to them and a comfortable place where they could relax and read or spend some time on the computer which the childminder told us was supervised at all times and in agreement with the parent. The childminder told us that as part of her recent training update in safeguarding children her understanding on issues in respect of the use of information technology had increased.

The premises were safe, hygienic, smoke free, clean and tidy for the children. The resources were clean and of a very good standard.

The childminder had good infection control processes in place. These included effective hand washing and nappy changing procedures to prevent the spread of infection. These were in line with good practice guidance "Infection Prevention and Control in childcare settings".

The childminder's first aid certificate has just expired and she told us she is currently sourcing suitable training to update this.

The childminder told us she will now contact the local authority to advise them that she provides snacks and lunches and start the process of registration with them.

The childminder had risk assessments in place, these had recently been reviewed to include outdoor areas used by the children, in particular concreted areas within the garden.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder provided parents with a copy of the policies and procedures which underpinned the childminder's practice.

Children were consulted about healthy eating through snack choices. They were supported to make decisions about their play and after school activities. We saw that the childminder put into practice the aims of the service.

This included arranging a variety of activities throughout the week to ensure a good balance of play, rest and fresh air.

In order to provide the best possible outcomes, the childminder understood the importance of involving those who use the service when evaluating and developing her practice. The childminder also used our self assessment process to contribute to the evaluation of the service.

The childminder had a complaints procedure which parents were aware of and allowed them a formal process to raise concerns.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very 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

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

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

Inspection and grading history

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can 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.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.