

Nzelwa, Angela Child Minding

Glasgow

Type of inspection:
Announced (short notice)

Completed on:
28 February 2024

Service provided by:

Service provider number:
SP2004916112

Service no:
CS2004059542

About the service

The childminder provides her service from her family home, in the Drumchapel area of Glasgow.

The childminder is registered to provide a care service to a maximum of five children at any one time under the age of 16, of whom a maximum of four will be under 12, of whom no more than two are not yet attending primary school and of whom no more than one is under 12 months.

Children are cared for in the lounge area and the accommodation consists of kitchen and toilet facilities. Children have access to a front and back garden for physical play and outdoor learning.

The service is close to schools, transport routes, play parks, shops and community services.

About the inspection

This was an announced (short notice) inspection which took place on 26 February 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with a child attending the service
- reviewed feedback from one parent and carer whose child attends the service
- observed practice and the childminders interactions with children
- spoke with the childminder and her assistant
- reviewed documents.

Key messages

- The childminder used kind and nurturing approaches in her interactions.
- The childminder had a wide selection of toys and games available for children to choose from for their play and learning.
- The childminder should put in place written risk assessments for all areas used by the children both indoors and outdoors.
- Children benefitted from regular visits to places in the local community.
- The childminder should review and further develop policies and procedures in line with good practice guidance, documents and legislation.
- The childminder should attend child protection training to develop her knowledge and understanding in protecting children from harm.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	3 - Adequate

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

4 - Good

We made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement.

Quality indicator 1.1: Nurturing care & support

The childminder had developed close, caring relationships with a child attending the service which meant they were comfortable in her care. She responded warmly to the child in her care, following their interests and wishes throughout our visit. The childminder was attentive to the child when they approached her for support. The child was happy in her care.

A child was being supported with personal care tasks and the childminder used this as an opportunity to engage and interact with the child. She spoke knowledgeably about the child, their individual routine and how they were accommodated within the service.

The childminder had introduced personal plans for children and their families. The personal plans included contact details, health, and medical and all about me information. We discussed with the childminder the importance of all sections of the plans being completed, to provide the childminder with all information to meet children's individual needs. The childminder shared recent videos of activities the child had taken part in. We discussed how these could be included in children's plans to record and share information of children's progress and learning. This has the potential to support children's play and learning and contributes to partnership working between the childminder and parents and carers. We provided the childminder with the guidance 'Guide for Providers on Personal Planning, Early Learning and Childcare' to support with developing personal plans further.

Quality indicator 1.3: Play and learning

During our visit, a child was engaged in play experiences. The child was using plastic and wooden blocks to construct models and towers. The child joined in imaginative play, choosing role play hats to wear. There were opportunities for the child to be creative in their play using mark making items to create pictures. There were opportunities for the child to develop physical skills and active play outdoors. The child had fun when playing on the slide and playing a ball game.

At times, the child played with the childminder and at other times they were happy to play on their own and explore their interests. The childminder respected their decision. This contributed to an inclusive and respectful approach for the child attending.

The childminder was using a child development milestone application to support with her knowledge and understanding of the skills for children's age and stage of development. This has the potential to continue to improve outcomes for children's play and learning.

How good is our setting?**4 - Good**

We made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement.

Quality indicator 2.2: Children experience high quality facilities

The childminder had created a play space in the lounge area, which was comfortable, clean, and bright. Children could also use the table and chairs within the lounge area for activities. There was a selection of toys and games accessible to children for play and learning and encouraged choice and independence to meet children's individual interests. We observed additional games and toys were being stored on top of a tall storage unit. This had the potential to cause injury should these fall off. We discussed removing these to contribute to children's safety and wellbeing.

A safety gate was installed at the bottom of the stairs of the childminders home to contribute to children's safety. The childminder supported a child to go upstairs for personal care and encouraged handwashing afterwards. The toilet area was clean, and soap was available for handwashing. A towel was being used for children to dry their hands. We discussed the use of individual towels being easily identifiable as their own or the use of paper towels to meet infection prevention and control procedures.

At or previous inspection we made a requirement for written risk assessments to be put in place for all areas to ensure the premises were safe, tidy, and well maintained. The childminder had an understanding and awareness of risks and how to keep children safe. For example, the back garden was not currently being used due to recent storm damage. There were no written risk assessments of the childminders home or garden spaces. We discussed with the childminder recording hazards and the actions the childminder had taken to reduce the risks of children coming to harm, to support children's safety and well-being (see area for improvement 1).

The child and childminder were observed using the small front garden for play. The garden was safe and secure. The childminder shared with us children benefitted from visiting five local parks in the community where children spent time being active outdoors in the fresh air. We saw videos of the children's play and there were opportunities for children to take positive risks and to be challenged in their play.

Areas for improvement

1. To keep children safe and secure, the childminder should put in place written risk assessments for all areas used by the children both indoors and outdoors.

This is to ensure care and support is consistent with Health and Social Care Standards, which state: 'My environment is secure and safe' (HSCS 5.17).

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement.

Quality indicator 3.1: Quality assurance and improvement are led well

The childminder had continued to improve her service by introducing personal plans for children and their families. The childminder had recently introduced using a milestone software application to support her knowledge and understanding of child development.

Parents and carers received electronic and verbal updates of their child's day and their care, play and learning. This supported parents to be informed about children's care, play and learning and provided opportunities for comments and feedback.

The childminder had valued the opportunity for professional discussions with other childminders in the local community. This was an opportunity to share her knowledge and experience with other childminders and inform her practice with discussions from others. The childminder discussed plans for re-establishing the childminder group within a local community centre.

We discussed with the childminder involving parents and carers in self-evaluation of the service. This has the potential to support families being meaningfully involved and influencing change. We shared other ways she could expand on self-evaluation. This included evaluating the service herself by highlighting the strengths of the service and areas where improvements could be made.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. While some strengths had a positive impact, key areas needed to improve.

Quality indicator 4.1: Staff skills, knowledge and values

The childminder was a member of Scottish Childminding Association (SCMA). SCMA is a national umbrella organisation who are dedicated to supporting childminding provision. She gathered their resources to record information on children to support children's health, safety, and wellbeing.

Prior to the previous inspection the childminder had made use of professional development opportunities to include child protection, first aid and positive behaviour. There had been no further engagement in professional development opportunities. The childminder was unaware of the appropriate steps to take to protect children from harm. The childminder shared she was arranging child protection and first aid professional development. This has the potential to support the childminder having comprehensive knowledge and understanding of her responsibilities and how to protect children from harm. This should be in line accordance with the National Guidance for Child Protection in Scotland (see area for improvement 1).

The service had policies and procedures in place. Not all policies and procedures reflected current practice of the childminder's service. The childminder should review and update her policies and procedures. These should reflect the service she is providing and meet current legislation and guidance (see area for improvement 2).

The childminder supported children's wellbeing through compassionate and responsive care and interactions. Attachments had formed between the childminder and the child attending enabling a feeling of belonging, comfort, and security.

Areas for improvement

1. To keep children safe and protected the childminder should have comprehensive knowledge and understanding of her responsibilities and the appropriate steps to take to protect children from harm. This should be in accordance with the service policies and procedures and the National Guidance for Child Protection in Scotland.

This is to ensure care and support is consistent with Health and Social Care Standards, which state 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

2. To support children's care, play and learning the childminder should review and further develop policies and procedures in line with good practice guidance, documents and legislation.

This is to ensure care and support is consistent with Health and Social Care Standards, which state: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

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

Requirements

Requirement 1

In order to ensure the premises are safe, tidy and well maintained the childminder must put in place by 18 November 2019 written risk assessments for all areas used by the children both indoors and outdoors. Parental consent forms should also be in place for all outdoor play and outings.

This is in order to comply with SSI 2011/210 Regulation 4 - a requirement in relation to making the proper provision for the health and welfare of service users.

This is to ensure the environment is consistent with the Health and Social Care Standards 5.17: which states my environment is secure and safe; 5.22: I experience an environment that is well looked after and is tidy and well maintained.

This requirement was made on 27 September 2019.

Action taken on previous requirement

The childminder had an understanding and awareness of risks and how to keep children safe. The childminder had not recorded the hazards and actions taken for any areas used by the children both indoors and outdoors.

Parental consent forms were in place for children to attend trips to local play parks.

The requirement had been met. We have made an area for improvement to support with the development of risk assessment records. Please refer to 'How good is our setting?' for further information.

Met - within timescales

Complaints

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

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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