

Pennie, Kirsten Child Minding

Edinburgh

Type of inspection:
Unannounced

Completed on:
25 June 2024

Service provided by:

Service provider number:
SP2009974378

Service no:
CS2009228555

About the service

Kirsten Pennie provides a childminding service from their family home in Greenbank, Edinburgh. The childminder is registered to provide a care service for a maximum of six children up to 16 years of age.

The service is close to the local primary school and nursery, shops and parks. Children have access to the open plan living and dining space, a playroom, and bathroom facilities. There is a secure garden to the rear of the property.

About the inspection

This was an unannounced inspection which took place on Monday 24 May 2024 between 15:30 and 16:30 and continued on Tuesday 25 May 2024 between 15:20 and 16:20. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke with four children using the service
- spoke with the childminder
- observed practice and daily life
- reviewed documents relating to the care of children and the management of the service.

Key messages

- Children were relaxed and happy in the childminder's care.
- Children benefitted from lots of fresh air and outdoor play.
- The childminder had developed positive trusting relationships with children and their families.
- The childminder should work together with children to improve handwashing routines to minimise the potential spread of infection.
- The childminder engaged positively during the inspection and was receptive to feedback to support improvements.

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?	4 - Good

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 evaluated this key question as good, where a number of important strengths impacted on positive outcomes for children.

Quality Indicator 1.1: Nurturing care and support

The childminder was welcoming and nurturing in their approach and their interactions were caring and respectful. The childminder knew children in their care well and they were responsive to children's wishes and choices. Children were relaxed and confident, supporting them to feel safe and secure.

The childminder could talk confidently about children in their care and their individual likes, dislikes, and strengths. Some information was available in children's personal plans, such as emergency contact details and allergy information. The childminder should ensure that personal plans are formally reviewed with children and their families at least every six months, or sooner if required. An area for improvement made at the previous inspection remains outstanding and has been carried forward in this report. It has been rewritten to reflect current standards (**see area for improvement 1**).

Children enjoyed sitting together and chatting as they ate their snack. The snack experience was unhurried and calm, which allowed children to eat at a pace which suited them. The childminder prepared the snack for children and cut up some fruit. We discussed the benefits of children being more involved in preparing snack, to further promote their independence, self-esteem, and develop a sense of responsibility.

Children were protected from harm by the childminder who had a clear understanding of their role and responsibilities in safeguarding children. The childminder had accessed child protection training and was confident in recognising and responding appropriately to any concerns. This would provide responsive and timely support if required.

There was no medication stored or administered on the day of the inspection. We reviewed medication policies and forms and provided feedback to support with ensuring all relevant information was gathered. For example, the childminder should update their forms to record the time of the last dose given to the child. We signposted the childminder to 'Management of medication in daycare of children and childminding services' on our Hub page for support when reviewing their documents and policies. This would ensure the childminder has all the required information to protect children if medication was required to be administered.

Quality Indicator 1.3: Play and learning

At the time of the inspection, the childminder only provided before and after school care for a short time each day. They did not provide care during school holidays or in-service days. They ensured the short time that children spent in their care was responsive to their needs, choices, and wishes, and enabled children to rest and relax if required. Children showed us the playroom which had a good variety of resources to support children's creativity and imaginative play. There was a variety of board games children told us they had enjoyed playing. During the inspection, children chose to relax on the sofa, watch television, and chat with their friends. They told us they enjoyed the time to relax after school, before going to planned activity classes when they were collected by their parents.

The childminder interacted with all children in a responsive and nurturing way. They used open-ended questioning, which supported children to reflect on their school day. This approach encouraged children to feel valued and respected.

The childminder recognised the importance of promoting children's health and wellbeing. The children walked each day to and from school and had regular opportunities to play outside and be energetic after school. Children told us they enjoyed playing football, playing on the trim trail in the playground, and going to the park after school.

Areas for improvement

1. To effectively support children's learning and development, children's personal plans should be regularly reviewed within appropriate timescales in line with current guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

How good is our setting?

4 - Good

We evaluated this key question as good, where a number of important strengths impacted on positive outcomes for children.

Quality Indicator 2.2: Children experience high quality facilities

The childminder's home was welcoming and clean. Children had use of the open plan living room and kitchen, a separate playroom, and the downstairs bathroom. Children were moving around the spaces freely and with confidence, showing they felt welcomed and that they had choice of where to spend their time and play.

The childminder had considered risks in the home and garden and completed visual checks daily. Children learned about risks as the childminder talked to them about being safe outdoors and practising road safety. This supported children to develop their awareness of how to keep themselves safe.

The childminder needed to promote more consistent infection, prevention and control practices. We observed inconsistent handwashing routines as children were not effectively supported to wash their hands at appropriate times with soap and water. We asked the childminder to review and implement their policies and procedures. This would contribute to children learning about the importance of good infection prevention and control practices. These would support them to stay safe and reduce the possible spread of infection (**see area for improvement 1**).

Areas for improvement

1. To support children's health and wellbeing, the childminder should ensure that they implement infection, prevention and control practices. This should include but not limited to, ensuring that handwashing is carried out at appropriate times in the day, such as when arriving in the service, and before eating.

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

How good is our leadership?

4 - Good

We evaluated this key question as good, where a number of important strengths impacted on positive outcomes for children.

Quality Indicator 3.1: Quality assurance and improvement and led well

The childminder engaged well during the inspection and was responsive to discussions and suggestions. They were committed to their role and providing a nurturing and warm environment to support good outcomes for children.

The childminder mainly used informal ways to include parents in the evaluation of the service. Regular communication with parents had helped the childminder to identify their strengths. We asked the childminder to consider how they could develop ways to request parent and children's feedback in more formal ways. Regular opportunities for children and families to feedback on how well their needs, wishes and choices are being met, would allow the childminder to ensure their service continues to meet their needs. This would enable children to benefit from a service focussed on delivering high quality care and support that meets their individual needs.

A range of policies had been developed to support the childminder to identify and describe the aims and objectives of the service. We asked the childminder to review their policies regularly, to ensure they contain the most up to date information, and refer to current guidance. This would ensure parents have relevant information and enable them to understand what to expect from the service.

How good is our staff team?**4 - Good**

We evaluated this key question as good, where a number of important strengths impacted on positive outcomes for children.

Quality Indicator 4.1: Skills, knowledge and values

The childminder was warm, kind and compassionate with children in their care. They had developed strong relationships with children and their families. Children interacted with the childminder confidently and their requests were responded to in a timely manner. This contributed positively to children's overall wellbeing and helped them to feel respected, valued and secure.

The childminder had a passion for supporting children and was committed to ensuring they were happy and developing confidence. Their responsive and respectful manner supported children's self-esteem. They were a positive role model ensuring all children felt included and valued. As a result, children's emotional wellbeing was well supported.

The childminder had a positive attitude towards developing their skills and knowledge. They had completed training in paediatric first aid, child protection, and asthma and allergies. They demonstrated a clear understanding of ensuring their training was up to date. As a result, children's wellbeing was promoted and they were safe and protected.

What the service has done to meet any areas for improvement we made at or since the last inspection**Areas for improvement****Previous area for improvement 1**

The childminder's should ensure that all children's records are formally reviewed at least once every six months to ensure information held is up to date. Parents should be asked to sign and date the review.

National Care Standards (NCS) Standard 14 Well Managed Service.

This area for improvement was made on 3 August 2015.

Action taken since then

The childminder had individual files for each child containing key information, such as emergency contact details, however they were not regularly reviewing the information with parents. The childminder should ensure children's personal plans are reviewed with parents every six months, or sooner if required.

We have therefore carried this area for improvement forward in this report. The area for improvement has been rewritten to reflect up to date Standards. See area for improvement one in 'How good is our care, play and learning?'.

Previous area for improvement 2

It is recommended that the childminder take part in formal training in Child Protection.

NCS Standard 3 Health and wellbeing.
NCS Standard 14 Well managed service.

This area for improvement was made on 3 August 2015.

Action taken since then

The childminder had undertaken child protection training. They had good knowledge of their role and responsibilities for protecting children and supporting their wellbeing. They had procedures in place that would allow them to confidently respond to any concerns in a timely and sensitive manner.

This area for improvement has been met.

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?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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