

Jennifer Kane - Childminding Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
25 July 2024

Service provided by:
Jennifer Kane

Service provider number:
SP2017988774

Service no:
CS2017353834

About the service

Jennifer Kane operates her childminding service from the family home in the Greenfaulds area of Cumbernauld, North Lanarkshire. The service is situated nearby local amenities, schools and nurseries. The children use the ground floor of the premises, which includes lounge, kitchen/diner and toilet facilities. The premises has an enclosed back garden which was not being used for childminding purposes during our visit.

The childminder is registered to provide a care service to six children under the age of 16 years of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

About the inspection

This was an unannounced inspection which took place on 24 and 25 July 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:

- Gathered the views of five family members, of children using the service
- spoke with the childminder
- we observed the childminder's practice and children's experiences
- reviewed documents.

Key messages

- Play and learning experiences were planned to meet children's needs, wishes and choices.
- Children went out in the local community each day, as the service garden was not in use at the time of the inspection.
- The childminder's interactions were very caring, affectionate and loving. They had formed extremely close bonds with the children and families.
- Self evaluation was informal. However, the childminder was happy with this method as it met the needs of the service.
- The childminder was committed to their continuous professional development. They kept informed of good practice guidance and had good links with other childminding services.

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?	5 - Very 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 several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 1.1 Nurturing care and support

New families were invited into the service to meet the childminder and other minded children. These visits helped families to decide, if this was the right service for them. Families were given the time and opportunity to ask questions and become familiar with the service environment. The childminder recognised this as a very important step for new families in making the right choice.

Children were found to be confident, happy and very settled within the childminder's home. They were playing happily when we arrived and continued to play and have fun throughout our visits. They were selecting what they wanted to play and a few children told us that they felt safe and happy there. All parents confirmed they were happy with the care and support their child received. One parent told us 'My child has fun and is well cared for.'

Mealtimes were sociable. Children sat together around the kitchen dining table. The childminder encouraged them to eat healthy and independently, giving help when needed. Some children were learning to peel their own fruit and were proud of their achievements.

The childminder knew the children and families well. Parents were happy with the support the childminder provided. One parent told us 'We have good 2-way communication about my child's development and learning needs.' The childminder monitored the children's development and planned how best to support their needs. Children's voice could have more influence within their personalised plans. For example, asking the older children what mattered to them, what they would like to do at the service. The childminder agreed to reflect further on how they could involve the children and families more when planning how best to support their needs.

Quality Indicator 1.3 Play and learning

Each day children had the opportunity to attend local amenities such as soft play and local parks. The older children told us they liked going out to visit places but also liked playing in the childminder's house. One child told us 'After school we have snack time, and she always asks what I would like. I like that I can colour and draw there. I like when we bake cookies and gingerbread men.' and another told us that they 'Get to draw, playing with the other kids. Jennifer is kind.'

Children were familiar with the materials they had access to. We heard children after lunch asking to play with the playdough at the table. Although there was a daily routine, the childminder, where possible asked children to voice what they wanted to play and accommodated. This included providing materials that supported their interests such as cartoon characters or action heroes. Children were having fun dressing up and using their imaginations.

Children were of mixed age and stages of development. The childminder had a good understanding of their needs and planned experiences to support these. For example, by providing lots of early literacy books, songs and rhymes to help support the youngest language development.

Parents told us they were involved and kept informed about their child's daily experiences and progress. One parent shared about the childminder that they 'communicate effectively with me about how my children have got on throughout the day and also passes on any messages.' whilst another told us they were 'Always friendly, chats away and gives me lots of information on what my child has been up to.'

How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 2.2 Children experience high quality facilities

The childminder's home was well ventilated, heated and had lots of natural light. The areas used for childminding within the home were risk assessed. Appropriate safety measures were in place and the minding areas were clean and tidy.

The rear gardens were secure but not in use at the time of the inspection. The childminder agreed the need to address this, as children had the right choose to play outside, if they wished. However, they did regularly access places in the local community such as parks and soft play.

The childminder had created a welcoming environment. Parents told us they were always welcomed inside. On arrival the inspector was welcomed into the house. The inspector was shown into the living room. It had good floor space for children to play with different materials and a large sofa to relax. The minded children were playing with different materials and some were dressing up. The children were comfortable in the childminder's home and moved freely self selecting what they wanted to play.

Children had lunch and snacks in the kitchen, at the table. They also participated in more messy play such as baking and playing with playdough in the kitchen. Appropriate safety measures were in place and hazardous materials were out of reach of the children.

The childminder had a family dog and cats. Appropriate safety and infection control measures were in place, such as their food and water bowls were kept out of reach of children.

The childminder followed good infection control practices. this included good hand hygiene and nappy changing procedures. Children were confident using the downstairs toilet to wash hands.

Children were transported by car when they visited some of the local amenities. The childminders car was well maintained and had appropriate insurances. Safety measures were followed including children using suitable car seats.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 3.1 Quality assurance and improvement are led well

The childminder had been minding for several years and had a good knowledge of providing a quality childminding service. To date, they had received lots of positive feedback from parents and children.

The childminder was content using this informal methods to assess how well they were doing. Parents told us they were happy with their level of input and that the childminder kept them well informed about their child care. Parents were comfortable about talking to the childminder, if needed. One parent shared that 'With having such a good relationship with Jennifer I feel that any suggestions I make are taken on board.' We did discuss that if the childminder wanted to further enhance their skills and knowledge in self evaluation, more information can be found on the Care Inspectorate Hub under How we support Improvement.

During discussions and reflections with the childminder about aspects within the service, we identified some areas where further development could be made. This was in relation to recording of agreed plans to support children's needs and ensuring they kept informed of good practice guidance. The childminder agreed to reflect on our discussions and make changes that would further enhance the outcome for children.

The childminder asked the children daily about what they wanted to play. Children were able to self select from a good range of materials. They were confident making choices for example, if they wanted to play in the living room or kitchen, when they would like a snack and what games they wanted to play. The children frequently made decisions about their care, play and learning throughout their time at the service.

How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Quality Indicators 4.1 Staff skills, knowledge and values

The childminder was caring, compassionate and loving towards the children and families using the service. They had created an environment where children's needs were being supported and their interests followed. The childminder knew each child very well and worked closely with parents to meet their needs and expectations. One parent shared with us that 'Jennifer is kind, caring and patient and the children feel comfortable with her.' whilst another said '• I would recommend Jennifer to anyone.'

When talking about children and families, the childminder did so with love, respect and kindness. All parents told us they had a strong connection with the childminder. One parent shared that the childminder treated their child like on of their own family and another that they couldn't imagine not having them in their child's life.

The childminder's values and skills were fully embedded into the service. They reflected on their own skills, knowledge and practice. When they identified the need for further learning they had completed training or professional reading to enhance their practice. For example, attending training to support children's specific needs.

The wellbeing indicators and children's rights were embedded throughout the service. The care, play and learning provided high quality care and support that was right for each child. The parents, when asked what would make the service better, told us their child 'thinks it is perfect the way it is' and another said 'I couldn't ask of anything more from Jennifer.'

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

To promote children's health and wellbeing, the childminder should ensure:

- Children and parents/carers are involved in setting and reviewing personal plans
- Information about children who have specific needs is recorded in their plan
- Plans for all children clearly demonstrate how their health and wellbeing needs are being supported.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal 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)

"I am fully involved in developing and reviewing my personal plan, which is always available to me". (HSCS 2.17)

This area for improvement was made on 6 August 2018.

Action taken since then

We reviewed four children's folders, which contained information that each child had a personal plan in place. We found the records demonstrated the childminder was aware of children's needs and planned the right care and support to meet these.

We did discuss ways they could be further enhanced to reflect the children's and families voice. The childminder agreed to consider this when writing the next plan or updates.

As a result, this area for improvement had been addressed.

Previous area for improvement 2

The childminder should develop and implement an effective medication management system.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that:

"I experience high quality care and support based on relevant guidance and best practice". (HSCS 4.11)

This area for improvement was made on 6 August 2018.

Action taken since then

The childminder had made changes to the medication forms used. We found the procedure and records held were satisfactory.

We did discuss possible areas where improvements could be made. For example, having one form, removing the standard consent for nonprescribed medication. The childminder agreed to review this using the care inspectorate good practice guidance.

As a result, this area for improvement had been addressed.

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?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good

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