

Carol Ann Wood Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
13 August 2024

Service provided by:
Wood, Carol Ann Wood, Carol Ann

Service provider number:
SP2014985784

Service no:
CS2014324739

About the service

Carol Ann Wood provides a childminding service from their property in the Cumbernauld area of North Lanarkshire. The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16. The numbers are inclusive of the childminder's own family.

The service is close to local primary schools, nurseries and a range of community facilities. Children are cared for in the living room area and they had access to an outdoor decking area. There is an enclosed garden to the rear of the premises, which was not in use at the time of the inspection.

About the inspection

This was an unannounced inspection which took place on 13 August 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 two children using the service at the time and received feedback from two of their family members
- spoke with childminder
- observed practice and daily life
- reviewed documents.

Key messages

- Children were settled and confident in the environment.
- Indoor play spaces had been recently decorated, which provided a comfortable space for children to play and relax.
- Increased variety of toys and materials since the last inspection met children's interests. These should continue to be reviewed.
- Children benefitted from opportunities to visit local parks and toddler groups, which supported their physical and social development.
- The childminder should continue to develop the use of outdoor spaces, to ensure they meet the needs of children.
- The childminder should access further training opportunities to support them in their role.
- The childminder should improve furnishings and fixtures within the kitchen area, to help minimise the potential spread of infection.

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

Quality indicator 1.1: Nurturing care and support.

Children attending the service were settled and confident in the environment. The childminder responded to children's needs, which supported their emotional wellbeing.

The childminder knew children well and had taken time to gather information from families to help meet their needs. Children's information was recorded in personal plans, which supported the childminder to understand their likes, dislikes and interests. The childminder had plans in place to review paperwork for older children, to make this more child friendly. Parents commented positively about daily feedback and one told us, "feedback really helps guide the childminder to know what [my child] likes and doesn't like, meaning the day to day play can be adapted to suit."

Children enjoyed a relaxed and unhurried mealtime experience. They ate together at the dining table and they could move away when they had enough to eat. This supported their choices and wishes. Children were supported to eat at the table, which minimised the risk of choking, helping to keep children safe. Parents provided packed lunches for children and the childminder provided a variety of healthy snacks. For example, fruit, toast and filled rolls.

Daily routines reflected the needs and interest of children. For example, they enjoyed outings in the local community but returned home for meals and opportunities for children to sleep or rest. The childminder recognised children's cues for needing a rest and understood the importance of sleep to support their overall development. One family told us, "my [child] is safe, happy and healthy. That's all that matters."

Quality indicator 1.3: Play and learning.

Children chose from a variety of play materials that met their interests. For example, jigsaws, cars, trains and drawing materials. They told us they liked to complete puzzles, play outdoors and draw. We discussed with the childminder that they should continue to build on the variety of resources to support children's play opportunities.

Children benefited from visiting places in the local community, which supported their social skills and awareness of the world around them. For example, toddler groups, soft play and parks. Parents commented, "[they] go to playgroup, days out, time in the park, and playtime in the house" and they are "constantly on the go or doing creative tasks which keeps their mind going and interactive."

Children's overall wellbeing was promoted through regular opportunities to spend time outdoors. This included local parks and walks in the local area, supporting their physical development. Older children, played at the front of the property and enjoyed meeting up with friends, supporting their social skills. One parent told us their child enjoyed "sports days, playing with bubbles and running up and down the paths."

The childminder played alongside children and encouraged them to problem solve and complete puzzles. They used language to support early mathematical concepts. For example, talking about sizes and colours.

The childminder had begun to gather observations, which helped capture children progress and achievements. We discussed this was a beneficial way to record children's progress and could be developed further to help support all children.

We discussed opportunities for sensory play and the childminder recognised they could further develop materials to support younger children's sensory development. For example, making playdough and 'feely' bags. We agreed this would be beneficial.

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 2.2: Children experience high quality facilities.

Children were cared for in the living room, which had been recently decorated. Children played on the floor or at the dining table with toys and materials. Older children enjoyed relaxing on the sofas, supporting their comfort.

Improvements had been made to the play materials since the last inspection. For example, a wider variety for younger children. Toys were stored in accessible boxes and containers which supported children's independence as they self-selected resources. The childminder should continue to review how children use the space and materials whilst continuing to expand on the variety of play experiences to support their interests.

A number of measures were in place to help protect children from harm. For example, safe storage of hazardous materials and encouraging children to learn about their own safety through discussions and natural opportunities.

Some measures were in place to support infection prevention and control. For example, children had access to suitable hand washing and drying facilities and the childminder used gloves and aprons when changing nappies.

Improvements had been made since the last inspection to action concerns within the kitchen area. For example, surfaces were free from clutter and suitable spaces were available for preparing food. However, further work was needed to help promote infection prevention and control. This was due to wear and tear of some of the fixtures and fittings, making them more difficult to clean. The childminder acknowledged where work was required, however they did not yet have a time scale to action this.

We raised concerns at the last inspection about the safety of the garden area in relation to risks to children. The decking area had been cleared of any unwanted household items and made safe for children. However, the childminder had not yet been able to make necessary improvements required for the children to use the whole garden area safely. We discussed this with the childminder and they gave assurances that the bottom part of the garden was not used with children. Following the inspection, the childminder submitted a variation to the Care Inspectorate to update their conditions of registration to reflect the spaces that will be used to care for children. The childminder should continue to maintain a safe space on the decking area and continue to maximise opportunities in the local community for outdoor play.

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 led well.

The childminder was welcoming and receptive to suggestions about improvements. They agreed to action items discussed throughout the inspection. For example, increasing opportunities for sensory play for younger children. One parent told us the childminder was "always respectful, kind and polite and gives lots of communication and reassurance."

The childminder informally evaluated the service and had recently improved the play space for children by redecorating and laying new flooring. The repositioning of furniture and play materials had supported children to access toys more freely. The childminder should now consider what is working well and review toys and materials further to support children's play and learning.

The childminder informally gathered views from families through daily discussions and text messages. This provided opportunities to share important information to help meet children's needs. Families told us they were welcomed into the home and could ask many questions, which supported them to build relationships. The childminder should now consider how to widen opportunities to involve families in developing the service and identifying areas for improvement.

The childminder was aware of their responsibilities as a childcare provider. This included being aware of the notifications that should be submitted to the Care inspectorate. For example, accidents and incidents.

How good is our staff team?

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 4.1: Staff skills, knowledge and values.

The childminder provided a caring environment for children where they were supported to build positive relationships with each other. They recognised the needs of different age groups, to help ensure they were supported. Families commented positively about the care their child received and told us they liked "the excitement my [child] shows when it's time to go, how [their] speech has come on leaps and bounds!" and "[the childminder] is always interacting with the kids and thinking of new creative things for them to do each day all which helps their day to day skills."

The childminder kept up to date with any changes to guidance by regularly receiving and reading updates provided by the Care Inspectorate. They were aware of some best practice guidance to support them in their role. For example, the national document 'Realising the Ambition'. We discussed further information available on the Care Inspectorate Hub. For example, guidance document 'Me, my family and my childcare setting.'

The childminder had enrolled on a college course last year, to help develop their understanding about Autism. However, the course was paused and the childminder told us they planned to resume it this year. This would be beneficial to help meet the needs of any children that required additional support.

The childminder was a member of the Scottish Childminding Association (SCMA) which helped support them deliver their service. They also benefitted from opportunities to engage with other childminders to help share best practice guidance. We discussed that further learning opportunities would support them in their role. For example, refreshing child protection training.

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

Requirements

Requirement 1

By 10 December 2021, the provider must ensure that the garden is safe for children. In order to do this, they must:

- a) Ensure the garden is tidied and is safe for children to use
- b) The decking area cleared from unwanted household items
- c) Repair the boundary fence
- d) Safely store any loose wood panels
- e) Complete and maintain a thorough risk assessment of the garden, which demonstrates how potential hazards are managed.

The garden should not be used by children until these issues are addressed.

This is to comply with regulation 4 (1) (b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210)

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)

An extension to this timescale has been agreed to 31 May 2023.

This requirement was made on 9 November 2021.

This requirement was made on 21 November 2021.

Action taken on previous requirement

Repairs had been carried out and unwanted items had been removed from the garden. The decking area was safe for children to use. However, the bottom of the garden was unsafe for children and the childminder confirmed they would not use this with children. The childminder submitted a variation to make this clear on their conditions of registration that this area would not be used.

Met - outwith timescales

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 support children's wellbeing and development, the provider should develop personal plans to ensure they set out how their individual needs will be met. This should include, but not be limited to, ensuring that personal plans are regularly reviewed with children and parents to ensure that information is up to date, to reflect children's current needs, wishes and choices, and record next steps in learning.

This area for improvement was made on 4 May 2023.

Action taken since then

The childminder had developed paperwork for children's personal plans. Detailed information was recorded when children started at the service which helped the childminder meet their needs. For example, likes, dislikes and preferences. This included daily routines and any additional needs. In addition, the childminder had developed an approach to recording children's progress through observations. We discussed that they should continue to review the paperwork for older children and ensure this is reviewed with families. The childminder agreed to action this. **Therefore, this area for improvement has been met.**

Previous area for improvement 2

To keep young children safe and promote their wellbeing, the provider should improve infection control practice. This should include, but is not limited to, ensuring the kitchen area is clean, tidy and free from hazardous substances and clutter to ensure safe food preparation and a safe environment.

This area for improvement was made on 4 May 2023.

Action taken since then

The kitchen surfaces were clear and tidy providing space for any food preparation. Kitchen areas were generally tidy and hazardous substances were stored out of reach of children. Individual paper towels and liquid soap was available for children to wash and dry their hands effectively in line with good practice, helping to minimise the risk of spread of infection. **Therefore, this area for improvement has been met.**

Previous area for improvement 3

To promote positive outcomes for children, the childminder should develop their knowledge and understanding of their roles and responsibilities. This should include, but not limited to, becoming familiar with best practice documents to support high quality play experiences and outcomes for children.

This area for improvement was made on 4 May 2023.

Action taken since then

The childminder had submitted relevant notifications to the Care Inspectorate and completed disclosure Scotland applications for adult children living in the premises. The childminder read updates to best practice guidance. They had developed personal plan paperwork to ensure they had the right information to

help meet children needs. Further plans were in place for an Autism training course to resume. **Therefore, 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?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
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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