

Mitchell, Marion Child Minding

Burntisland

Type of inspection:
Announced

Completed on:
9 August 2024

Service provided by:
Marion Mitchell

Service provider number:
SP2003908534

Service no:
CS2003014115

About the service

Marion Mitchell provides a childminding service from her upper floor flat in a residential area of Kinghorn, Fife. The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is close to local amenities, schools and parks. Children can access the kitchen, living area and have use of the bathroom. Children also have access to an enclosed garden to the rear of the property.

About the inspection

This was a short notice announced inspection which took place on 09 August, between 11:30 and 13:00. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- observed the minded child present
- received feedback from one parent via an online questionnaire
- spoke with the childminder
- observed practice
- reviewed documents

Key messages

- Children were confident with the daily routines and were well supported to be independent.
- Children experienced a home from home environment.
- Children's interests were extended by using community resources.
- Self-evaluation and quality assurance processes had supported the childminder to reflect on their progress.
- Achievements and progression were not consistently recorded to ensure children reach their full potential.

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

1.1 Nurturing care and support

During the inspection, the childminder was caring for one minded child and three members of their own family. Children were happy, settled and relaxed in the care of the childminder. The minded child had established strong attachments with the childminder.

Children were confident with the daily routines and were well supported to be independent. The childminder knew the minded child well and talked confidently about their interests, personalities and how they were supporting them. Personal plan information was basic and supported the childminder to build early attachments. This contributed to the positive relationships between the childminder and the children.

The childminder was responsive to children's sleep and rest cues. We observed them recognising when one child was tired and provided comfort and cuddles. The childminder followed best practice for high quality sleep by using a travel cot.

Children were safe and protected because of the childminder's understanding of what to do if they had concerns about a child's health, safety or wellbeing. We discussed ways in which to strengthen the childminders policy and procedure to support her with reporting concerns.

No children required medication at the time of the inspection. The childminder had a medication policy and procedure in place which was in line with Care Inspectorate's best practice guidance 'Management of Medication in Day care and Childminding Services'. This meant that should children require medication; the childminder was well placed to administer medication safely.

1.3 Play and learning

Children were having fun as they played together. The childminder offered resources each day that were suitable for the children's stage of development. We suggested arranging resources so that children could have more choice, and to support appropriate challenge for older children.

The childminder supported children's developing literacy, language and communication skills through her interactions. She demonstrated a good understanding of child development, matching conversations to each child's needs. Such as, giving children time to respond and repeating questions and answers.

Children's learning experiences were recorded in a floor book which evidenced a variety of experiences some children had taken part in such as exploring in the local woods. The childminder was aware of the individual development needs of each child and had some information that supported her to evaluate children's progress and achievements. However, achievements and progression were not consistently recorded. We discussed ways in which the childminder could develop this to effectively support and challenge children's to reach their potential and would ensure there is structured information sharing with parents (**see area for improvement one**).

Children were developing strong connections within the local community. They regularly visited the local loch, beach, parks and groups. This regular access to the wider community enhanced children's play and learning opportunities.

Areas for improvement

1. To support children to reach their full potential, the childminder should review how she observes and captures children's progress and development and use this knowledge to support children's next steps and extend their experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which states that: 'My care and support meets my needs and is right for me' (HSCS 1.19).

How good is our setting?

4 - Good

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

2.2 Children experience high quality facilities

Children benefited from a service that was homely, warm, and welcoming. There was ample space for children to play, rest and explore. This demonstrated to children that they were valued.

Children were able to direct their own play and activities, accessing age-appropriate resources to support their learning. There was a good selection of resources which supported their play and learning experiences.

The childminder managed their environment well to promote children's safety and wellbeing. Relevant risk assessments were in place which had been reviewed to support children's safety as they played.

Good infection control measures were in place to ensure children had access to an environment that was safe and clean. The home was clean and well kept. Children's safety and wellbeing was promoted through effective infection control practices, for example, effective hand washing routines. This meant that children were protected from potential spread of infection.

Children's personal information was stored confidentially in a safe location. Information was well organised which contributed to keeping children's personal information safe and secure.

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

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

3.1 Quality assurance and improvement are led well

Vision, values and aims of the service were shared with parents when they started at the service. This meant that parents had a clear expectation of the service upon starting. The childminder had developed positive relationships with parents that supported them to meet children's needs. One parent told us, Marion is very easy to get along with and listens and gives advice when needed, not just there for the children but there for the whole family'.

The childminder valued feedback from children and their families, received both informally and formally. Families were welcomed in to the childminder's home when they dropped off and collected children, which contributed to strong relationships and provided opportunities for information sharing.

Self-evaluation and quality assurance processes had supported the childminder to reflect on their progress and identify strengths and areas for improvement. As a result, the childminder had identified improvement priorities. The childminder's reflective approach supported continuous improvement. The childminder should continue to develop quality assurance processes to support sustained improvement.

The childminder engaged well with the inspection process. They were welcoming and willing to answer the questions required to support the evaluation of the service.

How good is our staff team?

4 - Good

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

4.1 Staff skills, knowledge and values

The childminder had created a warm and welcoming ethos within the service. Parents valued the childminders supportive manner and, as a result, were able to share information and give feedback daily. This approach enabled responsive care that considered children and families changing needs.

The childminder had a good understanding of each child's personality and interests. Respectful relationships were a strength, and children benefited from the childminder's warmth and encouragement. We found that children responded positively to the support provided by the childminder, and they were given an appropriate amount of time to listen and respond to instructions. This contributed to children's individual needs being met and their interests being supported.

The childminder was aware of the importance of ensuring that she had the appropriate knowledge and skills to offer high quality care and experiences for the children. The childminder was proactive in relation to keeping up to date with best practice and regularly accessed training events to support and develop her practice. She kept a learning log of professional development which demonstrated her commitment to learning. As a result, children experienced good quality care and learning experiences.

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

Requirements

Requirement 1

By 30 June 2023, the provider must ensure children's safety and wellbeing is not compromised. To do this, the provider must ensure risk assessments appropriately identify hazards and mitigations are in place to minimise risk effectively.

This is in order to comply with Regulation 4 (1)(a) (Welfare of users) 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 5.19).

This requirement was made on 17 May 2023.

Action taken on previous requirement

The childminder had reviewed risk assessments to ensure hazards had been identified and mitigations in place to minimise risk.

This requirement has been met.

Met - within 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 a culture of continuous improvement that addresses key areas for improvement, the provider should implement a robust and effective quality assurance system to monitor and sustain positive experiences for children across the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I

benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 17 May 2023.

Action taken since then

The childminder had introduced and begun to use quality assurance systems to monitor her practice. These were in the early stages of implementation, the childminder will continue to develop quality assurance processes to ensure positive experiences are monitored and sustained.

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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