

Care service inspection report

Little Gigglers Childcare

Child Minding

Kilmarnock

Inspected by: Sheila Galloway

Type of inspection: Announced (Short Notice)

Inspection completed on: 14 November 2012



HAPPY TO TRANSLATE

Contents

	Page No
Summary	3
1 About the service we inspected	5
2 How we inspected this service	6
3 The inspection	10
4 Other information	17
5 Summary of grades	18
6 Inspection and grading history	18

Service provided by:

McRoberts, Sharon

Service provider number:

SP2011982205

Care service number:

CS2011285908

Contact details for the inspector who inspected this service:

Sheila Galloway

Telephone 01294 323920

Email enquiries@careinspectorate.com

Summary

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change after this inspection following other regulatory activity. For example, if we have to take enforcement action to make the service improve, or if we investigate and agree with a complaint someone makes about the service.

We gave the service these grades

Quality of Care and Support	5	Very Good
Quality of Environment	5	Very Good
Quality of Staffing	5	Very Good

What the service does well

We found that the childminder was well organised and had a very good selection of appropriate documentation in place to support her child minding service. She had formed very good relationships with the minded children and their families and responded well to their ideas. She was well prepared for this first inspection of the service and kept very good records of the children's support needs and how these were being met whilst in her care. She demonstrated a commitment to participating in further training and the ongoing development of her service.

What the service could do better

The childminder should continue to build on the very good procedures she has in place. She should continue to issue service questionnaires to families to enable them to participate in the continuing assessment and development of the service. She should record evidence of the feedback she gives and the action she takes in response to the questionnaires.

What the service has done since the last inspection

Not applicable this is a newly registered service

Conclusion

The childminder has set up a good standard of service and has provided a warm, welcoming and nurturing environment for children to develop. She has demonstrated her ability to manage the necessary documentation required for her childminding

services. Her record keeping was well organised and of a very good standard. She had a good array of appropriate policies and procedures in place and gave copies of these to parents. Since registration she has attended many training courses related to her service.

In discussions she was able to communicate well her understanding and knowledge of the requirements of delivering a childminder service. She had a good knowledge of child development and her role and responsibilities as a childminder.

Who did this inspection

Sheila Galloway

1 About the service we inspected

On 01 April 2011 the new scrutiny body, Social Care and Social Work Improvement Scotland (SCSWIS), took over the work of the Care Commission, including the registration of care services. This means that from 1 April 2011 this service continued its registration under the new body, SCSWIS. We are also known as the Care Inspectorate.

Based on the findings of this inspection this service has been awarded the following grades:

Quality of Care and Support - Grade 5 - Very Good

Quality of Environment - Grade 5 - Very Good

Quality of Staffing - Grade 5 - Very Good

This report and grades represent our assessment of the quality of the areas of performance which were examined during this inspection.

Grades for this care service may change following other regulatory activity. You can find the most up-to-date grades for this service by visiting our website www.careinspectorate.com or by calling us on 0845 600 9527 or visiting one of our offices.

2 How we inspected this service

The level of inspection we carried out

In this service we carried out a medium intensity inspection. We carry out these inspections where we have assessed the service may need a more intense inspection.

What we did during the inspection

As requested by us the childminder sent us an annual return.

As requested by us, the child minder completed a self assessment.

In accordance with the Care Inspectorate Staff Guidance: Inspection Frequency and Intensity 2012-13 this service was inspected against the following quality themes:

- * Care and Support
- * Environment
- * Staffing

Feedback was given to the CM on 14 November 2012.

We issued 3 questionnaires to the child minder to give to relatives or representatives of the children who used the service. The childminder issued 2 questionnaires to the families who used the service. 2 completed questionnaires were returned prior to the inspection.

During the inspection process we gathered evidence from relevant sections of policies, procedures, records and other documents, including:

Evidence from the childminder's most recent self assessment
Records for the children who used the service
Daily report sheets
Photographs
'All about me' documentation
Personal plans
Medication records
Accident and incident records
Registration and insurance certificates
Policy statements
Contracts of terms and conditions
Care Standards Questionnaires completed by people who use the service
Risk assessments
Smoke alarm test records

Training records and certificates

We also had discussions with the child minder. There were two children present during the visit.

We inspected the parts of the premises used for childminding as part of this inspection.

Grading the service against quality themes and statements

We inspect and grade elements of care that we call 'quality themes'. For example, one of the quality themes we might look at is 'Quality of care and support'. Under each quality theme are 'quality statements' which describe what a service should be doing well for that theme. We grade how the service performs against the quality themes and statements.

Details of what we found are in Section 3: The inspection

Inspection Focus Areas (IFAs)

In any year we may decide on specific aspects of care to focus on during our inspections. These are extra checks we make on top of all the normal ones we make during inspection. We do this to gather information about the quality of these aspects of care on a national basis. Where we have examined an inspection focus area we will clearly identify it under the relevant quality statement.

Fire safety issues

We do not regulate fire safety. Local fire and rescue services are responsible for checking services. However, where significant fire safety issues become apparent, we will alert the relevant fire and rescue services so they may consider what action to take. You can find out more about care services' responsibilities for fire safety at www.firelawscotland.org

What the service has done to meet any recommendations we made at our last inspection

N/A

The annual return

Every year all care services must complete an 'annual return' form to make sure the information we hold is up to date. We also use annual returns to decide how we will inspect the service.

Annual Return Received: Yes - Electronic

Comments on Self Assessment

Every year all care services must complete a 'self assessment' form telling us how their service is performing. We check to make sure this assessment is accurate.

Every year all care services must complete a 'self assessment' form telling us how their service is performing.

We check to make sure this assessment is accurate.

We received a fully completed self assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information she had given us for each heading we grade the service under.

The childminder identified what she thought she did well, some areas for development and any changes she planned. She told us how the people who used the care service had taken part in the self assessment process.

Taking the views of people using the care service into account

Two young children were present during the inspection. They were too young to express their views. They both slept for most of the visit. When they woke up they were observed to be happy and relaxed in the care of the childminder.

Taking carers' views into account

We received two completed questionnaires from families who used the service which indicated a high level of satisfaction. Both strongly agreed that they were overall

happy with the quality of service being provided. Comments included:

'My child has formed an excellent relationship with Sharon. She enjoys going there every week and settles as soon as I drop her off.'

'Sharon provides a friendly welcome and looks after my child like she was her own.'

The childminder had issued service questionnaires to families and the responses in these were very positive.

The views and comments from people who use the service have been taken in to account when considering the grading for this service.

3 The inspection

We looked at how the service performs against the following quality themes and statements. Here are the details of what we found.

Quality Theme 1: Quality of Care and Support

Grade awarded for this theme: 5 - Very Good

Statement 1

I ensure that parents and families participate in assessing and improving the quality of care and support provided by the service.

Service strengths

The grade achieved for this Quality Statement was 5 - Very Good.

We concluded this after discussions with the childminder and reviewing service documentation. We looked at how the childminder had involved the families and children in assessing the quality of her care and support. There was good evidence to support the fact that the childminder had involved the families in the participation and evaluation of her service. She spoke with parents and children daily, wrote daily observation sheets and issued service questionnaires. She evaluated the families' suggestions and responses and took their views about the service into consideration when planning future developments.

The childminder had developed a web site for her childminding business. Parents looking for a childminder could access this for information about the service. The childminder provided information on qualifications, policies, activities, opening hours, payment and vacancies. This ensured that parents were knowledgeable about the service before viewing.

At enrolment the childminder gave families a welcome leaflet including a summary of her childminding policies. She read through her policies with the parents to ensure that they were aware of her procedures. She sent parents a full copy of her policies by e mail or would give them a paper copy if requested. This enabled parents to refer to the information at any time.

During the pre-placement stage the childminder described how she gained information from families through visits, verbal consultation and general discussions about children's likes, dislikes, routines and activities. The families completed 'All

about me' information for their children and this was updated regularly to reflect the changing needs and interests of the child. The childminder completed a personal plan for each child in consultation with parents. She kept all the children's information in individual folders and these were available for parents to view at any time. This demonstrated the childminder's appreciation of keeping the needs of the children and their families at the forefront when considering the quality of service she delivered.

The childminder used observation sheets to record the daily activities and routines for each child and parents signed these to confirm they knew what their children had done during the day. In discussions with the childminder it was evident that she knew the children and their families well. She involved them routinely in the development of the children and the service by frequent discussions and completing information sheets. The childminder invited parents to participate in outings and parties with their children and this enabled them to meet informally with other parents and children.

The childminder had developed questionnaires to give to parents and the older children who used the service and spoke with them about their responses. This demonstrated that the childminder took on board the views of parents and children about what they wanted the service to deliver. The childminder provided clear evidence of good communication and partnership working in order to develop the service.

Areas for improvement

The childminder should record evidence of the feedback she gives to parents and children in response to their questionnaire replies.

The childminder should ask parents to sign for all service information they receive.

During discussion at the inspection the childminder stated her intention to introduce regular service newsletters.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 3

I gather information about the child and their needs.

Service strengths

The grade achieved for this Quality Statement was 5 - Very Good. We concluded this after discussion with the childminder and reviewing records relating to the children's needs and how the childminder had recorded this information.

We saw evidence of effective communication and partnership working between the childminder and the people who used the service. This was achieved through trial visits, gaining information from families by using the 'All about me' documentation and daily observation sheets.

The childminder planned activities weekly in consultation with the children. Day to day information and activities were recorded on individual observation sheets which parents signed. Personal information on each child was kept in a secure folder and this was reviewed and updated regularly. Parents had access to this at any time. The childminder took photographs of the children engaged in a variety of activities and displayed these in the entrance hallway. The childminder displayed examples of art work and kept a scrapbook of art activities the children had completed at the service. This evidence confirmed that the childminder was very aware of the changing needs and interests of the children and she used it to plan the next steps in their development and learning.

The childminder discussed the choice of activities with the children. She was able to evidence how this information had been used to provide a range of activities that the children had chosen. Some examples included soft play, trips to the park, parties and finding out about local activities including summer holiday events which the children had participated in. This demonstrated the importance the childminder had placed on involving the children in the way the service was delivered. This helped the children to feel valued and heard.

The childminder had records of emergency contact details which she took with her on outside outings. This ensured that the childminder was able to contact families if an emergency situation occurred when she and the children were out from the service. She had permissions signed by families for photographs, outings and emergency administration of medication. She was very aware of the children's needs and support issues and ensured that all the children's physical and emotional needs were being met and that families felt fully involved and part of the service.

Areas for improvement

As a new service the childminder should continue to build on the systems already in place for reviewing information about the children and keeping records up to date. She should ensure that she reviews the children's personal plans every six months in consultation with parents.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 2: Quality of Environment

Grade awarded for this theme: 5 - Very Good

Statement 1

I ensure that parents and families participate in assessing and improving the quality of the environment within the service.

Service strengths

The grade achieved for this Quality Statement was 5 - Very Good.

We concluded this after discussions with the childminder and reviewing service documentation relating to the service environment. Please refer to Quality Statement 1.1 for further information on how the childminder involved children and families in assessing the quality of her service.

We reviewed the necessary safety documentation and appropriate certificates for the premises for indoor and outdoor spaces as part of the environmental assessment

The childminder was aware of the issues around child safety and the need to monitor and review after any such incidents. She was also aware of the need to ensure appropriate risk assessments were completed for the various activities and outings she undertook and these assessments were included in the information which was given to families. This ensured that families were aware of the risk assessments and could refer to the information at any time.

The childminder had registered with Environmental Health as a food business operator to enable her to prepare and provide food for minded children. She included sample menus in her information for parents and recorded what the children had eaten in their daily observation sheets. She had participated in a course on Nutrition and Food Skills for Early Years which she had found informative and beneficial to her service. She had secured a place on Food Hygiene and Infection Control courses in the near future. She demonstrated a good understanding and appreciation of the issues with respect to the safe storage and handling of food products. Each child had their own hand towel. The childminder ensured safe practices were in place to minimise any cross contamination and reduce risks of infection.

Parents who completed the Care Standards questionnaires confirmed that they were happy with the quality of the environment being provided at the service.

Areas for improvement

The childminder should continue to maintain and build on her very good work to ensure families participate in assessing the quality of the environment.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Statement 2

My home is safe, hygienic, smoke free, clean and tidy for children using the service.

Service strengths

The grade awarded for this Quality Statement was 5 - Very Good. We concluded this after inspecting the premises and reviewing the necessary safety documentation and appropriate certificates.

During the inspection the childminder's home was found to be of a high standard in terms of safety, hygiene and suitability for childminding. The childminder undertook a risk assessment of the areas of the house and garden used for childminding on a daily basis and this was recorded. Safety equipment, including gates for younger children, was in place. This ensured that the childminder provided a safe environment for the children's care.

The childminder kept a record of cleaning procedures. Gas supply and central heating were covered by service agreements. The childminder had appropriate insurance for the business of childminding and the certificate was displayed in the hallway. These measures ensured a safe and clean environment for the children.

Areas for improvement

The childminder should continue to keep records relating to the environment up to date

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

Quality Theme 3: Quality of Staffing

Grade awarded for this theme: 5 - Very Good

Statement 1

I ensure that parents and families participate in assessing and improving the quality of the service.

Service strengths

The grade awarded for this Quality Statement was 5 - Very Good. We concluded this after we had reviewed the returned questionnaires and individual children's folders and had discussions with the childminder about how she involved families and children in assessing the quality of the service she provided.

Please refer also to Quality Statement 1.1 and 2.1 for further details on how the childminder involved families and children.

The childminder discussed the importance of developing a good rapport with families and giving regular feedback about the children. She updated service information as required and gave parents copies of policies and procedures. She was able to evidence through observation sheets and questionnaires that she had consulted with families and taken on board any comments and information about the children's care.

Families were given information on up to date contact details for the Care Inspectorate and a complaints procedure in their pack of information. This enabled them to access the information as required. Parents who completed the Care Standards Questionnaires were confident that the childminder would deal effectively with any concerns or complaints they made about the service.

The childminder was very committed to her personal development relating to her service and had undertaken many courses since registration. She informed families of training she had completed and showed them her certificates. This ensured that they were made aware of current thinking which influenced her childminding practice.

Areas for improvement

The childminder should maintain and build on the very good practice seen at this inspection.

Grade awarded for this statement: 5 - Very Good

Number of recommendations: 0

Number of requirements: 0

Statement 2

I understand my role and responsibilities in relation to child protection and provide a service that promotes the health, nutrition and safety of the children in my care.

Service strengths

The grade awarded for the Quality Statement was 5 - Very Good. We concluded this after we had reviewed the childminder's policies and procedures and had discussions about her understanding of the principles of child care issues.

Since registration the childminder had completed a course in Child Protection and this ensured that she kept up to date with current legislation. She informed families of training courses she attended and kept a folder of her certificates.

Parents who completed questionnaires for the service and the Care Inspectorate were happy that their children had regular access to fresh air and energetic play.

Photographs and the daily observation sheets confirmed the opportunities the children had for playing in the enclosed back garden and outings to outdoor facilities.

The childminder had a copy of the National Care Standards and this was reflected in the information she detailed in her self assessment. She had completed this to a good standard and had detailed evidence of the strengths and areas for improvement for the service. This confirmed that she understood her role and responsibilities as a childminder and ensured that the families using her service experienced good quality care.

Areas for improvement

The childminder should continue to maintain and build on the very good standards already in place.

Grade awarded for this statement: 5 - Very Good

Number of requirements: 0

Number of recommendations: 0

4 Other information

Complaints

No complaints have been upheld, or partially upheld, since the last inspection.

Enforcements

We have taken no enforcement action against this care service since the last inspection.

Additional Information

Action Plan

Failure to submit an appropriate action plan within the required timescale, including any agreed extension, where requirements and recommendations have been made, will result in SCSWIS re-grading the Quality Statement within the Management and Leadership Theme as unsatisfactory (1). This will result in the Quality Theme for Management and Leadership being re-graded as Unsatisfactory (1).

5 Summary of grades

Quality of Care and Support - 5 - Very Good	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
Quality of Environment - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
Quality of Staffing - 5 - Very Good	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

6 Inspection and grading history

All inspections and grades before 1 April 2011 are those reported by the former regulator of care services, the Care Commission.

To find out more about our inspections and inspection reports

Read our leaflet 'How we inspect'. You can download it from our website or ask us to send you a copy by telephoning us on 0845 600 9527.

This inspection report is published by the Care Inspectorate. You can get more copies of this report and others by downloading it from our website: www.careinspectorate.com or by telephoning 0845 600 9527.

Translations and alternative formats

This inspection report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

ہے بایتسرد می م وونابز رگی دی روا ولکش رگی دی رپ شرازگ تعاشا ہی

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

ی.رخأ تاغل بو تا قیسن تب بل طلا دن ع رفاو تم روشنم ا اذه

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.

Telephone: 0845 600 9527

Email: enquiries@careinspectorate.com

Web: www.careinspectorate.com