

# Care service inspection report

## Little Gigglers Childcare

### Child Minding

Kilmarnock

Inspected by: Irene Porte

Type of inspection: Announced (Short Notice)

Inspection completed on: 9 April 2013



HAPPY TO TRANSLATE

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## Service provided by:

McRoberts, Sharon

## Service provider number:

SP2011982205

## Care service number:

CS2011285908

## Contact details for the inspector who inspected this service:

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## 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

The childminder was well organised and had a well balanced range of resources in place to support the minded children attending. The childminder has developed an information board for her service. We felt this was a very good way for the childminder to ensure that parents and families are kept informed about their child's time in her service. The childminder has continued to develop her childcare skills and knowledge by attending a good range of relevant training.

### What the service could do better

The childminder should ensure that she dates all her paperwork.  
The childminder should continue to review and update her policies and procedures to ensure that the needs of each child is met in line with all relevant legislation.  
The childminder should continue to develop methods of encouraging parents and children to participate in and express their views on the quality of the service provided.

### What the service has done since the last inspection

The childminder has introduced a quarterly service newsletter. The newsletters were well designed and contained good information about the childminding service including activities, training, holidays, and inspection processes.

## **Conclusion**

The childminder provides a welcoming, safe and happy environment for children. She has developed very good relationships with the children and families who use her service. The childminder knew the children well and she planned and delivered good quality care and play experiences to them. Throughout the inspection process we viewed the children to be happy and well cared for.

## **Who did this inspection**

Irene Porte

# 1 About the service we inspected

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1st April 2011.

The Care Inspectorate will award grades for service based on findings of inspections. Grades for this service may change after this inspection if we have to take enforcement action to make the service improve, or if we uphold or partially uphold a complaint that we investigate. The history of grades which services have been awarded is available on our website. You can find the most up-to-date grades for this service by visiting our website, by calling us 0845 600 9527 or visiting one of our offices.

Requirements and recommendations:

If we are concerned about some aspect of a service, or think it could do more to improve its service, we may make a recommendation or requirement.

-A recommendation is a statement that sets out the actions the care service provider should take to improve or develop the quality of the service but where failure to do so will not directly result in enforcement.

-A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reforms (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of the Regulations, Orders or conditions a requirement must be made. Requirements are legally enforceable at the discretion of the Inspectorate.

Little Giggles Childcare provides a childminding service from her home in Crookedholm Kilmarnock. It is registered to care for a maximum of 6 children under the age of 16 years, of whom a maximum of 5 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminders family.

3 children were attending the service during the inspection visit.

The childminder states her aims are to:

\* Provide quality childcare in a warm, welcoming and nurturing environment for children to develop..

\* Provide flexible and reliable childcare to meet the needs of families.

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](http://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 low intensity inspection. We carry out these inspections when we are satisfied that services are working hard to provide consistently high standards of care.

### What we did during the inspection

This report was written following a short notice announced inspection by Social Care and Social Work Improvement Scotland Care Inspector Irene Porte. The short notice inspection took place on Tuesday 9th April 2013 between 10.20am and 12:45pm. As part of the inspection we took account of the completed annual return and self - assessment forms that we asked the childminder to complete and submit to us.

We issued three care standard questionnaires to the childminder and asked her to give them to the, relatives or carers of the children who used the service. Two completed care standard questionnaires were returned before the inspection. During this inspection process we looked around the areas of the childminders home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- the childminder
- three minded children who were present during inspection.
- one grandparent.

We looked at:

- Children's information folders
- Parents Leaflet
- Personal care plans
- Risk assessments
- Various communications with parents
- Newsletters
- Best practice guidance on display
- Parental questionnaire
- Children's questionnaire
- Photographs
- Training certificates
- Accident records
- Registration certificate
- Insurance certificate

- Medication records
- Service notice board

Throughout the inspection we observed the childminders practice. We viewed the minded children to be cared for in a safe, happy, relaxed environment.

### **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](http://www.firelawscotland.org)



## **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.

The Care Inspectorate received a completed self assessment document from the service provider. We were satisfied with the way the provider had completed this and with the relevant information included for each heading that we grade services under. The provider identified what they thought they did well, some areas for development and any changes they had planned. The provider 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**

Three children were present during the inspection. We spoke one minded child during the inspection, she told us she enjoyed coming. We observed all three children to be relaxed and enjoying their time with the childminder. Further comments from minded children are used throughout this report.

## **Taking carers' views into account**

We sent out three care standards questionnaires. Two were completed and returned to us before the inspection visit. We asked about the overall quality of the service the children receive. The parents who returned questionnaires to us agreed strongly that they were happy overall with the service. Comments from parents and families are used throughout this report.

## 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

We found the childminders performance for this quality statement to be 5 - Very Good. We reached this decision after looking at how the childminder involved the children and their families in assessing the quality of her care and after we read what people had written. We spoke to the childminder and the children who were present during inspection. We also looked at written records.

The childminder had a comprehensive information leaflet about her service which had been issued to the families who used her service. This included information on her complaints procedure. She had developed a "working in partnership" and a "quality assurance policy". These made clear her desire to work with children and their families to improve her service. The childminder had a very good service information board available for families to see pictures of the latest activities and read about the childminding service on a regular basis.

The parents who completed our care standards questionnaire told us that the childminder listened to and acted upon their views about their children's development needs, culture, interests and personality. They also told us that the childminder had been flexible and responsive to their children's individual needs. They also told us that the childminder had asked for their children's views about activities and had used these to plan activities.

The childminder had issued questionnaires to children and their families and these asked for their views and suggestions about the care she had provided. The childminder provided questionnaire for the children suitable for their different ages. Younger children have picture boxes which they can tick the things they like or don't

like. We felt this gave them the opportunity to give an opinion of the service and make requests to improve the service. It was evident that there was a high level of satisfaction with this service.

The childminder had regular discussions with the children to establish likes and dislikes she had also done 'a right wee blether' to expand how she consults with the children and to listen to their views and ideas.

To ensure that parents are involved in the continuing care in their children the childminder has developed a very good settling in process. She showed us examples of the 3 monthly review and questionnaire that she used with parents to allow them to share their views and give her feedback on how their children are settling. We felt that the childminder had worked hard to involve parents and families and that she should continue to build on her current practice.

### **Areas for improvement**

The childminder felt there had been limited opportunities to engage the parents and their families in consultation and recognised that this was an area of her work that could be further developed. The childminder told us that she did not always get questionnaires returned from parents. We discussed how she should continue to investigate various methods of involving parents and families. This will provide the childminder with evidence that can be used to support her practice and further develop her service..

**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**

We found the childminders performance for this quality statement to be 5 - Very Good. We reached this decision after looking at the written records and discussing how the childminder worked with parents/carers to gather information on the children and their needs.

The childminder told us she offered pre admission visits for parents and children before starting the service. This offered the opportunity for children to become secure in the environment and meet the other children. The childminders settling in procedures and informal discussions with parents enabled her to gather and update information about individual children's needs. This was done in a very individual personal way including details of the children's family tree this ensured she was able

to plan the best way to meet those needs. All personal information kept for minded children followed good practice in respect of confidentiality.

Children's records contained a good range of information about individual needs including likes, dislikes, routines and self help skills. Contracts between parents and childminder were signed for with review dates planned.

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. Examples included outings to the park, soft play and playing in the garden. This demonstrated to us that the childminder took the children's preferences into consideration when planning her service. This also helped the children to feel valued and heard.

The childminder obtained the information she needed to provide suitable care for the children and kept this information up-to-date. She did this by spending time with parents discussing their child's individual needs .

The childminder told us daily informal conversations took place with parents ensuring information was shared and parents were kept up to date. She told us this ensured that information was shared effectively to best meet the needs of children and their families.

We saw evidence from photographs that the childminder provided a range of experiences for children that are age appropriate. We observed sensitive interactions between the childminder and the children in her care. The childminder clearly understood the needs of very young children. We felt that the childminder had a very good knowledge of the individual minded children and she took their needs and preferences in consideration when planning her service. We found evidence of this throughout the inspection when we observed the children to be happy, engaged and enjoying their time. The children were having story time and all three children were happily taking part and chatting with the childminder and communicating with the other children.

### **Areas for improvement**

We discussed with the childminder the need to further develop the children's personal plans. We noted that the service had been gathering a lot of the information for each child attending. We looked at how the childminder used this information and the individual enrolment forms to gain knowledge on the child and their needs. However the gathered information did not show how the childminder would meet the health, welfare and safety of the child and was not reviewed with the parent. We asked the childminder to expand their current practice in order to meet the regulation relating to personal plans (recommendation 1).

During inspection we found that the childminders medication policy including recording systems for the administration of medicines required to be updated. We discussed the current health guidance on the management of medication in daycare and childminding services with the childminder. The childminder told us she would

update her medication policies and procedure in line with the guidance (recommendation 2).

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 2

### Recommendations

1. The service must develop personal plans for each child in their care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months. This is in order to comply with SSI 210 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Regulation 5 - Personal Plans. Timescale - within 28 days of the date the child starts using the service.
2. The service should update administration, recording and storage of medication policy in line with current guidance. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Well Being

## 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

We found the childminders performance for this quality statement to be 5 - Very Good. We reached this decision after we read what children and parents had written, looked at the information the childminder gave to parents and spoke with the childminder and the children attending on the day of inspection.

We viewed evidence that the minded children and parents had been involved in the decision making for new resources. The minded children had completed questionnaires about their favourite toys and activities they would like to have. The childminder told us she had considered this information when sourcing new resources. We evidenced how the childminder kept parents updated by including details on her service newsletter of the new resources.

The childminder was registered with environmental Health as a food business operator to enable her to prepare and provide food for the minded children. She had included sample menus in her information pack she shares with parents. She also ensures that she shares this information regularly with parents by displaying weekly menus prominently on her service notice board.

Parents who completed the care standards questionnaire told us that they were very happy with the quality of the childminding environment.

For further comments please see quality statement 1.1

#### Areas for improvement

Please see quality statement 1.1

**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**

We found the childminders performance for this quality statement to be 5 - Very Good. We reached this decision after we observed the childminders home environment inspected, to be safe, hygienic, smoke free and clean and tidy for the children using the service. We sampled service policies and reviewed her procedures.

To ensure that current and prospective families who may access her childminding are fully informed about the service to be provided the childminder had a parents information leaflet available. The leaflet contains information on the childminders home environment including contingency arrangements and her complaints procedure.

On the day of inspection we viewed that the childminder had pet chinchillas. We viewed the childminders policy and risk assessment for minded children having contact with the pets. The childminder told us she shared this with parents who use her service. We viewed the appropriate written permissions from parents to allow their children contact with the pets.

The childminder had a general premises risk assessment in place for the environment to ensure that she could provide a safe and secure environment for children attending. We saw that the childminder had relevant insurance in place for her home and car and had records of the maintenance contracts.

We found that the childminder had a very good range of toys, equipment and resources available. She told us how she rotated them and involved the children in choosing what they would like to play with. The toys were well organised to allow the children to access them freely and we saw the children choosing toys for play. The toys and equipment were clean and appropriate for the children's individual age and development stage. We saw that the childminder had kept cleaning records for the toys and other equipment used including car seats and prams. Parents who responded to our care standard questionnaires strongly agreed that the childminder provides a suitable range of equipment, toys and materials for the children.

The rear garden was well maintained, fully enclosed and created opportunities for physical and energetic play. Within the garden area is an enclosed area with hard standing that the children use for sit n rides and trikes. This was clean and secure with no access for the children unless supervised.

We saw that the toilet used by the minded children was clean and suitable for use. To ensure that the risk of cross infection to the minded children is kept to a minimum the childminder supervises younger children hand washing and has a poster for the older children to follow. The toilet had liquid soap and individual hand towels available for the minded children.

## Areas for improvement

We discussed with the childminder the need to have an ongoing review her of her risk assessments to ensure that she continues to build on safe working practices. The childminder has told us that she will be reviewing and updating her risk assessment on a regular basis.

**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

We found the childminders performance for this quality statement to be 5 - Very Good. We reached this decision after we read what parents and children had written, looked at the information the childminder gave to parents. Viewed the notice board and the service newsletters issued to parents. Spoke with the childminder and the children attending on the day of inspection.

The childminder had ensured that parents were keep updated on her skills and practice by sharing information on training courses she had recently attended. The service notice board had information on training courses the childminder had attended and she had included this information within the newsletters she issued to parents.

Parents who completed the care standards questionnaires told us they strongly agreed that "the childminder has involved me in developing the service,for example asking for ideas and feedback".

For further comments please see quality statement 1.1

### Areas for improvement

Please see quality statement 1.1

**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**

We found the childminders performance for this quality statement to be 5 - Very Good. We reached this decision after we read what parents and children had written and looked at the childminders policies and procedures. We viewed the service notice board and the newsletters issued to parents. We spoke with the childminder and the children attending on the day of inspection. We also looked at the childminder training records.

The childminder had a good range of evidence to confirm that she understood her role and responsibilities in relation to child protection she had attended appropriate child protection training. To ensure that all parents are fully aware of her child protection procedures the childminder had a statement within her service information leaflet.

Children's health and wellbeing was supported through the childminder providing regular outdoor activities, we saw pictures of the children taking part in activities such as picnics and playing in the garden. These activities ensured children had regular access to physical exercise and fresh air. They also had the additional benefit of developing the children's confidence and social skills and allowed friendships to develop. On the day of inspection one child told us: "I get to do lots of fun things here". The family member of one of the minded children that we spoke with on the day of inspection told us "The wean is settled, learning quite a bit and is mixing better". Both parents who returned questionnaires to us agreed strongly there is regular access to fresh air and energetic play for the children.

The childminder told us that she uses the nutritional guidance for early years to develop her menus for the children. The childminder showed us samples of her menus and we viewed the menu information she shared with parents on the service notice board. Parents who returned our care standard questionnaire agreed strongly that the childminder provided a healthy and well balanced diet that met their child's dietary and cultural needs. On the day of inspection we saw the three children having lunch. We viewed the food offered to the minded children to be nutritious and appetising. The three children all ate their lunch heartily and one child told us when asked if she enjoyed her lunch "the chicken soup was 100 out of 100".

The childminder has attended a range of relevant training including food hygiene, first aid and car safety. This has contributed to the positive outcomes and high standards observed within the service.

The childminder told us how she ensures that children are safe in her care when they are out walking near roads. She told us how she explains road safety to the children and has set rules for the children to follow including hold hands. A child we spoke to on the day of inspection told us that the rules were "Stop, Look and Listen".

## **Areas for improvement**

We discussed with the childminder that her procedure for recording child protection concerns would benefit from being further developed. We discussed with the

childminder how she should ensure that she has an effective method to record concerns. We suggested to the childminder that she could also keep her child protection knowledge updated by accessing her local child protection committee website. (recommendation 1)

**Grade awarded for this statement:** 5 - Very Good

**Number of requirements:** 0

**Number of recommendations:** 1

### **Recommendations**

1. The childminder should update her procedure for recording a child protection concern in line with current guidance. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Well Being

## 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

<b>Quality of Care and Support - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good
<b>Quality of Staffing - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 2	5 - Very Good

## 6 Inspection and grading history

Date	Type	Gradings								
14 Nov 2012	Announced (Short Notice)	<table> <tr> <td>Care and support</td> <td>5 - Very Good</td> </tr> <tr> <td>Environment</td> <td>5 - Very Good</td> </tr> <tr> <td>Staffing</td> <td>5 - Very Good</td> </tr> <tr> <td>Management and Leadership</td> <td>Not Assessed</td> </tr> </table>	Care and support	5 - Very Good	Environment	5 - Very Good	Staffing	5 - Very Good	Management and Leadership	Not Assessed
Care and support	5 - Very Good									
Environment	5 - Very Good									
Staffing	5 - Very Good									
Management and Leadership	Not Assessed									

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

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