

Little Gigglers Childcare Child Minding

Type of inspection: Unannounced
Inspection completed on: 12 April 2017

Service provided by:
McRoberts, Sharon

Service provider number:
SP2011982205

Care service number:
CS2011285908

The service

Introduction

The Care Inspectorate (CI) regulates care services in Scotland. Information in relation to all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 8 November 2011.

Little Giggles Childcare (Sharon McRoberts) provides a childminding service from her home in the town of Crookedholm, Kilmarnock, East Ayrshire. She is registered to care for a maximum of 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. Numbers are inclusive of children of the childminder's family.

Lauren McRoberts is employed as an assistant. Minded children cannot be cared for by persons other than those named on the registration certificate.

The childminder was seen to provide a warm, welcoming and homely environment for children in her care. We found her friendly and approachable. We viewed one child who was present during the inspection to be relaxed, happy and enjoying their time there.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Tuesday 11 April 2017 between the hours of 1.10pm-4.15pm and Wednesday 12 April 2017 between the hours of 9.45am-10.15am. We provided the childminders with feedback on 12 April 2017.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting it Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hubcareinspectorate.com.

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
- One minded child present during inspection.

We looked at:

- Children's information records
- Children's personal plans
- Photographs
- Service policy and procedures
- Training records
- Risk assessments
- Parental permissions

- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records.

Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to inspection, we received three completed questionnaires. Responses in the Care Standards Questionnaires told us that the parents strongly agreed that they were happy with the overall quality of care their child received. Comments they made included:

"I can't speak highly enough about Sharon and the care she provides to my son. My son has a great bond with Sharon, if he is happy then I am very happy".

"My child loves being in her care and looks forward to spending the day there. There is a variety of activities to do, fun places to go and lots of varied toys to play with".

"I appreciate a method of communication through daily texts of the days routines, food and toileting for my children. I love looking at pictures of what they have been doing. They always look very happy".

Self assessment

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

What the service did well

The childminder provided a safe and happy environment for minded children. She had developed good relationships with parents and children to ensure that her service met the needs of the families who used her service. The childminder knew the children well and she planned and delivered good quality care and play experiences for the minded children.

What the service could do better

During this inspection we made one recommendation to the childminder and asked her to address this.

1. To support her practice the childminding assistant should access relevant professional learning opportunities including child protection training.

We also discussed areas for improvement, including medication recording and risk assessments. The childminder made the changes we requested prior to conclusion of this inspection.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	4 - Good
Quality of management and leadership	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder gathered a range of information on each child. This information was used to plan how she would care for each child in her care. We found the childminder effectively used this information to plan her daily routines around the individual needs of the children. For example the childminder told us that she had introduced 'development rainbow' we saw she used this to track children's progress whilst in her care. Parents contributed to this through discussion with the childminder. For example when a child was toilet training the childminder worked closely with the parents to follow the child's home routine. Discussions with the childminder demonstrated she knew the children well.

Healthy lifestyles were promoted with regular opportunity for physical play, both indoors and outdoors, contributed positively to children's health and well-being. The childminder was confident in her role and responsibilities for protecting children and keeping them safe and healthy. She told us what she would do if she had any child protection concerns or concerns over a child's health and well-being. Children who were unwell did not attend the service.

We observed the childminder working with the child present. She had a nurturing approach that was appropriately affectionate offering cuddles and using simple playful language to praise and encourage. During the inspection, the child presented as settled in the care of the childminder confident their needs would be met.

We asked the childminder to tell us what she did when she had to administer medication to a child in her care. The childminder showed us her medication policy and her recording procedure which she had shared with parents. We felt that the childminder had considered how she would manage the administration of medicine to the minded children. However we found that the medication recording procedures did not meet with the current health guidance on the Management of Medication in Daycare and Childminding services.

We asked the childminder to review her practice in line with the guidance. The childminder did this before we completed our inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found that the childminder's home environment was child-friendly, well maintained, clean and welcoming for children attending the service.

There were a range of toys and resources available. We found these to be clean, in good condition, accessible and appropriate for children attending. On the day of inspection, we saw the child present choosing toys they wanted to play with, allowing them to make choices and to promote their independence.

The childminder used her lounge for the minded children. A good range of resources were provided, including a television and a comfortable sofa for the children to relax on. The childminder used her kitchen for the children to do arts and crafts and eat their meals and snacks. She had considered the layout of her rooms creating a warm, nurturing environment that made good use of the space available. We saw that children could choose to play by themselves or with others. There was space for children to eat and rest when they wanted to.

To ensure that she provides a safe environment for the children, the childminder told us she cleans her home environment on a daily basis. We saw that the childminder had stored all cleaning products securely in a high level cupboard. The childminder told us how she used daily visual checks to make sure her home was hazard free, safe and child-friendly. This told us that the childminder was vigilant in her care of the minded children.

We saw that the childminder had a pet house rabbit, we found the rabbit and child present were very friendly and familiar with each other. We asked the childminder to show us her risk assessment for the rabbit. The childminder was unable to show us a completed risk assessment for her rabbit. Before we completed this inspection the childminder had put a risk assessment for minded children's contact with the pet rabbit in place.

Children's health and safety was further promoted through appropriate infection control measures. The childminder's house was clean and well maintained. She was familiar with, and implemented, the guidance contained within 'Infection Prevention and Control in Childcare Settings. Appropriate gloves, apron and changing mats were available to ensure safe nappy changing and the childminder was trained in, and had, first aid resources.

Any accidents or incidents children had been involved in were recorded and shared with parents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder had a named assistant who occasionally helped her in the care of the minded children. We asked the childminder to tell us about the assistant's role. The childminder told us that her assistant helps out when needed, for example, if she was taking the children on an outing.

The childminder told us that her assistant had undergone the required background checks. The childminder told us that she ensures the assistant has clear guidance on her role within the service. The childminder said she did this through regular discussion, where she shares information the assistant may need to be involved in looking after the children.

The childminder told us that her assistant knew the children and their families well, she regularly meets them when they collect their children at the end of the day. The assistant also helped the childminder plan and deliver play activities for the minded children.

During our inspection we discussed that the childminding assistant's access to relevant training which would support her practice, in particular we have asked that the childminding assistant undertakes a child protection course (see recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminding assistant should access child protection training. She should use the learning gained to develop her skills and keep up-to-date with current childcare practice.

National Care Standards, early education and childcare up to the age of 16 - standard 6: support and development.

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and legislation. The childminder told us she keeps up-to-date with best practice through a variety of ways, including, being a member of the Scottish Childminding Association and being in regular contact with East Ayrshire daycare support officer, this allowed her to access relevant training and to keep in touch with other childminding initiatives. She also told us she used the internet and the Care Inspectorate website to keep abreast of recent childcare developments. We felt that the childminder had taken a balanced approach to keep her skills and professional knowledge current.

The childminder evaluated her service on a regular basis. She consulted with parents and children through regular discussion with them. We saw that the childminder had purchased new resources to accommodate children's interests. This ensured that the children were actively involved in planning the service they received.

The childminder had a complaints policy which was made available to parents and families in her policy and procedure pack.

During our inspection, we asked the childminder if she had undertaken any training since her previous inspection. The childminder told us that she had undertaken a range of courses including Child Protection, Setting the Table, Getting it Right for every Child (GIRFEC) awareness and First Aid training. The childminder told us that she uses the knowledge and skills gained through training to update and improve her practice. For example, she told us that as a result of attending 'encouraging language development in early childhood settings' she felt more able to support children's early language by encouraging them to ask questions. This told us that the childminder was taking positive steps in her own continued development, by regularly updating her professional skills and knowledge.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 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.

This recommendation was made on 9 April 2013.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 23 April 2013. She wrote and told us: I will develop personal plans for each child in my care. These will show how the children's health, welfare and safety needs are to be met and will be reviewed at least once every six months. I will do personal plans for each new child starting within the timescale - within 28 days of the date the child starts using the service.

At our inspection visit on 11 April 2017 we found that the childminder had personal plans in place for the children attending her service. We found these to be supportive of how she would meet each child's individual care needs.

Outcome: Recommendation met.

Recommendation 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 wellbeing

This recommendation was made on 9 April 2013.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 23 April 2013. They wrote and told us: I will update administration, recording and storage of medication policy in line with current guidance.

At our inspection visit on 11 April 2017 we found that the childminder had reviewed and updated her medication procedures. However, we asked the childminder to further expand her record of medication form to include her reason for administering the medication. Before we had completed our inspection the childminder had done this.

Outcome; Recommendation met.

Recommendation 3

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 wellbeing

This recommendation was made on 9 April 2013.

Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on the 23 April 2013. They wrote and told us: I will update my procedure for recording a child protection concern in line with current guidance. .

At our inspection visit on 11 April 2017 we found that the childminder had undertaken a child protection awareness course. The childminder told us this had raised her awareness of how she would deal with a child protection concern. The childminder had also introduced a recording procedure she would follow in the event of a concern.

Outcome: Recommendation met.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings								
9 Apr 2013	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									
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> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	5 - Very good		
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	5 - Very good									

Date	Type	Gradings	
		Management and leadership	Not assessed

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

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

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

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

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

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

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.