

# Kids First Childcare Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 10 April 2017

**Service provided by:**  
McCallum, Christine

**Service provider number:**  
SP2012983502

**Care service number:**  
CS2012308065

## The service

### Introduction

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 registered with the Care Inspectorate on 14 June 2012.

Christine McCallum provides a childminding service from her family home, in a residential area in the town of Kilmarnock in East Ayrshire.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, 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 childminder's family. Minded children cannot be cared for by persons other than those named on the certificate, and overnight service will not be provided.

At the time of the inspection, the childminder was providing a service to four children on a flexible basis. Two children under primary school age were present during our inspection visit.

### What we did during our inspection

During this inspection, we spoke to the childminder and the children present, and we took account of the comments of three parents. We observed the care given by the childminder, and looked at a number of documents, including health and safety records, personal plans and policies. We also inspected the areas of the home and garden that were used for childminding purposes.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). Scotland's national approach to improving outcomes and wellbeing for children, by offering the right help at the right time from the right people. It supports them and their parent(s), to work with the services that can help them. There are eight wellbeing indicators at the heart of getting it right for every child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

### Views of people using the service

We observed that the young children using the service, on the day of the inspection, were secure and confident in the childminding environment. They happily chatted with the childminder, engaged her in their play and enjoyed hugs. The children confirmed to us, through looking at photographs and showing us around the home, that they enjoyed taking part in the games, outings and activities.

Parents currently using the service were, overall, very happy with the care and support the childminder provided.

Their comments included:

"Christine is an exceptional childminder. Through the wide range of free play, structured learning experiences and real life learning... my daughter has had so many wonderful opportunities to develop a variety of early level skills".

"Christine provides a fantastic environment in which my child is flourishing".

"Christine constantly discusses all aspects of the care she is giving, planned activities and changes etc. She asks for feedback prior to implementing".

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. The provider told us how the parents and children had taken part in the self-assessment process, and how their feedback directed the development of the plans for improving the service.

The provider identified what they thought the service did well and also identified some key areas that, she believes, can be improved, and showed how the service intends to do this.

In her self-assessment, the childminder identified that she was developing "a resources catalogue with detailed information relating to particular toys and games, such as learning colours, numbers, alphabet, having to press buttons, turn dials, shape sorting, etc... so that parents can see exactly what benefits and learning experiences each individual toy has for their child".

## What the service did well

The childminder provided a warm, caring environment, we found aspects of the service to be excellent.

Particular strengths of the service were topic and theme folders for children and their families to view. These were linked to the wellbeing indicators. The childminder used photographs and comments to record children's activities, ideas, outings and how these supported the children's curiosity, play and learning.

Detailed adult and child questionnaires also reflected the wellbeing indicators and gave very good information for the childminder so that she could plan appropriate experiences for the children. The childminder had used the national guidance 'Building the Ambition' very well as a basis for self-assessment of her service to provide positive care and learning experiences for children.

## What the service could do better

To continue to support good outcomes for children, we suggested that the childminder should consider streamlining the personal plan recording to make it more manageable and focussed. We also suggested that she contact the Information Commissioner for Scotland to determine whether she required to register as a data controller in relation to maintaining and storing children's records.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## Quality of care and support

### Findings from the inspection

We found the performance of the service was excellent for this theme. Particular strengths of the service, were the child centred approach, consistent care routines and high level of involvement of the children in leading play and learning. We also found excellent opportunities for families, to express their views and influence the quality of the service. The development of project books to record children's activities, outcomes and ideas provided opportunities for the childminder, children and their families to discuss and share experiences.

During the inspection visits, we saw that the health, learning, active play and inclusion of the two children present was well supported. They enjoyed playing imaginatively with a wide range of resources, including jigsaws, looking at books, dressing up and talking through ideas for games with the childminder. She effectively supported positive behaviour and provided a nurturing environment, giving the children appropriate praise, support and comfort when needed.

Children's individual personal plans and 'All About Me' information, reflected their interests and needs, and were reviewed regularly with parents/carers. We found that the plans supported children's progress well; for example, in social skills, confidence building and early literacy and numeracy. Personal plans were based on detailed information provided by parents and reviewed and updated regularly. While the plans reflected the wellbeing indicators, we suggested that the childminder could consider streamlining the documentation to make it more manageable and focussed.

Parents could use email, text or daily discussions to communicate with the childminder and they also provided feedback through detailed questionnaires based on the wellbeing indicators. Parents commented "Christine supports my child to make good choices. She is sensitive to and understanding of my child's needs", "Christine encourages my child to lead an active lifestyle with outdoor play and playgroup regularly". Children had participated in story reviews to support their listening and talking and the childminder had recorded these. One child had commented "I thought the scariest bit was when the animals told the dragon that was their witch" and another said "My favourite bit was when the dragon was trying to get the witch".

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of environment

### Findings from the inspection

We found that the areas of the childminder's home that were used for childminding, were well maintained, warm and welcoming for children attending the service. Some general maintenance of the house was being

carried out; however, it did not affect the areas used for the service. The garden was not used on a regular basis at this time as the childminder planned to upgrade the outdoor area.

The childminder had a very good range of toys and resources available for children to choose. The toys were appropriate for the children's individual age and stage of development. The childminder had started to compile a resource catalogue with learning outcomes for parents and children to view so that children could help select toys and games and parents could see how these were used to support children's play and learning.

Children relaxed on comfortable seating, could watch television, take part in art and craft activities, look at books, or participate in active and imaginative play. We found that the childminder had a good range of health and safety measures in place, to meet children's safety needs. These included a fire safety blanket, stair gates and the service had been inspected by the food safety officer. The childminder had pet cats that were cared for in a separate, dedicated room to which the children did not have access.

The childminder effectively carried out her policies for cleaning and infection control and had regularly reviewed risk assessments for the premises, outings and other play activities.

She talked to the children about keeping safe while on outings and at the park. This meant that they had opportunities to play in safe spaces and learn how to manage hazards. Children had good access to fresh air and exercise, through regular outdoor play in the garden or at the park, and they had enjoyed a variety of outings to local facilities as well as trips further afield; for example, Bellahouston Park. The childminder demonstrated that she had a good understanding of how to keep children safe, and had obtained signed consent from parents for children to go on outings and participate in activities.

To help keep children safe, the childminder had obtained appropriate public liability and car insurance, and maintenance contracts were in place for household utilities. Overall, we found that children could explore the indoor and outdoor environment safely, and this positively contributed to their health and wellbeing.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

## Findings from the inspection

We found the performance of the service for this theme, in delivering positive outcomes for children, was excellent. To maintain a good quality service for children, the childminder provided families with her complaints procedure, that indicated her desire to resolve problematic issues at an early stage. She consulted regularly with families about service quality and performance, and acted upon their views, including children's health, behaviour, care arrangements, outings and interests. The childminder demonstrated that she had a good understanding of GIRFEC and the wellbeing indicators, and she was able to use this framework to support individual children. We have reported on this under quality theme 1.

The childminder's methods for involving families included children's questionnaires, project books, discussions with parents/carers, personal plans, service review questionnaires, texts, observation and discussions with children. This meant that children's ideas and parents' views were respected and acted on. The childminder mainly stored information on paper; however, as she used some digital processes, she agreed to contact the Information Commissioner for Scotland to establish whether she required to register as a data controller.

We confirmed that all necessary police checks had been carried out and that the childminder had a detailed policy in place, about how she will safeguard children from all forms of abuse. The childminder had accessed current national guidance about child protection online and we suggested that she consider updating her knowledge through attending child protection training, if possible, locally.

To support children's health and welfare, the childminder had attended first aid and we found very good evidence of how she used personal research and study of national best practice guidance to inform her practice and procedures. These included care publications, online forums dealing with best practice and other national guidance documents including 'Setting the Table' nutrition information, GIRFEC, and 'Building the Ambition'.

She had developed a self-assessment process based on 'Building the Ambition' to evaluate how well she met children's play and learning needs. She used this to plan future developments of the service.

Overall, the childminder demonstrated that she was highly committed to continuing to develop her practice, and provide a range of opportunities for parents and children, to influence the quality of the service to provide good outcomes for children.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

**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**

There are no outstanding recommendations.

**Complaints**

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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	
2 May 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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