

# Care service inspection report

**McClung, Ann-Marie**

Child Minding

Tullibody

Inspected by: Leigh Ferguson

Type of inspection: Unannounced

Inspection completed on: 26 May 2011



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### Service provided by:

#### Service provider number:

SP2009972942

#### Care service number:

CS2009194029

### 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	0	N/A

### What the service does well

Mrs McClung offers a safe and welcome home environment for children and their parents. Children have good opportunities to play and there is a good range of toys and games for them, with a designated playroom set aside which also displays their mind maps, star charts and art/craft work.

Mrs McClung gets on well with parents and children and she asks them for their views and suggestions and she demonstrates that she values their comments, this was very well evidenced at inspection.

### What the service could do better

Mrs McClung should date her feedback questionnaires in order to evidence that feedback is sought on a regular basis.

Likewise Activities mind maps should be dated in order that she can review whether these areas of interest remain relevant as the child progresses through the service.

Mrs McClung should update her policies and procedures, in particular her complaints policy, to include details of Social Care & Social Work Improvement Scotland (SCSWIS).

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

The self assessment of the service was presented in more detail this inspection year. This gave very good evidence of improvements made which were then sampled at inspection and supported the inspection process.

The service has made a number of improvements since the last inspection most noticeably in the area of gathering feedback from parents and children. This is done in a variety of ways and the information gathered is of a high standard and improves outcomes for service users.

## **Conclusion**

The service is operating at a very good level.

## **Who did this inspection**

Leigh Ferguson

**Lay assessor:** N/A

# 1 About the service we inspected

Mrs McClung is registered to provide a child minding service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of six 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.

Mrs McClung's home is close to local amenities. The child minding business is run from her ground floor home with access to the garden.

Mrs McClung states her aims and objectives are "to provide a warm, welcoming safe environment for the children in my care to feel comfortable, to be themselves, learn and develop with the support and encouragement of both myself and my family".

Ann-Marie McClung has been registered with SCSWIS since 1 April 2011.

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 - N/A**

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.scswis.com](http://www.scswis.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

The inspection was carried out by Inspector Leigh Ferguson, who made an unannounced visit to the service on the 26 May 2011.

We gathered evidence from a number of sources including:

- Child Protection Policy
- Complaints Policy
- Confidentiality Policy
- Welcome Leaflet
- Certificate of registration
- Parents questionnaire issued by the childminder
- Children's questionnaires issued by the childminder
- Star charts
- Mind maps
- Group time minutes
- Preparation for starting school folder
- Child development folder
- Risk Assessments
- Photos

Discussion with Mrs McClung on her practice and observation of the environment and resources used when child minding.

We took all the above into account.

### **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)

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

Mrs McClung has made very good progress on all areas of improvement suggested in the last inspection report.

## **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 self assessment was completed to a very high standard and this helped to inform the inspection process. Areas of strength were identified in addition to areas of further development/improvement.

## **Taking the views of people using the care service into account**

One two year old minded child was present during the inspection. He was too young to verbally present his views but it was observed during inspection that he was happy and confident with the childminder and engaged readily with toys, games and books which she introduced to him.

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

Two Care Standards Questionnaires were returned to SCSWIS. These showed a high standard of satisfaction across all quality themes. Comments included " This is the second year my children have been in Anne Marie's care- her service continues to be of a high standard and the children love their time with her. They have been accepted as part of the family and have gained so much from this connection- I would and have recommended Anne Marie to family and friends looking for childcare".

## 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

Overall 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

Mrs McClung's approach to involving parent/carer participation in assessing and improving the quality of care and support provided for their children is very good.

Opportunities exist for daily discussion at drop off and collection times and day to day observations of children form the basis for ongoing discussion about children's developmental progress, health and well being and other relevant matters.

The childminder has permission slips covering a variety of situations which are signed by parents to denote agreement and kept on file.

Parents/carers have participated in the childminder's own quality assurance questionnaires with good levels of feedback. These questionnaires have two parts- the first part focuses on the individual child's experience of the service and the second part focuses on the service and ways in which it could improve and develop. This ties in with Mrs McClung's policy 'Assessing and Improving the Setting' in which she demonstrates the ways in which she works with service users to achieve this goal.

Children have completed their own questionnaires focused around the topic of activities. All children thought that there were toys and games for their age group to play with while at Annie's. All said yes to the question 'Do you like to come and play at Annie's house?'.

A photo album provides a pictorial record of the children's experiences while using the service. This provides good evidence of the range of activities and experiences available to the children.

Mrs McClung does not presently have a formal policy for children who are moving on from the service, but she has evidenced that this is an area she has given much thought to. She has compiled memory books for children who will be leaving her service this summer with a range of photos of activities which the children have engaged in while at her service. She has been using these as a reminiscence aid while preparing the children for the placement ending.

### **Areas for improvement**

Mrs McClung should date her feedback questionnaires in order to evidence that feedback is sought on a regular basis.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 7

I have a process in place to ensure meaningful communication and information sharing with children and parent(s).

### Service strengths

Please see the evidence presented under Quality Theme 1, Statement 1 which also has relevance for this statement.

A child record sheet is completed by the parent/carer prior to the child commencing at the service. This form details all pertinent personal and health information.

Mrs McClung asks parents and children to complete an All About Me booklet which gives the childminder information about the child's likes and dislikes which can aid the transition process and also inform activity planning.

The childminder completes a Child Development checklist with parents when a child starts at the service in order that their developmental progress can be charted while at the service, ensuring that the service continues to be targeted to meet the needs of the service user. It was evidenced at inspection that these are reviewed regularly.

The childminder holds monthly formal 'Group Discussions' with the children attending the service during which the children discuss which activities they have enjoyed doing that month, what activities they would like to do in the coming month, these discussions involve resources involved. A record of these meetings is kept, and suggestions are transferred to a review book for reference. In this way Mrs McClung evidences very well that children attending have opportunities to express their views, exercise choice and to influence their programme of activities.

Mrs McClung also uses star charts and mind maps in order to ascertain what children enjoy doing while at the service. These are displayed in her designated playroom demonstrating further to the children attending that their interests are encouraged through displays that are attractively presented and which include a variety of examples made by them. The materials are updated and changed regularly.

### Areas for improvement

Activities mind maps should be dated in order that Mrs McClung can review whether these areas of interest remain relevant as the child progresses through the service.

**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

Please see Quality Theme 1, Statement 1 for evidence which also has relevance to this quality statement.

Mrs McClung's approach to involving parent/carer participation in assessing and improving the quality of the environment within the service provided for their children is very good.

Parents are made welcome within the home and are familiar with the areas accessed by the children. They are further informed about the physical environment and the management of health and safety within the service, through viewing service policies.

Parents are kept informed about the range of activities regularly made available within and outwith the home, through informal discussion, the use of the diaries and photos.

Parents and carers permission slips for certain activities are held on file. Feedback from the service's questionnaires confirms the level of communication about the service provision is very good.

### Areas for improvement

Having implemented methods for involving all service users in assessing and improving the quality of the environment within the service Mrs McClung should continue to monitor and evaluate their effectiveness.

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

**Number of requirements:** 0

**Number of recommendations:** 0

## Statement 3

I make the best use of the space available in my home, bearing in mind the ages, and stage of development, of the children in my care.

### Service strengths

Mrs McClung has converted a bedroom into a playroom in order that there is good storage for all the resources she has for minded children, and a place for children attending to play freely. This gives a good variety of spaces for different children of different age groups to spend their time whilst at the service.

Mrs McClung has remodelled her kitchen and in so doing has created more space which has been used effectively to improve arts, crafts and baking activities for the children attending. Snack is used as an opportunity for all the children attending to spend time together discussing the events of their day thus encouraging the development of their confidence, friendships and social skills.

The rear garden is fully enclosed and safe for the children attending. There are a good variety of resources available for children to play with. Mrs McClung has partitioned off a small section of her garden for use as a vegetable garden for the minded children. They also have a herb garden in the kitchen.

Photographic and documentary evidence shows that the minded children have access to a wide range of resources and activities whilst at the childminder's house. The childminders child development records ensure she is very aware of the development stages of the children in her care and how to promote their future development.

Of the two Care Standards Questionnaires returned to SCSWIS both strongly agreed with the statement 'There is enough space for the children to play and get involved in a range of activities' and ' There is regular access to fresh air and energetic physical play for the children'.

### Areas for improvement

The childminder should continue to work to her current high standards in this regard.

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

**Number of requirements:** 0

**Number of recommendations:** 0

**Quality Theme 3: Quality of Staffing - NOT ASSESSED**

## 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

N/A

### 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 7	5 - Very Good
<b>Quality of Environment - 5 - Very Good</b>	
Statement 1	5 - Very Good
Statement 3	5 - Very Good
<b>Quality of Staffing - Not Assessed</b>	

## 6 Inspection and grading history

Date	Type	Gradings
14 Oct 2010	Announced	Care and support      4 - Good Environment            4 - Good Staffing                    4 - 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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