

# Childminder inspection report

**Bell, Kathleen**  
**Livingston**



HAPPY TO TRANSLATE

Service provided by: Bell, Kathleen

Service provider number: SP2007967064

Care service number: CS2007162639

Inspection Type: Unannounced

Care services in Scotland, including childminders, cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and 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.

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

Kathleen Bell is a registered childminder. Mrs Bell is able to care for a maximum of six children at any one time under the age of 16, 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 the childminder's family.

Overnight service will not be provided.

The childminding service is provided from a two-storey family house located in Livingston, close to local schools, nurseries and other community facilities. The home and garden are well maintained. Internally, the children play in the living/dining area and externally the enclosed garden and local parks.

The aims of the service as stated by Mrs Bell include the provision of a relaxed and homely, stable environment where all children will feel relaxed and happy. Commitment is made to meeting children's individual learning needs; providing a range of interesting and stimulating activities and helping them to gain independence.

At the time of the inspection, three children were registered with the service, all of whom were of school age.

There were two children present on the day of the inspection along with Mrs Bell's own pre-school child.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is

underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

### **What we did during our inspection**

We wrote this report following a short notice announced inspection. The inspection was carried out by one inspector on Tuesday 15 March 2016 between 3.30pm and 6pm. We provided feedback to the childminder at this time.

As part of the inspection, we took account of the completed annual return and self assessment that we asked the service to complete and submit to us.

We sent four care standards questionnaires to the service to distribute to parents. None were returned prior to our inspection.

During the inspection, we spoke to the childminder, the children in her care and one parent as they collected their children.

We observed how the childminder worked with the children in her care and considered their experiences and activities.

We looked at a range of documentation used in the provision of the service, including records, policies and photographs, which helped to evidence how the childminder managed her service and planned to meet the individual needs of the children in her care.

### **Views of people using the service**

The children told us that they could choose what they wanted to do at the childminder's home.

One child told us:

"Sometimes I just like to chill when I come in from school. Kathleen always listens to what I have been doing at school and what kind of day I have had."

"Kathleen likes all of the things that we like...don't you Kathleen?"

The children present on the day of our inspection were brothers and they shared similar interests. They were keen to tell us about their interest in 'superheroes'. The children and the childminder shared interesting discussions about the films, books and comics that they clearly loved. They discussed the individual traits and capabilities of the different characters and the children posed well thought out questions, based on their knowledge and understanding. We heard the childminder engage with the children's interests and encourage their learning and abilities to reason and form conclusions.

During the inspection, the childminder managed her time effectively to meet the needs of the children. We noted warm and caring interactions and good discussions between the childminder and the children. We found that children were very comfortable and confident in the childminder's care. Their feedback to us confirmed that they were encouraged to make choices and give their views and opinions about matters affecting them. As a result we concluded that children felt valued, respected and included in their care.

Parents using the service were very pleased with the quality of care and support their children received and praised the childminder's care of their children. Their comments included:

"We're very happy with our childcare arrangements. The boys look forward to coming."

We include further views and comments throughout this report where relevant.

### **Self assessment**

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

The Care Inspectorate received a fully completed self assessment document from the provider. The childminder provided information about how she planned, managed and delivered her service.

She should continue to link this information to show the benefits and outcomes for children and provide some examples of this.

She should also ensure that some of the views of children and parents are reflected in the self assessment information.

### What the service did well

Mrs Bell provided a well organised, safe and caring childminding service, where the needs of individual children and families were respected and prioritised.

She welcomed children and their families into her home and established warm and trusting relationships with them.

In discussion with the children, the childminder ensured that they experienced a varied programme of activities, which they enjoyed. This helped them to feel included, confident and nurtured in the childminding situation.

### What the service could do better

The childminder should continue to evaluate the quality of the service she provides against good practice guidance and the impact on the children and families using the service.

## 2 The grades we awarded

We grade the quality of care and support, the quality of the environment and the quality of management and leadership. If the childminder employs an assistant, we also grade the quality of staffing. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

<b>Quality of care and support</b>	<b>5 - Very Good</b>
<b>Quality of environment</b>	<b>5 - Very Good</b>
<b>Quality of staffing</b>	
<b>Quality of management and leadership</b>	<b>5 - Very Good</b>

### 3 Quality of care and support

#### Findings from the inspection

We graded the quality of care and support provided to children and families as very good.

During our inspection, we observed that the childminder had formed close and caring relationships with the children she cared for and that she knew their interests, likes and preferences. We heard them share discussions about school, friends, interests and activities. The children enjoyed telling us about some of their activities, for example, arts and crafts, baking, opportunities to play games with each other and their visits to parks, and local leisure facilities. Children enjoyed looking at some photographs and records of their activities and we could see that they were confident in giving their views and opinions.

We sampled some of the documentation and information that the childminder gathered on the children in her care. We found records to be very detailed, including personal details, medical information, emergency contacts, parental permissions and individual arrangements for children agreed by parents. This helped the childminder to plan for children's health and wellbeing needs from the outset of placements and to ensure a co-ordinated approach to meeting individual needs, going forward. 'All about me forms' were completed by children/parents, as appropriate, to take account of children's interests. These were being regularly reviewed and updated to reflect changes as children grew and developed.

The childminder had introduced individual personal plans for children. Our discussions with her reflected that she had put considerable effort into deciding the information to be recorded there. Children were familiar with their own personal plans and were clearly encouraged to contribute to these. They reviewed these with us and enjoyed recalling some of their past activities and commenting on the questionnaires they had completed. Our discussions with the children confirmed that they enjoyed their time in the childminder's care and they were proud of their individual achievements.

Where parents asked for children to have increased responsibility and independence as they matured, the childminder used the risk assessment process to help reduce any risks attached to activities, for example, making their way home from school following after school activities.

Our discussions with the childminder showed that she had a good overview of the service she provided and the needs and demands of all the children in her care. She gave detailed consideration to the implications of introducing new children to her service and how this would impact on the time and attention able to be given to existing children. She showed a very good understanding of the importance of routines for babies in terms of eating, sleeping and playtimes.

The childminder was involved on a voluntary basis in a number of ventures, which promoted good practice and supported new parents in the care of their babies, for example, breastfeeding support and baby sling advice. With this in mind, the childminder demonstrated her ongoing commitment to influencing and promoting good childcare practice on a wider scale in her community.

The families we spoke to as part of our inspection confirmed that they and their children had established friendly and trusting relationships with the childminder. They found her welcoming, helpful and approachable, willing to discuss any issues or concerns they might have.

Our discussions with the childminder and the information received from children and their families, demonstrated that the childminder was conscientious in promoting children's health and wellbeing through healthy eating, physical exercise and regular access to fresh air during their time with her.

We found that the childminder had very good systems in place for sharing information with parents regarding the care of their children, for example, informal chats, use of daily diaries and so on. She found that most parents were happy with texts, emails and photographs shared via smartphones. The childminder also used private social media for general communication about childminding activities and to promote her business. We noted that individual children were not photographed or identified in any way on social media. The childminder was registered with the information commissioner's office.

### Grade

**The quality of care and support is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**



## Recommendations

Number of recommendations - 0

## 4 Quality of environment

### Findings from the inspection

Based on our observations during the inspection and the feedback from children and parents, we graded the quality of the environment as very good.

We found that children were cared for in a safe, clean, smoke-free and child friendly environment.

We saw that the childminder made effective use of the space in her home, to meet the daily routines and activities of her childminding service and to meet the needs of the children in her care. The children present told us that they felt very much at home there.

"We like coming to Kathleen's very much. It's much better here than where we used to be. It is safe and we don't get bullied or picked on."

"Kathleen likes all of the things that we like...don't you Kathleen?"

The children could play indoors and outdoors in the garden. They also told us that they spent time at the local parks. Resources were varied and accessible to promote children's choice and for them to independently select what they wanted to play. As a result they were involved, able to choose and have their views respected.

In preparation for her return to childminding after a significant break, the childminder had reviewed and updated her service policies and procedures, including, for example, those on health and safety, risk assessments, infection control and emergency procedures. These clearly outlined the measures taken to maintain a safe and suitable environment. The childminder carried out risk assessments for her service and put suitable measures in place to reduce risks, where required.

Appropriate measures were in place to manage safety in the childminder's home, for example, medication, cleaning materials and hazardous substances were kept out of children's reach and stored securely. The childminder paid attention to maintaining safety, cleanliness and hygiene in her home and as a result, parents could have confidence that their children's safety and wellbeing was prioritised.

Infection control practice in the service was very good and service policies provided details of good practice, for example, cleaning and maintenance of toys and equipment used in the service, handwashing, nappy changing procedures and exclusion periods for children who were ill.

We found that the childminder accessed training to regularly update her skills and knowledge and this contributed positively to a safe environment for children. An example of this was a valid first aid certificate, meaning that she could respond appropriately to minor accidents and injuries, when necessary.

The childminder kept the home tidy and encouraged children to follow some simple house rules, which helped to maintain a safe environment, for example, outdoor shoes off when playing in the living room.

Overall, the childminder's home was welcoming and comfortable, which helped children to be safe, healthy and active during their time with her.

### Grade

**The quality of environment is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

## 5 Quality of staffing

We only assess this where the childminder employs an assistant.

## 6 Quality of management and leadership

### Findings from the inspection

We graded the service as very good in this quality statement.

The childminder has several years' experience in childcare and childminding. Over this time, she has continued to develop a professional approach to running her business. She has become increasingly skilled in using evaluation, assessment and review techniques, to help her identify areas for improvement.

Since the last inspection, we found that the childminder had reviewed and updated her service policies and procedures, to ensure they better reflected the service she provided. As previously reported in Quality Theme 1, she had introduced personal plans for the children in her care. These changes and updates demonstrated the childminder's ongoing commitment to improving outcomes and experiences for children and families.

The childminder continued to seek parents' and children's views formally, through questionnaires and informally, through daily discussion. This helped her to evaluate what was working well in her service. Feedback from both children and parents was very positive

To promote good quality care, the childminder showed commitment to keeping her skills and knowledge up to date through regular access to training and personal development. She had recently accessed training in Child Protection, First Aid, Food Hygiene and Getting it Right for Every Child, (GIRFEC). The childminder also kept up to speed with changes and developments in good childcare practice, through personal research, using the Care Inspectorate and Scottish Childminding Association websites, use of good practice documents such as 'Setting the Table' and 'Building the Ambition' and through maintaining contacts with other childminders in her area.

We advised the childminder of other good practice documents becoming available on our hub website, which she would find useful, for example, the recently updated Infection Control guidance and 'My World Outdoors'

Discussion with parents currently using the service has also directed the childminder in undertaking training and we heard about her plans to register for a course, which is directly linked to helping her meet children's individual needs.

The childminder had a clear complaints policy, which was made available to parents and families.

Overall parents showed confidence in the quality of the childminding service. They were comfortable in their relationships with the childminder and found her to be reliable, approachable and helpful at all times.

### Grade

**The quality of management and leadership is graded 5 - Very Good**

### Requirements

**Number of requirements - 0**

### Recommendations

**Number of recommendations - 0**

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

### Previous requirements

There are no outstanding requirements.

### Previous recommendations

There are no outstanding recommendations.

## 8 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).

## 9 Enforcements

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

## 10 Other issues

## 11 Inspection and grading history

Date	Type	Gradings	
16 Aug 2010	Announced	Care and support	5 - Very Good
		Environment	Not Assessed
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
29 Jun 2009	Announced	Care and support	5 - Very Good
		Environment	4 - Good
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
24 Oct 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good

		Staffing 4 - Good Management and Leadership 4 - Good
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