

McGurk, Jacqueline

Child Minding

Type of inspection: Unannounced
Inspection completed on: 27 July 2016

Service provided by:
McGurk, Jacqueline

Service provider number:
SP2007963664

Care service number:
CS2007143659

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

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

Mrs McGurk is registered to provide a care service to a maximum of eight 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 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.

A time limited condition also applies to the certificate of registration to enable an increase in numbers of children under the age of 12 years to a maximum of seven on specific days and specific times until 20 August 2016.

Mrs McGurk provides a childminding service from her home in Denny. The home is well located for schools, nurseries, parks and other community facilities. Childminding takes place mainly on the ground floor of the home where children have access to the lounge, playroom, kitchen/dining room and toilet facilities. There is a large enclosed garden for outdoor play. Where required, children can sleep in an upstairs bedroom. Mrs McGurk has visual and audible monitors in place for safety and wellbeing.

Mrs McGurk provides a range of full and part-time childminding arrangements, including out of school care. At present, she provides care for 12 children ages ranging from 19 months to nine years. There were four children ages three, five, eight and nine years present during this inspection.

The main aims of the service as stated by Mrs McGurk are:

* To provide flexible, safe, happy childcare within a child centred environment. Helping parents provide home from home experience of family life in an educational, well-structured way where children can learn through play and social interaction. The close working relationship between parents and childminder eases any transition or concerns and facilitates the positive growth and wellbeing of every child.

What we did during our inspection

We wrote this report following an unannounced inspection which took place between 9:30 and 12:15 hours on Wednesday 27 July 2016. This inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke to the childminder and the children present. We observed the care given by the childminder and looked at a number of documents, including; health and safety records, children's records and training information.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC). This is 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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

There were four children ages ranging from three to nine years present during our inspection. The children were confident, happy and relaxed in their environment and in their relationships with the childminder and each other. Children talked enthusiastically about their experiences in the service and it was clear that they enjoyed a wide variety of activities designed to meet their needs and interests. They told us that they were asked for their ideas, that everyone had a say and they decided together on activities and outings. They had been enjoying the summer holidays and the places they had been visiting. Comments included:

"We went to Sprinkletops; it's really good."

"We went to Wellsfield Farm and the bouncy castles."

"We went to Lynette's and got our faces painted."

Children also talked about looking after caterpillars and releasing them as butterflies, going to Pets at Home for a pet workshop and different events and activities they had planned throughout the year.

We received three completed questionnaires from families using the service. All gave detailed feedback on the high quality of the service they received and the positive difference this made to their children. Comments included:

"All of the children treat each other with respect and have a positive role model in Jacqueline. I cannot recommend her highly enough."

"Always a happy welcome from the whole family. Wide variety of activities for all ages. No-one ever gets left out."

"I am very happy with the service Jacqueline provides. I find her to be reliable, friendly and inclusive to all the children. My daughter is very content."

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

Self assessment

The childminder submitted a fully completed, very comprehensive self-assessment document. This provided extensive evidence of how she met children's needs against the framework of the "Getting it Right for Every Child" (GIRFEC) wellbeing indicators (safe, healthy, achieving, nurtured, active, respected, responsible, included - SHANARRI). We were able to validate evidence given in the self-assessment and confirmed that the childminder knew her service well and continually planned improvements where possible.

What the service did well

The childminder has developed excellent practice in involving parents and children in planning, developing and evaluating her service. This results in a service that is very child centred and tailored to the needs of individual children and families. The childminder has exemplary practice in promoting children's safety, health and wellbeing through wide-ranging experiences that support their learning and development. The childminder continues to plan and make improvements to her service to deliver high quality outcomes for children. She makes highly effective use of good practice guidance, training and community resources to support improvement.

What the service could do better

The childminder should continue to use self-assessment procedures, new guidance and feedback from parents and children to help her to develop and improve the service where possible.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We found that the quality of care and support continued to be at an excellent level.

Children and parents were extremely positive about the quality of the service, giving many examples of how children benefited from attending. Comments from parents included:

"My children enjoy going and have made good friends. They are included in all activities and are part of the family. My children are welcomed and as parents, we are made to feel welcome and part of the care."

"Children are encouraged to follow simple rules, respect each other, share, challenge their abilities and socialise with all age groups."

"My boys love going to the childminder. I love the fact that they get out every day, even if the weather isn't great. On arrival all the children look happy and busy playing."

Children told us that they were involved in planning all the activities and outings. They had learned new things through real life experiences, for example, life cycle of caterpillars. They told us that they liked 'experimenting' and showed us how they were carrying out an experiment with bread to look at the growth of germs. They talked about making their personal plans and how the childminder supported them to achieve, for example, learning to do cartwheels and tying their laces. Their comments included:

"I love the things she does and the places she takes us. I would leave it as it is."

We found extensive evidence that the childminder continued to meaningfully and consistently involve parents and children in planning, developing and evaluating her service using a range of creative approaches. It was clear that she acted on their views and ideas and that children fully influenced what was provided in the service. Parents commented; "we are asked for ideas and the children love getting involved in making changes and planning how they are going to achieve this." This excellent practice resulted in positive outcomes as children benefited from their needs, interests and personal goals being supported and met. For example, in planning the summer programme, children suggested that they would like to try fishing. The childminder organised an excursion to the Jupiter Wildlife Trust where children were able to experience pond dipping fishing, bug finding and den building. This catered for all ages and children talked enthusiastically about their experiences in learning about nature, finding frogs and working as a team to build dens. This contributed very well to children being active, respected, responsible and included. They were aware of the wellbeing indicators and made displays to show how their experiences contributed to outcomes, for instance; "I feel active at Jupiter because I get to climb trees."

We found that children continued to benefit from plentiful, stimulating opportunities to learn about and develop healthy lifestyles and relationships. The childminder continued to source creative and new ways of supporting learning and positive outcomes. She made excellent use of good practice resources, the community and other agencies to support practice. For example, she hired a hall and set up an event with the community police to help children learn about stranger danger. She had organised an event with the Dogs Trust to deliver their 'Be Dog Smart' programme to support children to learn about safe contact with dogs, including their own and animal body language. As a result of these experiences, children were learning skills to keep safe and to be responsible.

We saw that children were confident, happy and relaxed in the service. The childminder encouraged them to share their views and experiences and to contribute to the inspection. She provided a positive role model for children and encouraged them to share, take turns and respect others. This contributed very well to children being responsible and to the very caring and nurturing ethos that was evident in the service.

The childminder maintained all policies, procedures and record keeping to a high standard, including; personal plans, reviews, medication and accidents. This contributed to her working from a position of best practice in keeping children safe and healthy. She was confident in her responsibilities to protect children and had appropriate training and procedures in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

We found that the quality of the environment continued to be at an excellent level.

Parents strongly agreed that the environment was safe, clean and stimulating and that children enjoyed a wide variety of experiences that took account of their needs and interests. Comments included:

"Jacqueline's home is always clean and safe with a range of toys and activities - a home from home."

"I find that Jacqueline is very resourceful in looking out for new and interesting things to do."

We saw that children were very relaxed and confident in their environment and treated this as a home from home. For instance, the childminder was supporting one child to make her scrambled eggs for breakfast which she liked to do in the morning. We found that the childminder had created a highly child centred environment that was strongly influenced by children's ideas and preferences. For example, when decorating, children decided on the different soft furnishings, telling us that they wanted the "fluffy cushions." Children had also made their own framed self portraits which were prominently displayed alongside their individual contribution to the 'rules of the house.' Displays of their work, photographs and 'star ideas' in the well-organised and comfortable play room also contributed to children having a sense of belonging and ownership of their environment. They talked about the 'magical' environment at Christmas when the elves visited and set up the house for a tea party and the water changed colour in the cups! They also talked about planning a baby shower for one of the families, where they had planned the food and games and made a nappy cake! It was clear that they felt welcomed and valued in the service.

We saw that children were able to choose what and where they wanted to play throughout the morning. Resources were well-organised, clean, varied and suitable for the different ages and stages of children. Children told us; "we have a sand bit and a water bit", "we play golf up here" and "we are growing strawberries and peas." Children played well outdoors, all contributing ideas to build minecraft from the wooden blocks. The childminder supported this open-ended play very well, encouraging children to think and share ideas. Children also practised the skills they had been learning in doing gymnastic moves, including personal goals of achieving cartwheels and backward rolls. These experiences contributed very well to children being active, achieving and included.

As well as the experiences in the home environment, the childminder showed exemplary practice in making effective use of the wider community environment to support children's learning and development. For example, using current good practice thinking and guidance, including My World Outdoors, she had worked with children on 'positive risk taking.' Children had experienced climbing trees, fire making and toasting marshmallows at the wildlife centre. They were encouraged to try things out and to assess and manage risks for themselves to keep safe, healthy and active. Children told us; "things can have positive risks, we can try new things and it can be a risk worth taking, like climbing a tree."

The childminder was vigilant in her approach to maintaining a safe environment and put measures in place to support positive outcomes, for example, use of safety equipment where needed and clear infection control procedures. She supported children to learn skills to keep safe and healthy using interesting projects and resources, for instance, Germbusters, which encouraged good hygiene practice for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found that the quality of management and leadership continued to be at an excellent level.

Parents commented very positively about the way that the childminder managed her service, her approaches to communication and the relationships developed with families. Comments included:

"Ideas always welcome. Facebook page is fantastic as can get to see daily photos of what they have been up to."

"We have a good open relationship and are able to discuss things right away."

"Children are asked for their opinions on all activities. Questionnaires are regularly given to parents to complete feedback."

"Jacqueline goes out of her way to continuously develop her skills and learning and implements this into every day practice as needed. She actively organises activities for the children to attend and training for other childminders also."

We found that the childminder displayed an exceptional commitment to continuous professional development to keep her skills and knowledge up to date and to learn new things. She had an excellent understanding of current good practice guidance and was using this very effectively to develop her service and enhance the quality of children's experiences. For example, to further develop outdoor play experiences including positive risk taking, she used My World Outdoors guidance and arranged training for herself and other childminders with the Scottish Out of School Care network and British Heart Foundation. The childminder was working towards a Scottish Vocational Qualification in childcare at level 3 to further support her professional development.

The childminder was very pro-active in researching, sourcing and planning events and training activities. She creatively involved parents in this process where possible. For example, with parental involvement she had included children in Farm to Fork activities and visits to the Fire Station to learn about fire safety. Children talked enthusiastically about their involvement in a Foodbank challenge where they had developed their skills in team work as well as making a positive difference to families in the community.

The childminder had a wide range of well written policies and procedures in place that provided a framework for managing her service. She regularly developed, reviewed and updated these to take account of current good practice guidance. For example, updating her sleep policy following training from the Scottish Cot Death Trust. This meant that she was confident that she was always working from a position of best practice in meeting children's needs in her service.

Whilst the childminder had assistants on her certificate of registration, she advised that this arrangement had not been used in almost two years and was only in place as a back up plan. We were therefore unable to assess staffing at this inspection. She had a clear staffing policy in place that covered appropriate aspects such as sharing policies and procedures and monitoring of practice to ensure positive outcomes for children.

The childminder had highly effective ways of evaluating her service, using the Shanarri wellbeing indicators, good practice guidance and feedback from children and parents. She planned and implemented improvements to keep the service evolving and meeting the needs of families.

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

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

Previous recommendations

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	
24 Jun 2014	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	6 - Excellent
24 Jul 2012	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed

Date	Type	Gradings
26 Jan 2010	Announced (short notice)	Care and support 6 - Excellent Environment Not assessed Staffing 6 - Excellent Management and leadership Not assessed
19 Jan 2009	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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