

# Inspection report

Carlin, Elaine  
Child Minding

Cumbernauld

**Inspected by:** Pat Gallacher  
(Care Commission Officer)

**Type of inspection:** Announced (short notice)

**Inspection completed on:** 14 May 2008

**Service Number**

CS2003004666

**Service name**

Carlin, Elaine

**Service address**

Cumbernauld

**Provider Number**

SP2003902644

**Provider Name**

Elaine Carlin

**Inspected By**Pat Gallacher  
Care Commission Officer**Inspection Type**

Announced (short notice)

**Inspection Completed**

14 May 2008

**Period since last inspection**

12 months

**Local Office Address**Princes Gate  
60 Castle Street  
Hamilton  
ML3 6BU

## **Introduction**

Mrs Carlin was registered with the Care Commission on 1 April 2002 and has been childminding for 18 years. She is registered to provide a childcare service to six children, three of whom are not yet attending primary school.

Mrs Carlin is currently caring for a total of nine children aged between 12 months and 13 years of age throughout the week.

Children attend on a part time, before and after school hours or full time during holiday periods.

Mrs Carlin's home is a semi detached house and areas available to children include the living room, kitchen/dining room, downstairs toilet and enclosed rear garden.

The house is well maintained, areas were organised, planned to meet children's needs and appropriate standards of hygiene were evident throughout.

Mrs Carlin provides parents with a statement of the aims and objectives of her service.

These state that the service aims to offer flexible childcare within a happy, safe and caring home environment, that supports children's physical, emotional, intellectual and social development.

Based on the findings of this inspection the 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 grade, 5 - Very Good

Quality of Management and Leadership grade, 5 - Very Good

This inspection report and grades represent the Care Commission's 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. Please refer to the care services register on the Care Commission's website ([www.carecommission.com](http://www.carecommission.com)) for the most up-to-date grades for this service

## **Basis of Report**

This report was written following a short notice visit, by one Care Commission Officer (CCO) on 14 May 2008 between the hours of 9.35am and 12.45pm.

### **Before the Inspection**

#### **The Annual Return**

The service submitted a completed Annual Return as requested by the Care Commission.

#### **The Self-Assessment Form**

The service submitted a Self-Assessment form as requested by the Care Commission. This was completed to a satisfactory standard and gave relevant information against each of the Quality Themes and Statements with some areas for development.

#### **Views of service users**

Six care standards questionnaires were issued and five were returned before the inspection

visit. Two parents were also consulted as part of the inspection process. Completed questionnaires, devised by Mrs Carlin, were also examined.

#### Regulation Support Assessment

The inspection plan for this service was decided after a Regulation Support Assessment (RSA) was carried out to determine the intensity of inspection necessary. The RSA is an assessment undertaken by the CCO which considers complaints activity, changes in the provision of the service, nature of notifications made to the Care Commission by the service and action taken upon requirements. The CCO will also have considered how the service responded to situations and issues as part of the RSA.

This assessment resulted in this service receiving a low RSA score and so a low intensity inspection was required. The inspection was based on the relevant Inspection Focus Area (IFA) and associated National Care Standards, recommendations and requirements from previous inspections and complaints or other regulatory activity. This will include a sample of a service user quality statement from each Quality Theme and a sample of IFA or an additional Quality Statement (chosen by the CCO) in each Theme

During the inspection process

#### Staff at inspection

This inspection was carried out by Pat Gallacher Care Commission Officer.

#### Evidence

Evidence was gathered from a number of sources including:

A review of a range of policies, procedures, records and other documentation, including the following:

- child protection and complaints policies
- health/safety/hygiene policies
- participation with parents information
- risk assessment procedures
- accident and incident records and consent records
- training records
- service information
- parents views
- insurance policy and certificate of registration
- children's register
- Mrs Carlin's returned questionnaires

Discussion took place with Mrs Carlin and two parents. The CCO observed practices and carried out an examination of the premises and equipment. All of the above information was taken into account during the inspection process and was reported on.

#### Inspection Focus Areas and links to Quality Themes and Statements for 2008/09

Details of the inspection focus and associated Quality Themes to be used in inspecting each type of care service in 2008/09 and supporting inspection guidance, can be found at: <http://www.carecommission.com/>

#### Fire Safety Issues

The Fire (Scotland) Act 2005 introduced new regulatory arrangements in respect of fire

safety, on 1 October 2006. In terms of those arrangements, responsibility for enforcing the statutory provisions in relation to fire safety now lies with the Fire and Rescue service for the area in which a care service is located. Accordingly, the Care Commission will no longer report on matters of fire safety as part of its regulatory function, but, where significant fire safety issues become apparent, will alert the relevant Fire and Rescue service to their existence in order that it may act as it considers appropriate. Further advice on your responsibilities is available at [www.infoscotland.com/firelaw](http://www.infoscotland.com/firelaw)

### **Action taken on requirements since last Inspection**

There were no requirements from the last inspection

### **Comments on Self Assessment**

A fully completed self-assessment document was submitted. This was completed to a satisfactory standard and gave relevant information for each of the Quality Themes and Statements. The service identified its strengths and some areas for future development and gave good evidence of service user involvement and plans to implement changes.

### **View of Service Users**

The child present during the inspection visit was too young to express their views or have a discussion with the officer. They were observed to be happy and comfortable in Mrs Carlin's care. A range of suitable resources and activities were available to them. Mrs Carlin responded to the child's needs in a consistent and caring manner throughout the visit.

### **View of Carers**

Five parents completed Care Standards Questionnaires giving them the opportunity to comment on how the service provided privacy, dignity, choice, safety, equality, diversity and realising potential.

The parents stated that they were aware of the child protection and complaints procedures and were very happy with the overall service provided.

As part of the inspection process two parents were contacted by telephone after the inspection visit. Parents spoken with confirmed that they were highly satisfied with all aspects of Mrs Carlin's childcare practices.

Some views have been included in this report.

## **Quality Theme 1: Quality of Care and Support**

**Overall CCO Theme Grading: 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 Carlin offered a range of opportunities which enabled her to assess the quality of care and support she provided children and parents attending the childcare service. Mrs Carlin provides a tri-fold leaflet to parents which covers " working in partnership with parents" her qualifications, certificates and training courses attended, website and e mail information.

Parents and children had daily discussions with Mrs Carlin that provided informal opportunities in which they could express their views on the service. Newsletters and parent and children questionnaires had been issued since the last inspection and comments were evaluated from parents and children.

Mrs Carlin also offered parents a pictorial daily diary of care routines for babies and young children attending the service. Mrs Carlin was observed to be responsive to the needs of the child in her care during the inspection visit. Mrs Carlin stated children are encouraged to make choices which influenced the programme of activities, daily events and outings. A parents comment "I have felt very much at ease leaving my child with Elaine and I enjoy reading the diary every day".

The care standards questionnaires confirmed that parents were very happy with how Mrs Carlin respected and valued personal beliefs and the overall quality of service received. One parent stated, "My child enjoys going to Elaine"s and I like receiving photographs of him on my mobile phone".

A complaints procedure was in place and the returned questionnaires also confirmed that parents were aware of the complaints procedure for the service. Mrs Carlin stated that parents were informed about the inspection and the new grading procedures. This service was found to have a very good performance in relation to this statement.

### **Areas for Development**

Mrs Carlin agreed to develop her questionnaires further and provide parents with opportunities to make comments on all aspects of her service.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 2: I provide opportunities for visits prior to any child starting and prepare current children for new arrivals.**

**Service Strengths**

Mrs Carlin provided very good opportunities for visits prior to children attending her service. She had developed a settling-in procedure and policy which was flexible in the way she used this to ensure an individual approach was offered. .

Mrs Carlin kept an accurate record of children's attendance during the settling-in period and ensured emergency contact telephone numbers were provided by families. Mrs Carlin met with parents and children before a place was offered, and up to four weeks on a flexible basis for settling in.

Parents had been given a copy of the Handbook developed by Mrs Carlin which included Aims and Objectives, policies and procedures supporting how her service operated. A sample menu and programme of activities was shared with prospective service users. Both parents spoken with were very happy with the settling-in process provided by Mrs Carlin, saying that it was "really good", and that their children had settled well.

Parents attend an interview with their child after service hours. This is when parents and children's needs were discussed and they could meet other members of Mrs Carlin's family. A leaflet is given to parents and forms were completed for children's needs, routines, likes and dislikes.

Mrs Carlin ensured parents provided updated information on any changes to personal records held on the minded children.

Mrs Carlin stated that links with other agencies ensured that information about her service could be made available in a variety of languages and formats.

The service was found to have a very good performance in relation to this quality statement

**Areas for Development**

Mrs Carlin plans to further develop ways of sharing with parent's their children's fun moments.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

## **Quality Theme 2: Quality of Environment**

**Overall CCO Theme Grading: 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**

Mrs Carlin stated that she gained parents and children views through regular, daily communication and discussion, telephone calls and text messaging. Photographs were also sent to parents by phone to inform and reassure them when at work.

Mrs Carlin stated that parents and children could talk privately to her at any time. Parents were encouraged to offer views on matters relating to health and safety matters, emergency and contingency procedures and resources and equipment provided for the children.

Children walk home from school and a parent commented on how much they supported this as the children sleep and eat much better.

Mrs Carlin stated that parents and children's views influenced the development of their service. Feedback on daily and weekly activities and outings was shared with parents and Mrs Carlin maintained written parental consents for outings and photographs.

Mrs Carlin respected parents' views and choices for their children and this was demonstrated during the inspection. Any suggestions the children may have are recorded and depending on what they have suggested, Mrs Carlin will check with parents and then purchase the item if she feels it will enhance the service.

The service was found to have a very good performance in relation to this quality statement

### **Areas for Development**

See Quality Statement 1.1 areas for improvement.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 6: I make good use of resources available in the community for the benefit of the children in my care.**

### **Service Strengths**

Very Good opportunities to meet other children through attendance at local groups and play sessions with other local childminders were in place.



The weekly plan took the children's pattern of attendance into account. Mrs Carlin stated that she encouraged children to make choices and contribute their views on activities, resources and outings. Children's choices were made through visiting the toy library and shopping for art materials in the town centre.

A parent who had completed the service questionnaire made comment about the variety of day trips provided during the school holiday period and the parties held to celebrate birthdays and special events.

The plan of activities was recorded and parents were informed in advance about forthcoming outings or special events. This was confirmed through a telephone discussion with one parent who commented that they were very happy that their child had the opportunity to attend local events within the area.

Photographs and drawings displayed showed the range of activities, events and visits that children were involved in.

The service was found to have a very good performance in relation to this quality statement.

### **Areas for Development**

Mrs Carlin stated that she would continue to issue questionnaires and discuss her service with parents and families to get their suggestions and ideas.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

### **Quality Theme 3: Quality of Staffing**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: I ensure that parents and families participate in assessing and improving the quality of the service.**

#### **Service Strengths**

Mrs Carlin provided very good formal and informal opportunities for parents and children to participate in assessing and improving the quality of the service. She had regular verbal discussions with parents and children to seek their views. Parents spoken with said that Mrs Carlin always took account of their views in all aspects of the service.

See Quality Statement 1.1, 2.1 and 4.1

#### **Areas for Development**

See Quality Statement 1.1 areas for improvement.

#### **CCO Grading**

5 - Very Good

#### **Number of Requirements**

0

#### **Number of Recommendations**

0

**Statement 6: I actively encourage positive behaviour in my service.**

#### **Service Strengths**

Mrs Carlin had good procedures in place to encourage positive behaviour in her service. House rules are simple so that all children can understand and agree with them, a parent stated that "Mrs Carlin was friendly and caring towards the children, who were comfortable and felt safe in her home". Mrs Carlin was committed to establishing a close relationship with children and worked well with them to explain when behaviour impacted negatively on other children.

Additional policies supported this approach, for example equal opportunities. Mrs Carlin attended training in April 2008 for Respect me and Anti Bullying Workshop and spoke to the older children about this and got their views on the subject, Mrs Carlin had developed an Anti Bullying Policy.

#### **Areas for Development**

Mrs Carlin plans to review her behaviour management policy and procedure to include time out procedures for children. Mrs Carlin will encourage parents and children to be involved in this review.

**CCO Grading**

5 - Very Good

**Number of Requirements**

0

**Number of Recommendations**

0

## **Quality Theme 4: Quality of Management and Leadership**

**Overall CCO Theme Grading: 5 - Very Good**

**Statement 1: I ensure that parents and families participate in assessing and improving the quality of the service.**

### **Service Strengths**

Mrs Carlin stated that parents were encouraged to participate and assess the service through parent and children questionnaires, information on daily routines, displays and newsletters.

Mrs Carlin informed the parents on the inspection process and displayed her most recent report and information on grading. Returned questionnaires showed that parents were aware of the Complaints Procedure.

A parent commented that 'Mrs Carlin involves parent/children as much as possible in all decisions and keeps us up to date with training she has been on and changes in legislation and policies'

Mrs Carlin had attended a range of training relevant to her childcare service. Since the previous inspection Mrs Carlin had attended thirteen sessions of training/workshops for example: Supporting Child's Learning and Development, Supporting Children and Families Through Change, Nurture through Nature and Art in the Making, Free Play and Circus Skills.

The service's performance against this quality statement was very good.

### **Areas for Development**

See Quality Statement 1.1 areas for improvement

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Statement 5: I understand my roles and responsibilities in relation to child protection.**

### **Service Strengths**

Mrs Carlin demonstrated a very good understanding of child protection matters and referral procedures and was aware of current legislation. A Child Protection Policy had been developed and systems for recording concerns had been established. All parents were issued with a copy of the Child Protection Policy. All parents confirmed in their Care Standards Questionnaire that they were aware of the policy.

Mrs Carlin had procedures for children absent from their service without prior notification. Mrs Carlin had an SVQ 2 and 3 Early Years and Child Education which included modules in child protection. She had attended Child Protection Training in December 2007, and stated that she regularly keeps up to date by attending courses delivered by Social Work Department and SCMA.

Mrs Carlin understood her responsibilities towards children's health, happiness and wellbeing.

Mrs Carlin aimed to reinforce positive behaviour and be a positive role model to the children in her care. A selection of age related books which addressed issues such as bullying and the rights of a child in words and pictures, " For every Child", Bag of Worries," " It's my Body", and "Trouble with Secrets".

The service's performance against this quality statement was very good.

### **Areas for Development**

Mrs Carlin will continue to share information on child protection with parents and children.

### **CCO Grading**

5 - Very Good

### **Number of Requirements**

0

### **Number of Recommendations**

0

**Regulations / Principles**

**National Care Standards**

**Enforcement**

There has been no enforcement action against this service since the last inspection.

**Other Information**

None

**Requirements**

None

**Recommendations**

None

**Pat Gallacher**

**Care Commission Officer**