

# McDonald, Lorraine Child Minding

Type of inspection: Unannounced  
Inspection completed on: 20 March 2017

**Service provided by:**  
McDonald, Lorraine

**Service provider number:**  
SP2003900536

**Care service number:**  
CS2003001914

## The service

### Introduction

The childminder registered with the Care Inspectorate on 1 April 2011.

The childminder is registered to provide care for a maximum of six children under the age of 16 years, of whom no more than three are not yet attending school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family. The childminder does not provide an overnight service.

The childminder provides a full-time childminding service from her own home in a residential area of Portlethen. The house is close to local amenities and the town centre. There is a fully enclosed garden to the rear of the house.

The childminder had aims and objectives for the service she provided which included:

- To provide a friendly, welcoming, safe and secure environment.
- Adhering to all current regulations and legislation.
- To provide a variety of social, leisure and educational opportunities.

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. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

### What we did during our inspection

We wrote this report after an unannounced inspection. This inspection was carried out by one inspector and took place on 20 March 2017, we also telephoned parents following the inspection. Feedback was given to the childminder during and at the end of the inspection.

We spoke with:

- the childminder
- the children present during the inspection
- two parents following the inspection.

We looked at:

- the childminder's practice with the children
- the environment for the children
- aims and objectives
- children's records
- training records
- public liability insurance certificate
- child protection policy
- medication records
- medication policy

- complaints policy.

## Views of people using the service

We found children were happy, confident and settled with the childminder. They readily approached the childminder, who was responsive to their needs and wishes. During the inspection the childminder interacted with the children in a very positive manner, she was warm, nurturing and caring.

Parents were extremely pleased with the childminding service. They found the childminder to be very helpful and flexible. Parents felt they and their children had developed very positive relationships with the childminder. They felt confident they could raise any concerns and these would be dealt with professionally. Parents were very confident that their children were very well cared for, safe and happy. Comments from parents included:

"I am highly satisfied with the care which Lorraine provides for my child. Since being in Lorraine's care she has grown in confidence and I am constantly surprised by the new things which she learns. She is always very happy to go to Lorraine's and I am confident she provides excellent care."

"I am more than happy with Lorraine as my childminder. Both my children adore her and the eldest likes to pop in when I collect the youngest. Lorraine provided an extensive hand-out when my child first started. It was really useful. She had her policies and procedures included and I was impressed with the detail. She gives 100% and treats the children as if they were her own. Passionate about her job and has a lovely manner."

"My daughter has been attending for over a year and she likes to hold an emotional carry on at every drop off. As a parent this can be quite distressing however I leave knowing she is going to be well cared for and that Lorraine will settle her quite quickly. When it comes to pick up she is always happy and not in a hurry to leave. I also like that they mix with other groups of minded children as this is introducing her to children she will potentially go through nursery and school with."

## Self assessment

The childminder did not submit a self-assessment before the inspection.

## What the service did well

The childminder provides very good quality care for children. She is responsive to the needs and wishes of children and interacts with them in a respectful, caring and nurturing manner. As a result children are having fun and enjoy their time at the childminder. Children are provided with a range of activities and experiences, these are appropriate for their stage of development and based on children's interests.

The childminder has developed very positive relationships with parents, which supports her to ensure she meets the needs of the children. She provides a flexible service that meets the needs of families.

## What the service could do better

The childminder should continue to evaluate and develop the service, with input from children and their families as well as learning from training and best practice guidance. She should develop some of her records, including the medication records.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

The childminder had gathered and recorded detailed information about each child. This information was reviewed with parents. We advised the childminder that the information needed to be reviewed at least every six months, or sooner if children's needs changed, in line with legislation. The childminder agreed to do this. During the inspection it was clear the childminder knew the children very well. She responded to children's needs and wishes in a sensitive, caring and respectful manner. Parents told us their children had developed very positive relationships with the childminder. This supported children to feel safe and secure.

Procedures were in place to safeguard children. A child protection policy was in place and this provided guidance for the childminder in the event of any concerns. The policy had been shared with parents, this ensured parents were aware of the procedure that would be followed. We advised the childminder to update the policy to include; the contact telephone numbers for relevant agencies, make reference to the current child protection guidance and the procedure she would follow if an allegation was made against her or a member of her household. The childminder had attended child protection training. As a result she had a good understanding of child protection issues and was confident with the procedure to follow in the event of any concerns.

The childminder supported children to make healthy lifestyle choices. She provided healthy meals and snacks, taking account of children's individual preferences, dietary needs and parents' requests. Lunch time was sociable, with the childminder sitting with the children to encourage social skills and providing support as required.

The childminder interacted very positively with the children. She joined in their imaginative play, extending the experiences. She was aware of children's development needs and ensured she supported these. For example, she helped children count out fruit in the play market stall and supporting children's language development through repeating words and using simple sentences.

We found the childminder was responsive to the needs of the children and varied the routine to meet their needs. The children were encouraged to share their ideas and were involved in making decisions about their day, such as what they wanted to play with. Children were encouraged to be respectful and responsible through

positive approaches, such as practicing turn taking and sharing.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder's home was clean, tidy, safe and smoke free. Children spent most of their time in the living area. This was bright and spacious with a range of interesting toys for the children. Toys and equipment were clean and well maintained and could be easily accessed by the children. During the inspection we found children were confident in accessing a range of activities independently. Comfortable soft furnishings provided children with pleasant spaces to rest or relax.

Toys were regularly rotated based on children's interests and choices. We found children were engaged and motivated in their play, spending a considerable period of time concentrating on an activity.

Children were supported to be healthy and active. Children regularly walked to and from school and local groups and had lots of opportunities for energetic play outside. Children had good access to the garden which was fully enclosed and safe. Children were able to access a wide range of interesting toys and activities in the garden. Children attended a range of groups with the childminder. This provided a range of opportunities to mix with other children and develop their social skills.

The childminder had a range of measures in place to ensure the environment was safe for children. Throughout the inspection the childminder supervised the children well, taking account of the children's ages and stages of development. During discussions the childminder demonstrated a very good understanding of the potential risks to children. She confidently described how she kept children safe whilst in her care, both in her home and on outings.

A policy was in place to exclude children who were unwell, this reduced the risk of spreading infection. The childminder was supporting children to develop a good understanding of personal hygiene. Children's hands were cleaned with wipes before eating. We advised the childminder to ensure children's hands were washed under running water. We also advised the childminder to ensure children washed their hands after their nappy was changed, this promotes good hygiene habits for children.

## 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

The childminder demonstrated a good understanding of her role and responsibilities as a registered childminder. She was conscientious and proactive in accessing information to support her to develop her knowledge and skills. She was a member of the Scottish Childminding Association (SCMA) and the local childminding group. She made use of the internet, including the Care Inspectorate and SCMA websites, and accessed publications.

The childminder was keen to maintain and develop her skills and knowledge. She had attended a range of training courses and accessed information from the internet to increase her knowledge. This included core training such as first aid and child protection, which supported the childminder to keep children safe. Additional training, including attachment theory and growing well, supported the childminder to meet children's wellbeing needs. The childminder had attended training on GIRFEC some time ago. However, she had not used this approach in her setting and was no longer familiar with it. We advised her it would be useful to update her knowledge and start using GIRFEC in her daily practice.

The childminder provided a flexible service that met the needs of families. She had very positive relationships with parents, with good a good exchange of information at the beginning and end of the day. This enabled her to be responsive to children's changing needs and ensured continuity of care between the home and the service. Questionnaires had been issued to parents, however no responses had been received. The childminder should consider other ways of systematically seeking feedback from parents.

There was a good range of policies that were well presented and clear. The policies detailed how the childminder operated her service and had been shared with parents. This meant parents had clear expectations and gave a basis for parents to evaluate the service. We found the procedures for administering medication should be reviewed. Blanket permission was in place to administer non-prescribed medication. The childminder advised she would never administer medication without first contacting parents. The procedure should be updated in line with current best practice guidance. Permission forms had been completed to administer medication for a child. However, it was unclear if the medication had ever been administered. We advised the childminder of the need to keep clearer records. A copy of the medication guidance can be found at:

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

The childminder had not completed a self-assessment before the inspection. No other systems were in place to evaluate the service she provided. We suggested the childminder should look at ways of doing this, For example, using the best practice document Building the Ambition. A copy of the document can be found at:

<http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

**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

### Recommendation 1

We recommend that the childminder review her medication policy and procedure. The policy should clearly reflect current best practice guidance.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing

When we made this recommendation, we also took account of:

Care Inspectorate Health Guidance on the Management of Medication in Daycare and Childminding Services.

**This recommendation was made on 29 January 2013.**

## Action taken on previous recommendation

This recommendation had been met. The childminder had reviewed her policy and had updated her recording information to provide more comprehensive information.

## 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	
29 Jan 2013	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Nov 2009	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
25 Jun 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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