

# MacRitchie, Kathleen

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 15 March 2017

**Service provided by:**  
MacRitchie, Kathleen

**Service provider number:**  
SP2003900424

**Care service number:**  
CS2003001673

## The service

### Introduction

This childminder is registered to care for a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

At the time of inspection the childminder had an additional condition as follows:

From 24 April 2014 on a Wednesday and Thursday 6 children under the age of 16, of whom no more than of whom no more than 4 are not yet attending primary school and of whom no more than 1 is under 12 months for a child named on the register in April 2014, may be cared for. Numbers are inclusive of children of the childminder's family. This condition will be reviewed 30 September 2014.

The service operates from the childminder's home which is situated in the Bridge of Don area of Aberdeen. On the day of inspection two children were present.

Aims of the service are to provide a safe and supervised environment with opportunity for play and development and to treat each person as an individual with care and respect.

### What we did during our inspection

We compiled this report following an unannounced inspection, which took place on the afternoon of Monday 13 March 2017, between 1.15pm and 3pm. The inspection was carried out by one inspector.

We sent the childminder questionnaires to give to parents currently using the service. We received two completed questionnaires from parents before the inspection.

During this inspection we spoke with the childminder and two children. We observed the care given by the childminder and looked at a number of documents including health and safety records, personal plans and certificates of training.

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

### Views of people using the service

Two minded children were present during the inspection. The children had fun playing with the toys available. The childminder treated the children with respect and the children clearly enjoyed spending time with the childminder.

The childminder encouraged the older child to demonstrate skills they had developed at their gym class. The child clearly enjoyed celebrating their achievements with the childminder.

Two parents returned questionnaires to us. The responses from these demonstrated that they were very happy with the quality of care their child received.

Parents commented positively about the different places the childminder takes their children to, about the range of food and toys provided, their trust in the childminder and about the information the childminder shares with them each day.

## Self assessment

We received a self-assessment document from the childminder. The childminder had completed this with information under the quality themes that we grade her service under. The childminder identified what she thought she did well and some improvements she is planning. We noted that some of information included in the self-assessment was not reflected in the service. The childminder should make sure the self-assessment is reflective of the service provided.

## What the service did well

The childminder is caring in her approach. She relates to the minded children in a warm and respectful manner. Parents indicated that they value the service they and their child receive.

## What the service could do better

The childminder should use the requirements and recommendations detailed in this report and any suggestions made by parents and children to further improve the service. The childminder needs to continue to develop the information she gathers for children, infection control and safety arrangements and make sure her training impacts positively on the service and outcomes for children.

It is acknowledged that the childminder agreed with the findings of this inspection. During our feedback phone call the childminder spoke positively about continuing to develop her service and confirmed she had already started to make important improvements.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	2 - Weak
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

The childminder used friendly and caring interactions with the minded children. The children enjoyed playing with toy cars and reading books.

The childminder cared for 7 minded children, part time, each week. In addition, she was currently caring for one child on a temporary basis to support a childminding colleague. She had written personal plans and personal details about allergies and food intolerances for most of the children. However, for two of the children she did not have full information including a record of their name, address and date of birth, emergency contacts and the address and telephone number of the child's general practitioner. The childminder told us about one child's food intolerance however there was no written detail of this.

The lack of records available for two children evidences that we cannot be confident the childminder is informed about those children's particular needs. We discussed that should an emergency occur the childminder may not have necessary information and this could pose a risk to the children's health and wellbeing. See requirement 1.

The childminder used gloves when changing children's nappies. However, there were no aprons available. The childminder told us she had used the last apron earlier. Proper changing arrangements including protective equipment when being changed is needed to help prevent the spread of infection to children.

The childminder provided food for children. We found the childminder's kitchen was chaotic with some dirty dishes, a large tub of protein shake, empty food storage boxes filled with water and other boxes piled up. It was not possible to establish if work surfaces were clean as most surfaces were covered with household items. The only work surface that had a space appeared dirty and stained. As a result of these issues we concluded that the childminder was struggling to manage infection control safely. See requirement 2.

The childminder told us she had contacted environmental health to alert them to her providing food. However, there was no record of contact. The childminder agreed to contact environmental health again to confirm they are aware that she is still providing a food for children.

## Requirements

### Number of requirements: 2

1. The childminder must ensure each child has a personal plan. The childminder must ensure each child's personal plan is completed and includes all relevant care and support information. Each child's plan must be reviewed with the parents at least once in every six month period. The review date to be recorded and any updated information agreed with parents to be included in the child's plan.

This is in order to comply with:

The Social Care and Social Work Improvement (Requirements for Care Services)

Regulations 2011 (SSI 2011/210), regulation 5 (1)(2). A requirement that a provider must prepare a written plan for each child.

And

The requirements of The Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011).

Timescale: By Tuesday 18 April 2017, the childminder to send written confirmation that she has addressed this requirement.

2. The childminder must ensure food preparation and nappy changing arrangements are safe, clean and well organised, during childminding hours. This is in order to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210) - regulation 4(1)(a) and (10)(2)a

For further information the following good practice guidance sets out food and kitchen hygiene and safe nappy changing arrangements to help prevent the spread of infection. Infection Prevention and Control in Childcare Settings (Daycare and childminding Settings). Health Protection Scotland 2015.

Timescale: By Tuesday 18 April 2017, the childminder to send written confirmation that she has addressed this requirement.

## Recommendations

**Number of recommendations:** 0

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

The childminder had created a welcoming cloakroom area for children with individual boxes for their personal possessions.

The childminding environment was in need of improvement to make sure it is safe, clean and tidy. The childminder told us she had started to make some changes. However, she agreed with our findings and acknowledged that improvement was needed.

The childminder's garden was not suitable. The childminder told us she did not use her garden and now uses parks for outdoor play. The carport was used for storage and did not have restricted access. This area was potentially dangerous.

Cleaning materials were stored on the kitchen worktop and could have been dangerous if accessed by children. The lounge where children played was cluttered with paper work, folders and storage boxes. Items were stored on the floor behind both settees, electrical wires were accessible and some items stored in plastic bags behind the settees. This meant plastic bags and electrical wires were accessible to the children. This also resulted in a limited play space. The childminder had previously carried out risk assessments however none were available for inspection. See requirement 1.

The childminder had recently cleaned the toy cars the children were playing with. However, some soft toys available to the children were dirty. Food crumbs were on the floor at the edge of the settee where children were playing. The radiator was stained and thick dust along the top could have fallen onto the play area. The toilet seat was stained. The childminder told us the seat had been cleaned but the stains would not come off.

Since the last inspection we made a requirement about the cleanliness of the environment. Due to the issues identified at this inspection we have made the requirement again. See requirement 2.

The playroom had not been in use for over three years due to a leaking window. The childminder was currently not able to have this repaired. This further reduced the play space for children. See recommendation 1.

The childminder had public liability insurance in place however her car insurance was not available for inspection. See recommendation 2.

## Requirements

### Number of requirements: 2

1. The childminder must ensure all areas used in the provision of the service are safe and suitable to meet the needs of children in order to maintain children's safety and wellbeing. This is in order to comply with The Social Care and Social Work Improvement (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 4 (1)(a). A requirement that a provider must make proper provision for the health, welfare and safety of service users.

And

The Social Care and Social Work Improvement (Requirements for Care Services) Regulations 2011 (SSI 2011/210), regulation 10(1)(b)(d).

Timescale: By Tuesday 18 April 2017, the childminder to send confirmation that risk assessments have been carried out and any necessary action taken to maximise children's safety in the service.

2. The childminder must thoroughly clean all areas and equipment used for childminding purposes. They must develop and implement cleaning routines to ensure the prevention and control of infection.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 210/2011 Regulation 10(1)(2) Fitness of premises, and Regulation 4(1)(a) Welfare of service users.

Timescale: By Tuesday 18 April 2017.

## Recommendations

### Number of recommendations: 2

1. The childminder should review the layout and storage arrangements in the lounge. She should look at ways to make better use of space to create more play space for the children.

NCS early education and childcare up to the age of 16 years. Standard 2: A safe environment.

2. The childminder should send us a copy of her car insurance, confirming her insurance includes cover for business use.

NCS early education and childcare up to the age of 16 years. Standard 2: A safe environment.

**Grade:** 2 - weak

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder kept up to date with good practice through the Scottish Childminding Association. She continued to meet regularly with other childminders to discuss and share good practice. The childminder continued to be actively involved in local groups for childminders to get together and for the minded children to socialise with other children.

The childminder was currently working towards and SVQ level 3 in childcare. She had also taken part in a wide range of training since her last inspection. For example, GIRFEC, first aid, safe guarding, transitions and grow well choices. The childminder told us she had taken part in food hygiene training in January 2016. This inspection highlighted that the childminder's training was not always impacting positively on her practice. See recommendation 1.

As previously mentioned a requirement about training has been made since the last inspection. We have included this requirement in this report. See requirement 1.

The childminder's daily register evidenced that she never cared for more than three children not yet attending primary and three children of primary school age at any one time.

The childminder's certificate of registration had a temporary condition about numbers of children that should now be removed. As previously mentioned the childminder's garden was not suitable for use. See recommendation 2.

This inspection highlighted a number of areas that the childminder needs to improve. She told us in her self-assessment about using questionnaires and daily discussion to seek feedback from parents about the quality of the service. The childminder acknowledged that she had not recently used questionnaires. She agreed to consider more ways of seeking feedback from parents and children and put systems in place for monitoring and checking different aspects of her service. This will help the childminder to find out where improvements can be made. The childminder should use this information to help improve outcomes for the children.

We advised the childminder about a range of good practice documents that can be accessed from our HUB. The childminder agreed to use good practice documents to guide her in the continue development of her service.

### Requirements

#### Number of requirements: 1

1. The childminder must undertake food hygiene and infection prevention and control training. The childminder must confirm in writing that the dates for commencement of this training are within two months of receipt of this report.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 210/2011 Regulation 15 Staffing.

Timescale: Within two months of receipt of this report.

## Recommendations

### Number of recommendations: 2

1. The childminder should make sure she effectively implements information and guidance from her training to improve her practice, in particular in relation to food hygiene, infection control and safety of the childminding environment.

NCS Early Education and Childcare up to the age of 16 years, Standards 13 and 14: Improving the Service; and Well Managed Service.

2. The childminder should apply for a variation to have a condition added to her certificate to say her garden is not suitable for childminding purposes. She should also include a request to have the temporary condition, currently on her certificate, removed.

NCS Early Education and Childcare up to the age of 16 years, Standard 14: Well Managed Service.

**Grade:** 2 - weak

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

## Previous requirements

### Requirement 1

To ensure children have access to a safe, hygienic, pleasant and stimulating environment, the childminder must ensure the areas used for childminding are maintained appropriately.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Scottish Statutory Instrument 2011/210 Regulation 4 (1) (a) - Welfare of users and Regulation 10 (1) and (2) - Fitness of premises.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2 - A safe environment, Standard 3 - Health and wellbeing and Standard 14 - Well managed service.

Timescale: Within 1 week of receipt of this letter.



**This requirement was made on 30 September 2017.**

#### Action taken on previous requirement

The childminder had taken action and met this requirement. However, this inspection highlighted the improvements had not been maintained.

**Met - within timescales**

### Requirement 2

The childminder must thoroughly clean all areas and equipment used for childminding purposes. They must develop and implement cleaning routines to ensure the prevention and control of infection.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 210/2011 Regulation 10(1)(2) Fitness of premises, and Regulation 4(1)(a) Welfare of service users.

Timescale: Within two weeks of receipt of this report.

**This requirement was made on 24 February 2017.**

#### Action taken on previous requirement

Issues identified at this inspection evidenced that this requirement had yet to be met. Please see requirement 1 under quality of environment.

**Not met**

### Requirement 3

The childminder must undertake food hygiene and infection prevention and control training. The childminder must confirm in writing that the dates for commencement of this training are within three months of receipt of this report.

This is to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 210/2011 Regulation 15 Staffing.

Timescale: Within three months of receipt of this report.

**This requirement was made on 24 February 2017.**

#### Action taken on previous requirement

The timescale for this requirement had not yet been reached. The childminder told us during our visit that she was looking at ways to access this training and confirmed she was going to submit the action plan the day after our visit. We have made this requirement again in this report. See requirement 1 under quality of management and leadership.

**Not met**

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

### Previous recommendations

There are no outstanding recommendations.

### Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

A complaint was made to us on 8 September 2016 about the fitness of premises/environment. The complaint was upheld and has now been formally concluded.

### Enforcement

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

### Inspection and grading history

Date	Type	Gradings	
17 Oct 2016	Re-grade	Care and support	Not assessed
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	Not assessed
26 May 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
22 Jun 2010	Announced	Care and support	Not assessed
		Environment	6 - Excellent
		Staffing	6 - Excellent

Date	Type	Gradings	
		Management and leadership	Not assessed
16 Jun 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 5 - Very good Not assessed

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