

Mackie, Alison

Child Minding

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

Service provided by:
Mackie, Alison

Service provider number:
SP2003907930

Care service number:
CS2003008306

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.

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.

Alison Mackie is registered to care for up to five children at any one time under the age of 16, of whom a maximum of five will be under 12 years, 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.

The service is provided from the childminder's home located in a quiet residential area of Alness. The premises are maintained to a good standard and there is a fully enclosed garden to the rear of the property.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by one inspector. The inspection took place on 20 April 2017, between 12noon and 1.15pm. We gave feedback to the childminder on the day of the inspection.

We sent care standards questionnaires to the childminder to distribute to parents and carers of children who attend the service. One parent completed and returned a questionnaire.

During this inspection process, we gathered evidence from various sources including the following:

- Discussion with the childminder
- Talking with the children present
- Observation of interaction between the childminder and the children
- Children's records
- Policies and procedures
- Information folder made available to parents and carers

- Certificate of registration and public liability insurance
- Examination of the premises.

Views of people using the service

There were four children present on the day of the inspection. The two youngest children were approximately a year old while the two other children were of school age and had been attending the service for some time. They were all very happy and relaxed in the care of the childminder. There was a great deal of positive interaction between all the children and the childminder. The childminder made sure that they were engaged in age appropriate activities and were well supervised. The older children were happy to tell us about the different activities they liked to take part in while they were with the childminder.

The parent who completed and returned the care standards questionnaire was very positive in their comments about the standard of care provided by the childminder. They strongly agreed with the statement; 'Overall, I am happy with the quality of care my child receives in this service.'

Comments made included:

"My child is always happy and content with his childminder."

"Alison caters for all ages with toys, equipment and so on. You can see this when you enter the house."

"Alison has great communication skills and discusses any issues."

Self assessment

The childminder explained that it was an oversight that she had not submitted a completed self assessment.

What the service did well

The childminder was very attentive to all the children who were present during the inspection. She made sure that they all had appropriate toys and games to occupy them. There was lots of positive interaction, praise and reassurance provided to each of the children. The childminder ensured that the two younger children were well supervised at all times.

The childminder made good use of local resources including walks, parks and the woods.

What the service could do better

The childminder should develop further the personal plans she had in place for each of the children who attended the service, to ensure that she had a clear record of their individual needs. These plans should be reviewed on a regular basis and where appropriate updated. Parents and carers should be involved in this process.

The childminder should continue to access relevant training and best practice guidance.

She should review and update her written records, policies and procedures.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

We found that the childminder continued to provide adequate levels of care and support for the children.

Having good relationships with parents and carers, which allowed for open communication and information sharing continued to be important to the childminder. She explained that she had known most of the families she worked with for a number of years and had well established relationships with them. She stated that she tended to share information with the parents informally on a daily basis at drop off and collection times. She also made use of the telephone, text messaging and social media to keep in contact with parents. She explained that she made use of a mobile phone app to share photographs with parents. We reminded the childminder of the need to register with the Information Commissioner's Office.

The childminder explained that she worked with parents and carers to ensure that she met the individual needs of the children attending. She used the information provided by parents and carers to ensure continuity of care. Following the previous inspection, a requirement had been continued in relation to the development of personal plans for each of the children attending. The childminder acknowledged that she had not sufficiently developed the personal plans she had in place and she did not routinely review and update them with parents and carers. The requirement is therefore repeated. **(See Requirement 1)**

The childminder explained that she respected children through listening to them and taking account of their suggestions when planning activities. She encouraged the children to give suggestions as to what they would like to do and activities were very much child led.

The childminder ensured the children had regular access to fresh air and exercise by taking them for walks in the area and going to the park. The children learnt about road safety on their walks to and from school or visits to the local park. The childminder also made good use of her garden for outdoor play. Being outdoors taking part in

a range of activities was very popular with all the children. The children told us how much they enjoyed exploring the local area as well as taking part in games and activities either at the park or in the childminder's garden.

Requirements

Number of requirements: 1

1. The childminder must ensure that a personal plan is in place for each child. These plans should contain all relevant information in relation to the needs of the child with clearly identified next steps as to how they will support the development of the children. There should be clear written protocols for those children with additional support needs, including those children with dietary needs and allergies. Personal plans should be completed in conjunction with parents/carers and be reviewed at least every six months or sooner if the needs of the child change.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Car Services) Regulations 2011 – Scottish Statutory Instrument 2011/2010 Regulation 4(1)(a) – Welfare of users and Regulation 5(1) and (2)(a) (b)(i)(ii)(iii) (c) and (d) – Personal plans.

Timescale: 30 June 2017.

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

Quality of environment

Findings from the inspection

The childminder continued to ensure that children in her care were safe and healthy by maintaining her premises, equipment and toys to a good level. Since the last inspection, the childminder had started to reorganise her premises and equipment. The childminder informed us that she checked the toys and equipment as she took them out and put them away each day. She advised that she cleaned the toys and equipment on a regular basis.

As part of the inspection, we examined the childminder's policies and procedures, and in particular those relating to the health and safety of children. The childminder informed us that she would be reviewing and updating these policies as a matter of priority as she recognised that some of them were limited and did not reflect current best practice.

During the inspection we discussed with the childminder the importance of undertaking risk assessments and routinely reviewing these. The childminder explained that she had completed some risk assessments in relation to her accommodation, activities and outings. We also talked with the childminder about the need to have written records of the risk assessments completed. These records should also include the dates when any risk assessments were reviewed.

It was important to the childminder that the children had daily access to fresh air and the opportunity to take

part in games and physical exercise in the fresh air. She explained that the children all enjoyed spending time outdoors. There was a good range of toys in the secure garden to the rear of the property. The childminder also made regular use of various local walks, the woods and parks. The older children present told us how much they enjoyed exploring the local area, especially the community woods in Evanton which they had visited recently.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder continued to manage her service to an adequate standard.

The childminder had in place a range of policies and procedures. Since the last inspection she had updated some of them. We discussed the importance of routinely reviewing her policies and procedures to ensure that they all took account of and reflected current best practice guidance. We spoke with the childminder about the different websites where she could access best practice. The childminder explained that she met with other local childminders who were supportive and who had offered to give her some suggestions as to how she might develop her paperwork.

When the previous inspection was undertaken there were four children under the age of three present even though the childminder was only registered to care for three children under three years at any one time. As a consequence, a requirement was made that the childminder must adhere to her conditions of registration at all times. The childminder assured us that she had complied with her conditions of registration. This requirement has therefore been actioned.

In the last year the childminder had completed a first aid training course. She had found the training helpful. The childminder recognised the importance of training to ensure that she had the appropriate skills and knowledge to meet the needs of the children she cared for. We discussed how the childminder could apply for funding to go towards the cost of future training. We also suggested to the childminder accessing online training.

The childminder explained that she continued to read the various publications she received from SCMA and the Care Inspectorate. We further discussed with the childminder where she could access online best practice guidance, ideas and suggestions as to how she might develop her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

Previous requirements

Requirement 1

The childminder must ensure that a personal plan is in place for each child. These plans should contain all relevant information in relation to the needs of the child with clearly identified next steps as to how they will support the development of the children. There should be clear written protocols for those children with additional support needs, including those children with dietary needs and allergies. Personal plans should be completed in conjunction with parents/carers and be reviewed at least every six months or sooner if the needs of the child change.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Car Services) Regulations 2011 - Scottish Statutory Instrument 2011/2010 Regulation 4(1)(a) - Welfare of users and Regulation 5(1) and (2)(a) (b)(i)(ii)(iii) (c) and (d) - Personal plans.

Timescale: 1 September 2016.

This requirement was made on 4 May 2016.

Action taken on previous requirement

This requirement had not been fully met. The childminder only had limited written information in relation to each child. She recognised that the personal plans required to be developed further. This requirement will therefore be continued.

Not met

Requirement 2

The childminder must adhere to her conditions of registration at all times.

This is to comply with Social Care and Social Work Improvement Scotland (Requirements for Car Services) Regulations 2011 - Scottish Statutory Instrument 2011/210 Regulation 4(1)(a) - Welfare of users.

National Care Standards, Early Education and Childcare up to the Age of 16: Standard 3 - Health and wellbeing, Standard 12 - Confidence in staff and Standard 14 - Well managed service.

Timescale: with immediate effect.

This requirement was made on 4 May 2016.

Action taken on previous requirement

This requirement had been fully met. The childminder informed us that she adhered to her conditions of registration at all times.

Met - within timescales

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

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	
4 May 2016	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed

Date	Type	Gradings	
		Management and leadership	3 - Adequate
6 May 2015	3	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
23 May 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed
18 May 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
6 May 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
18 Apr 2008	Announced (short notice)	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	3 - Adequate

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