

## **McKay, Lindsay** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 12 June 2017

**Service provided by:**

**Service provider number:**  
SP2006961371

**Care service number:**  
CS2006134863

## The service

### Introduction

The Care Inspectorate is committed to improving the health and well being 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 the 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 policies, practice, strategy and legislation that affect children, young people and their families.

The service is located in a residential area within the town of Ayr in South Ayrshire near to local parks, schools and shops. The childminder provides her service from her home; which is a detached villa. Minded children have access to the ground floor of the home and the enclosed rear garden.

The childminder has been operating since January 2007 and registered with the Care Inspectorate since the Care Inspectorate was formed in 2011.

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of 3 are not yet attending primary school and of whom no more than 1 is under 12 months. The childminder told us she adheres to the conditions of her registration.

The childminder had issued a range of well written information to families using her service. This included the aims of her service, which made clear her intention to work in partnership with families and deliver child centred care in keeping with the wishes of the families. She also had clear stated aims about health, nutrition and infection control.

Lindsay McKay's main aim was to:

'Guarantee to provide a safe, happy and smoke free environment where children placed in my care will be treated equally and with total respect.'

At the time of the inspection, nine children were using the service.

### What we did during our inspection

We wrote this report following an unannounced inspection on 12 June 2017. We gave feedback to the childminder at the end of the inspection.

As requested by us the service sent us a completed annual return. The service also sent us a comprehensively written self assessment form.

As requested by us the service issued questionnaires to parents to be returned to us. We issued and received three completed questionnaires.

In addition to the information provided by parents we gathered information on the service from a range of other sources. These included:

- certificates of registration and insurance
- the provider's annual return and self assessment
- handbook of information
- questionnaires returned to the Care Inspectorate
- questionnaires returned to the childminder
- care plans for the children and associated records
- written permissions
- accident, incident and medication records
- risk assessments
- Food Standards Agency pass certificate
- policy statements and written procedures
- training records and certificates
- photographs
- the environment and equipment.

## Views of people using the service

During the inspection visits we saw the childminder working with one child. The child was happy and clearly had an excellent relationship with the childminder.

Parent reported that they were extremely happy with all aspects of the service provided. Their comments included:

'This is an excellent service. Both parents and child have been very happy and satisfied with the service. Lindsay is kind and gentle and always actively encourages and promotes confidence in my child. The other children in her care are all kind and courteous towards each other. My child enjoys her time with Lindsay and always has fun whilst also developing. As a parent we know that Lindsay treats our child as an individual and at all times she demonstrates professionalism.'

'Lindsay provides an excellent childminding service, my child has attended for 10 years and loves spending time with Lindsay and her family. Our family has been made very welcome in Lindsay's home, her house is always clean and comfortable. Holiday times are planned well in advance and she has never taken sick leave. She has provided a secure and stable environment for my child and she often goes above and beyond to accommodate any shift changes I may have at the last minute. She is caring and compassionate while insuring my child's needs are met within her care.'

'Very happy with Lindsay's service.'

## Self assessment

The childminder had submitted a comprehensive and well written self assessment of her service in advance of the inspection. The childminder had identified what they thought the service did well and gave examples of improvements she had undertaken in a number of areas. The self assessment clearly identified on-going areas that the childminders believes can be improved and showed how she intends to do this.

## What the service did well

We saw that the childminder had made excellent efforts to involve the children and their families in the assessment and development of the service. We found that she had been responsive to the needs of the children and had followed the wishes of the families. She was professional, business-like and very well organised.

## What the service could do better

The childminder was providing a high class service to the children and families in her care. During the inspection visit we suggested that she considers streamlining her paperwork. We also suggested she considers using a risk matrix to assist her in assessing any risk.

## 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 overall the childminder provided an excellent quality of care and support to children in her care.

Before children started in the service, the childminder provided a number of flexible induction sessions. This allowed the child to become familiar with the childminder and for her to get to know the family well. The childminder took account of each child's individual circumstances and adjusted the induction times to suit. The childminder used her experience to actively and engagingly support the development of her minded children.

Through our discussions and observations, it was clear the childminder knew each child, and their family, very well. A systematic range of documents were held by the childminder, which comprehensively detailed each child's specific care needs. These were completed with the parents when the child started within the service and updated and reviewed regularly. Children's views were sought, included and revisited frequently.

We saw wide ranging evidence that the childminder shared informative information daily with the parents about their child's activities while in the service.

The childminder had in depth knowledge about Getting it Right for Every Child and the wellbeing indicators. This knowledge was professionally used to inform the Personal Plans she kept for each child. Her plans were well focused on developments for children and identified and noted areas of significant learning and achievements. Older children were encouraged to be independent, we saw strong evidence that they had completed and reviewed their own Personal Plan.

We looked at the service policy on child protection. The childminder had attended recent Safe and Secure training to support his. We discussed this with her and were happy that she was aware of her responsibility to protect children in her care. She knew who to contact for advice and support should a concern arise about any of the minded children.

The childminder had given ample thought about how to support all the children emotionally. We saw excellent examples of her nurturing approach to the children and their families.

We saw evidence that the childminder and the children had worked together to decide on the house rules. We saw that the children had written down their own ideas. This showed that the minded children were being encouraged to be responsible. They were being respected and included.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of environment

### Findings from the inspection

The childminder provided a warm, safe and homely environment for the children she cared for. We concluded she did this to an excellent standard.

Children had access to most areas in the downstairs of the childminder's home; the childminder had made excellent use of the large space available. Children had access to an enclosed back garden. This gave children plenty of space to be active, explore, be creative or sit quietly in comfort.

During the inspection, the child present showed us around the childminder's home and shared some of their toys and activities to play with. This included painting and gluing, a large bag of puppies, and a dolls house. The child also enjoyed playing with the childminders new puppy, this was very well monitored and appropriate measures were in place to safeguard both the child and the dog.

The childminder liked to get children out as much as possible. She had built into their routine a number of regular activities. This included visiting the local shops, toddler groups as well as local parks. This allowed children to meet other people, childminders and children, which supported their social development. The childminder had successfully completed an array of training including Bookbug training.

The childminder's home was observed to be very homely, child friendly and safe. She told us she was alert of any hazards and would act to minimise these to keep children safe. The childminder had supported children well to learn about keeping themselves safe and this was supported by the rules that the children were aware of. The childminder had attended Sensible Risk Assessment Training to support this. The childminder had actively engaged the older children in identifying their own rules for walking to and from school, parents had been involved in this also.

We reviewed the childminder's procedures for changing nappies and supporting toileting in general to ensure it promoted children's safety, health and minimised the spread of infection. The childminder knew the best procedure to follow when changing nappies, which can be found on the Care Inspectorate Hub accessible at [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com).

Where children had an accident, these were well recorded and shared with parents. We reviewed some of these and found that they were detailed and contained appropriate information. Although there had not been any accidents that we required to be notified about, we reminded the childminder about the notifications that she must make to us. A full list can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com).

## 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 was excellent. We concluded this after reviewing a range of paperwork and through discussions with the childminder.

The childminder had an excellent commitment to her learning and development. She had attended a number of courses since the last inspection. The childminder had her training certificates displayed in the playroom. We saw examples of the training within the environment and the childminder clearly identified how outcomes for the children had been positively impacted as a direct result of the training she had attended. The childminder had a NNEB qualification, it was evident from the inspection visit that she had updated and reviewed this regularly.

The childminder was aware of key national documents and approaches such as Building the Ambition and the Getting it Right for Every Child approach and had received training on these. The childminder had also proactively kept up to date with changes to the National Care Standards and was aware of the recently published Health and Social Care Standards, she had begun to consider how these affected her service.

The childminder was a member of the Scottish Childminding Association (SCMA). This was also where she purchased her liability insurance. The childminder also told us that her car insurance covered her to transport children in her car.

The SCMA supported the childminder to keep up-to-date with changes that may affect her service. She also received their regular childminding magazine, the Care News magazine from the Care Inspectorate as well as sharing information with other local childminders. The childminder told us she regularly checked the Care Inspectorate Hub, as this has a large amount of best practice guidance and information that benefitted her service. We observed this detailed learning in all aspects of the childminders practice.

The childminder gave children and their parent's opportunities to provide feedback on her service and their views were respected. She communicated daily with children about what they would like to do and what equipment and resources they would like to play with. She knew children well and followed their likes and dislikes, while encouraging them to try new things. Parents were provided with a more formal questionnaire to gain feedback on what the service did well and if there were any areas for improvement. We reviewed some of the most recent questionnaires and found that these were all positive. We also noted that the childminder had made changes to her service as a direct result of parental involvement

Parents told us that the childminder kept them up-to-date with any changes she has made to the service. One parent also told us that the childminder 'goes above and beyond' to accommodate the last minutes changes to shift work patterns. We observed that the childminder comprehensively involved the children and their parents in making decisions that affected them. The childminder was highly familiar with nurture and attachment theories, and we saw these being well used with children and their 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

There are no outstanding requirements.

## 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](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	
12 Jul 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed



Date	Type	Gradings	
5 Nov 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
10 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 5 - Very good Not assessed

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