

MacPhie, May Child Minding

Type of inspection: Announced
Inspection completed on: 5 September 2017

Service provided by:
Macphie, May

Service provider number:
SP2008972433

Care service number:
CS2008190947

The service

Introduction

The service is located in Dundee. The childminder provides a service from her daughter's family home, which is situated close to schools, shops and parks on the outskirts of the city. The childminder's daughter is also a childminder who works under her own registration.

The minded children have access to the ground floor of the house. The fully enclosed back garden has a variety of toys and equipment for the children to enjoy.

The childminder has aims for her service. These include to care for children in a safe and homely environment.

The childminder's conditions of registration state that she can provide a care service to a maximum of three children at any one time under the age of 16, of whom a maximum of three will be under 12, 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. Other conditions unique to the service state that:

- An overnight service will not be provided.
- The parts of the premises not to be used are the first floor rooms.
- The service will be provided at the address detailed in the notice granting registration.

The service was registered with the Care Inspectorate in March 2010.

What we did during our inspection

We compiled this report following an announced inspection, which took place between 9.30am and 12.00pm on 5 September 2017. We gave feedback to the childminder at the end of the inspection. The inspection was carried out by an early years Care Inspectorate inspector. During this inspection we spoke to the childminder. We observed the care given by the childminder and looked at a number of documents including health and safety records, individual information kept on each child and the service policies. There was one young child being minded during the inspection.

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

During the inspection we saw one young child who was happily playing with toys in the childminder's playroom.

Self assessment

The childminder had not submitted a self-assessment of her service. We discussed the importance of completing a self-assessment and returning it when requested.

What the service did well

The childminder had a warm and nurturing approach to the children with whom she worked. She offered flexibility to parents and was willing to take children at short notice to accommodate work and college commitments. She was supportive of parents and was willing to help and advise them.

What the service could do better

There were areas of the childminder's service that could be improved. We discussed these during the inspection. They included:

- training
- the administration of medication
- individual record keeping for children.

We discussed the importance of completing and submitting all of the necessary Care Inspectorate returns within the given timescales.

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

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

The childminder had a good relationship with the children and parents who used her service. She was kind and warm with the children. She used encouraging language and praised the children. She was supportive and gave advice to parents who were unused to the local school and nursery systems.

She gathered information about each child as they started to use her service. The core information included the contact information for parents and medical details for each child. These were reviewed every six months.

There was some information in an All About Me booklet which gave some indication of what children liked and a little about their stage of development. There was no indication of when this had been recorded, there was no updated information and nowhere to record how the children were learning and developing. We suggested that this was an area which needed to be addressed by the childminder (see recommendation 1).

We saw that the childminder had a policy on the administration of medication. We referred her to the Care Inspectorate website www.hub@careinspectorate.com for the most recent good practice guidance on this (see recommendation 2).

The childminder had some knowledge about how to keep children safe while in her care. We felt that further training in child protection would be of benefit to both the childminder and the minded children. The childminder should ensure that she knows how to record any child protection concerns and who to contact in the event of her having any questions about any child (see recommendation 3).

The childminder provided snack. Healthy eating was promoted with fruit always on offer along with other things such as toast and crackers. Home cooked meals were sometimes available to the children at lunchtime. We discussed with the childminder the ways in which children could be allowed to make choices. We suggested that this discussion would help to develop the language and communication skills of the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To support the children to reach their potential it is recommended that the childminder establishes personal files that record children's learning and development. These should include information of how the childminder has consulted with parents and show plans of what the childminder will do to help support and develop the child.

National Care Standards Early Education and Childcare up to the age of 16, Standard 6: Support and Development.

2. To support the health of the children attending the service the childminder should ensure that she is following best practice guidance for the administration of medication.

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

3. It is recommended that the childminder completes training in the protection of children to safeguard their health and well-being. The childminder must ensure that the service policy is regularly reviewed and shared with parents. The policy should contain details of the local agencies who would offer support and advice in the event of a concern arising.

National Care Standards Early Education and Childcare up to the age of 16, Standard 3: Health and Wellbeing and Standard 14: Well-Managed Service.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area.

From our observations we saw that the childminder's house was very clean, tidy and well organised. She operated a strict no smoking policy. We saw that the house was safe for children. The childminding areas of the house were shared with her daughter who was childminding at the same time.

Some risk assessments had been completed for areas of the house and activities. The children had access to a well equipped playroom which had a variety of toys and activities. The children had some experiences outdoors. They visited the local parks and soft play areas.

The childminder adhered to the exclusion policy for sickness in children. She gave advice to parents about when children should not attend the service. The childminder told us that she was aware of the need to use measures to prevent the spread of infection between any minded children and the family.

The children used the downstairs bathroom. Liquid soap was provided for handwashing. The childminder told us that individual towels would be provided for each child. We advised the childminder that wipes were not a substitute for handwashing before the children ate snack.

The children were given the opportunity to sleep during the day. The children slept in their buggies. This was with the permission of parents. We discussed the guidance on safe sleeping for young children, offering the safest and most comfortable places for children to sleep.

We saw that the children were sometimes transported by car. We asked that the childminder clarify with parents that the children were taken in the childminder's daughter's car and she was the driver. We asked that the childminder review the permissions that had been given by parents and to ensure that they were accurate.

Information about accidents and incidents was recorded appropriately and shared with parents.

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

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

The childminder had an informal way of involving parents and children in her service. She worked hard to build relationships with the families with whom she worked. She spent time every day talking with parents and sharing information.

The childminder had a full set of policies which were shared with parents. They were reviewed and updated regularly. We identified some information which was shared with parents which did not accurately reflect what was happening in the service. We asked that the childminder make the necessary changes to ensure that parents had all of the correct information. This included information about car transport for the children and regular visits which were no longer happening.

The childminder was very experienced in working with children. She had not undertaken any training recently and we considered that she would benefit from some training in child protection and in current developments in early education and childcare (see recommendation 1).

The childminder had not returned the Care Inspectorate annual return which must be completed by all care services. We considered that this reflected poorly on the management and leadership of the service. No self-assessment of the service was available for us to consider (see recommendation 2).

The childminder told us that she kept photographs of the children to share their activities with parents. We advised that she should check her responsibilities when storing photographs and data on her computer and mobile phone. We suggested where further information may be found about the Information Commissioners Office and the implications for childminders.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should investigate appropriate training which improve her skills and knowledge and lead to improved outcomes for children.

National Care Standards Early Education and Childcare up to the age of 16, Standard 12: Confidence in Staff, Standard 14: Well-Managed Service and Standard 4: Engaging with Children.

2. The childminder should ensure that she completes all of the necessary Care Inspectorate returns within the required timescales.

National Care Standards Early Education and Childcare up to the age of 16, Standard 14: Well-Managed Service.

Grade: 3 - adequate

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

The childminder should ensure the service has policies and procedures in place to control the spread of infection which are based on current national guidance for best practice.

National Care Standards Early Education and Childcare up to age 16, Standard 2: A Safe Environment.

This recommendation was made on 12 September 2013.

Action taken on previous recommendation

The childminder had a policy on preventing the spread of infection. We gave advice on effective handwashing.

Recommendation 2

The childminder should ensure the service has comprehensive risk assessments in place to ensure the health and wellbeing of children using the service. The risk assessments should include sleeping arrangements for children using the service.

National Care Standards Early Education and Childcare up to age 16, Standard 2: A Safe Environment.

This recommendation was made on 12 September 2013.

Action taken on previous recommendation

The childminder had a daily risk assessment. This did not include the sleeping arrangements for children who slept in buggies.

Recommendation 3

The childminder should ensure the service has a clear policy and procedure in place on the use, storage and administration of medication and that written consent is given by the parents for the use or administration of medication provided by them.

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

This recommendation was made on 12 September 2013.

Action taken on previous recommendation

This recommendation has not been met. It is continued. Further advice was given to the childminder.

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	
28 May 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
29 Jun 2012	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
23 May 2011	Unannounced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed
16 Dec 2010	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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