

# Micky Morrison Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 14 September 2017

**Service provided by:**  
Morrison, Michaela

**Service provider number:**  
SP2013985525

**Care service number:**  
CS2013322299

## The service

### Introduction

This service registered with the Care Inspectorate on 6 October 2014.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting It Right For Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people - and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting It Right For Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included - often referred to as "SHANARRI".

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of sixteen, of whom no more than six will be under twelve, of whom no more than three are not yet attending primary school and no more than one is under twelve months. Numbers include children of the childminder's family.

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight care will not be provided.

The service is located in a residential area of Annan. The childminder provides her service from her home, which has a large garden. The childminder's home is within walking distance of schools, shops and parks.

On the day of the inspection, there was one young minded child present. We observed that the childminder and the child had a warm relationship, which enabled the child to be confident and curious about the world.

### What we did during our inspection

We wrote this report following a short notice announced inspection, which took place on the morning of Thursday 14 September 2017.

We issued three questionnaires for parents of children who used the service and one of these was returned, showing that parents were very happy with the quality of care and support provided.

In this inspection, we gathered evidence from various sources, including the relevant sections of policies, procedures, records and other documents, including:

- Children's records and folders
- Policies and procedures including child protection, complaints
- Photographs

- Observations of how the children interacted with one another and with the childminder
- Observations of how the children used the toys, and the space in the childminder's home
- Examining equipment and the environment
- Talking to the childminder, parents and the children.

## Views of people using the service

Parents told us that the childminder had been "a godsend. My child has come on leaps and bounds since starting to go and we would be lost without her". Parents confirmed that they could talk to the childminder easily and that she "always asks for my views about my child. She uses the information to care very well for my child and always asks if anything has changed about my child's needs".

Parents told us that "There is always plenty of fun things to do outside providing the weather is nice. The home is very safe and all toys and equipment are checked regularly. The childminder often takes my child to the park and also to a variety of places eg castles, museums, seaside and walks".

## Self assessment

The childminder provided us with an honest assessment of her service. This provided us with information about how her service works and about how she cares for children. It showed us that she has a strong focus on providing a flexible service which supports the needs of children and their families in an interesting and fun way.

## What the service did well

Children were cared for in a nurturing and safe environment, where they were encouraged to develop a wide variety of skills and interests. The childminder provided very good opportunities for children to explore, investigate and be curious about the world around them. Children were encouraged to be independent and caring individuals. The childminder thought about what she was doing carefully and this helped her to provide a service which was supportive and flexible to the needs of families.

## What the service could do better

The childminder should continue to improve aspects of her paperwork systems so that they comply fully with current legislation and support her to continue to provide a safe and caring environment for children.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

The childminder used her supportive and flexible settling in procedures to establish friendly relationships with parents and children. She knew the children in her care very well. She was able to tell us about their needs and interests and how she used this knowledge to care for them. The childminder told us that she encouraged parents to keep her informed about any changes so that she could continue to provide care and support effectively.

The childminder had continued to work on the way she recorded children's personal plans. She had tried doing this electronically, but found that the systems had not worked for her as well as she would like. At the time of the inspection, the childminder was trying out a different way and we were able to give her some advice about this. We found that the format she was using had a focus on children's development and we have suggested that she should improve this by looking at how she can help with health and safety needs as well as their wellbeing needs (see recommendation 1).

The childminder used her knowledge of the children's interests, discussions and her observations of them to provide them with a very wide range of interesting and fun activities. Some of the children had been interested in making slime, and we observed that the childminder had encouraged them to explore this further by introducing magnetic slime. The child present during our inspection appeared to enjoy making the slime dance. The child also told us about the other learning opportunities enjoyed at the childminder's home, which included caring for a number of different animals, playing outside and arts and crafts activities.

The childminder encouraged children to be independent and to develop healthy skills for life. She included them when preparing meals, both by involving them in planning and choosing meals and snacks, as well as in the cooking activities. Children were also involved in growing the vegetables which they later used for their meals. She encouraged children to be aware of good hygiene and was working on handwashing before eating, as well as after using the toilet.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. Personal plans should include a statement of intent about how the service will meet children's health, welfare and safety needs. They should include robust reviews where there is a significant change to a child's needs.

National Care Standards for early education and childcare up to the age of 16 – Standard 14: Well-managed service.

**Grade:** 5 – very good

## Quality of environment

### Findings from the inspection

Children were being cared for in a friendly, relaxed and safe environment. The childminder had continued to make improvements to the inside of her home and told us about her future plans for the building. The home was clean and children were encouraged to look after toys and tidy up when they were finished. Environmental Health had recently visited the childminder's home and were happy with the childminder's cooking facilities.

The childminder provided children with a wide variety of different games and play resources. These encouraged children to develop knowledge, skills and interests. Children were encouraged to think for themselves and to be creative. The childminder told us that she had purchased wood for a fence in her garden, but the children wanted to build a wigwam with it and she had supported them to do this.

The childminder had updated her risk assessment procedures, however, we found that she was not reviewing them consistently when there were changes, like new pets. We suggested that children's personal plans would benefit from the addition of risk assessments, when appropriate, which would aid her in supporting children to remain safe.

Children were encouraged to think about their own safety by learning how to cross the road safely. They knew how to wash their hands properly and were learning when to do this. The childminder told us that she was developing information for parents by introducing a "keep me home if" sheet, so that they were informed about her procedures for controlling infection.

We discussed the recording of accidents and incidents and found that the childminder was recording these and informing parents appropriately.

### 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 was a member of the Scottish Childminding Association (SCMA). She had sought support from them when making improvements to her service and used their publications to keep up-to-date with changes. The childminder was open to suggestions and welcomed feedback about how she could improve what she was doing for the benefit of the children. She had not had the opportunity to attend much training, but was interested in finding out about ways to improve her practice. The childminder told us that she had attended first aid training and made this available to parents and other family members. She was aware of online opportunities for training (see recommendation 1).

The childminder had open relationships with parents. She welcomed comments and suggestions from parents and said that she regularly discussed their child's care with them. She was developing information about her service which she intended to share with parents.

The childminder had completed a self-assessment for this inspection. This provided an accurate picture of her service. Our discussions showed us that the childminder regularly reflected on what she was doing and thought about how she could improve what she was doing. She had made changes as a result of her reflections, including trying different ways of recording children's care and ways of involving parents. She told us about the way she was using an app for arts & crafts, which children were able to use for sharing ideas and interests.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 1

1. The childminder should ensure that she has a clear understanding of what to do to ensure that she is providing a service which meets the safety, health and wellbeing needs of children. She should keep up-to-date and attend relevant training opportunities like child protection whenever possible and regularly.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

**Grade:** 4 - good

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

### Previous requirements

#### Requirement 1

All children attending the service must have a plan which clearly shows how their health, safety and wellbeing needs will be met. Plans must be reviewed with parents at least once every six months or more often when there is a significant change.

In order to comply with this requirement, the childminder must create a personal plan for each child which shows how she will be using the information she must gather for each child and ensure that this is reviewed with parents, and if appropriate with children, at least every six months.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 5

**This requirement was made on 28 June 2016.**

#### Action taken on previous requirement

The childminder had created a plan format for all children attending her service. We found that the plans focussed on the child's development rather than their health, safety and wellbeing. A further recommendation has been made in this report.

**Met - outwith timescales**

#### Requirement 2

Children must be cared for in an environment which is in a good state of repair internally and externally. The premises must be maintained to an appropriate standard for the service. The childminder must provide the Care Inspectorate with evidence that she has improved both her kitchen and her garden so that they are both safe areas for providing her service from. She should further provide confirmation that the premises are acceptable for providing children with meals.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 10.

**This requirement was made on 28 June 2016.**

#### Action taken on previous requirement

The childminder had made the necessary improvements to her home. We did discuss the effect appearances had for parents and have suggested that the childminder also make sure that the outside of her home appears to be tidier.

**Met - within timescales**

## 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 that she has a clear understanding and knowledge of what to do should she have concerns about a child's safety, health and wellbeing. She should attend relevant child protection training and training about Getting It Right For Every Child (GIRFEC) so that she develops confidence in this area of her practice.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

**This recommendation was made on 28 June 2016.**

#### Action taken on previous recommendation

The childminder had not attended child protection training, but was aware that this was available online. She thought that she had attended GIRFEC training. We have made a further recommendation about training in this report.

#### Recommendation 2

The childminder should ensure that good practice for controlling infection is followed by ensuring that hands are always washed before eating, cooking and using the toilet.

National Care Standards for early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

**This recommendation was made on 28 June 2016.**

#### Action taken on previous recommendation

The childminder encouraged children to wash their hands appropriately and we observed that the child present during our visit knew how to wash hands properly.

#### Recommendation 3

The childminder should seek support to ensure that her records and plans are kept in accordance with national guidance and best practice. She should develop reflective practice to include self-evaluation and ensure that this leads to improvements in her service.

National Care Standards for early education and childcare up to the age of 16 - Standard 13: Improving the service and Standard 14: Well-managed service.

**This recommendation was made on 28 June 2016.**

#### Action taken on previous recommendation

The childminder had sought support from SCMA and had made improvements. She had developed reflective practice and we could see that this had resulted in changes to her service. She should ensure that she maintains this.



**Recommendation 4**

Personal plans should include a statement of intent about what the service will provide over the next 12 months, link specifically to children's health, welfare and safety needs and include robust reviews where there is a significant change to a child's needs.

National Care Standards for early education and childcare up to the age of 16 - Standard 14: Well-managed service.

**This recommendation was made on 28 June 2016.**

**Action taken on previous recommendation**

This recommendation is repeated, because whilst there were development plans for children they did not include a statement of intent about health or safety.

**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	
28 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	2 - Weak
		Staffing	Not assessed
		Management and leadership	3 - Adequate
19 May 2015	2	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	4 - Good

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