

McIntyre, Allison

Child Minding

Type of inspection: Unannounced
Inspection completed on: 24 August 2017

Service provided by:

Service provider number:

SP2010977978

Care service number:

CS2010248713

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.

Mrs Allison McIntyre provides her service from the family home in Coatbridge, North Lanarkshire. The service is provided Monday to Friday flexibly to meet the needs of families. Local schools, shops and community facilities are accessible by foot, car and public transport. Children have access to the lounge/dining area and enclosed garden.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 are under 12, of whom no more than 3 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 childminder has a named assistant. When both childminders are working together, they can provide a care service to a maximum of 7 children at any one time under the age of 16, of whom a maximum of 6 are under 12, of whom no more than 3 are not yet attending primary school, and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminders' family.

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

This service is not registered to provide overnight care.

At the time of the inspection there were three children registered to use the service.

One minded child was present when we visited.

What we did during our inspection

We produced this report following an unannounced inspection carried out by one early years inspector. This was carried out on Thursday 24 August 2017 between the hours of 1pm and 3.45pm. We provided the childminder with feedback at the end of our visit.

In this inspection we gathered evidence from various sources, including:

- discussions with the childminder
- discussion with the childminding assistant by telephone
- chatting with the child who was present
- observations of the interactions between the childminder and the child
- observations of the child's experiences and routines
- children's records
- observations of the childminding environment and toys.
- some documents, including medication, attendance register and accident/incident records.

We used the SHANARRI wellbeing indicators (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) to assess practice and looked at how the childminder used these to ensure positive outcomes for children and their families.

We asked the childminder to distribute three care standards questionnaires to parents/carers who use her service on our behalf. We received one completed questionnaire at the time of the inspection.

Views of people using the service

Children's views:

We could see that the minded child was happy, settled and content. He had a strong bond with the childminder and was very comfortable in the setting. The childminder provided him with reassurance which supported him to settle during the inspection and chat to the inspector about what he liked to do when he attended the childminder's home. We observed him playing happily indoors and out. He told us that he liked to play with the toys, with the cars being a particular favourite. The childminder interacted with him in a positive, respectful way and joined in his play.

Parents/carers views:

The parent/carer who completed the care standard questionnaire indicated they were satisfied with all aspects of the service. they commented positively on the range of activities and toys on offer, communication and range of snacks and meals provided.

Self assessment

The self-assessment was completed well. The childminder provided some good information about what she thought she did well. We discussed this process with her at the inspection and asked that she use this opportunity to share areas she has identified that could be improved in her service.

What the service did well

The childminder was well experienced and had cared for some of the children since they were very young. She was very caring towards the young child and attentive to his needs. She spoke positively about the strong relationships she had developed with parents/carers and discussed how this supported her to ensure children's needs were met in a consistent way.

Children had a good range of toys to play with and the childminder planned interesting activities for them to enjoy. She respectfully involved children in making decisions about what they wanted to do and encouraged them to choose photographs to contribute to their personal books.

The childminder was enthusiastic about her role and had continued to keep her childcare knowledge up to date by attending training, reading and research. She played an important role in developing a SHANARRI wellbeing resource with other childcare professionals. This was used well in her service to support individual children.

What the service could do better

Medication procedures should be reviewed and updated to reflect best practice.

The childminder should continue to develop children's personal plans, ensuring these demonstrate how parents/carers are involved.

As the childminder has an assistant, it would be beneficial to formalise this arrangement by developing records which provide information about their role and responsibilities and how they are being supported.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found the quality care and support was good in this service.

The young child present during our visit was happy, confident and comfortable in the setting. He had fun playing with the range of toys and enjoyed the childminder being involved in his play. The childminder interacted with him in a positive way, providing him with affection, praise and encouragement.

The childminder knew the children she cared for well. She described their needs and personalities and told us about how they were supported.

Her knowledge of child development, her observations of individual children and good communication with parents/carers meant that she had current information about their changing needs. This supports continuity of care between home and the childminding setting, and helps children to feel settled and safe.

Children had opportunities to learn about keeping healthy and safe. They were well supported by the childminder to make healthy lifestyle choices.

Lunchtime was a positive experience for the child. He chose one of his favourite meals and was supported to be independent. The childminder was familiar with current best practice nutritional guidance. We suggested this could be a useful tool to help her support children to develop a positive, healthy attitude to well-balanced, nutritious foods.

Outdoors was used very well to enable children to engage in physical activities in the fresh air. The childminder spoke about the positive effects of outdoor play to individual children. This supported children's learning, enabled them to develop their skills and assess risks for themselves.

The childminder had been involved in developing a SHANARRI wellbeing resource with other childcare professionals. The activities contained in the resource were used well to support children to learn about health and wellbeing. The childminder spoke about how this had benefited individual children.

Important written information was recorded about each child and their family. We found some meaningful information and observations about children's learning and development had been recorded in their SHANARRI and care plan books. The childminder involved the children in choosing their favourite photographs to contribute to their special book. Although the childminder told us about how parents/carers were involved in planning for their child, we noted that this could be more evident in children's plans. We also provided information about how written observations could be used more effectively to demonstrate children's progress and achievements. The childminder has agreed to take this forward.

We looked at how medication was managed in the service. The childminder described how she administered medication to children. Although medication was being administered safely to children and suitable tools were in place to record information, we found that medication records were not being completed appropriately. As a result, written consents from parents/carers were not being obtained and clear information about medication and the arrangements for administering this were not recorded. We discussed this in detail with the childminder during our visit and signposted her to best practice guidance. We have made a recommendation about this (see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote children's health and wellbeing, the childminder should ensure that medication policies and procedures are reviewed, updated and implemented, using best practice guidance.

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

Grade: 4 - good

Quality of environment

Findings from the inspection

We found the quality of the environment was good in this service.

The child was very relaxed and comfortable in the childminder's home. He played happily with a good range of toys and resources which were suitably stored to allow children to access these independently. Sofas and soft furnishings provided children with comfortable spaces to relax when they were tired and wished to relax.

Childminding took place on the ground floor of the home with children using the lounge/dining room for play. They had access to toilet facilities downstairs. We found these areas to be safe, clean and hygienic. The childminder described carrying out visual checks prior to children arriving and throughout the course of the day. The enclosed garden area had a good range of toys for children to explore and enjoy and offered different surfaces for them to play on. A trampoline was available for children to use which was enclosed with a safety netting. The childminder discussed plans to refurbish parts of the garden, including tending to some worn parts of decking. We encouraged the childminder to continue to use written risk assessments to demonstrate how she maintains a safe childminding environment. We asked her to include the use of the trampoline and transporting children by car. We signposted her information and advice about trampoline and car safety.

The childminder was familiar with best practice infection control guidance and spoke of the measures in place to minimise the risk of spread of infection in the service. We could see that children had access to appropriate handwashing and drying materials. We encouraged the childminder to continue to promote good handwashing practice in her service. This will reduce the risk of spread of infection and help children to develop good handwashing habits.

References:

Garden Trampoline Safety Advice available at www.rospa.com

Good Egg Car Safety - <http://www.goodeggcarsafety.com/>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

Findings from the inspection

The childminder uses a named assistant to work with her to care for the children. We spoke with the assistant by telephone after our visit. She told us that she was well experienced and felt fully supported and valued by the childminder. She described her role, which was mainly to assist in the care of the children. She spoke about positive relationships with children and families.

We recommended that the childminder develop relevant policies and procedures which demonstrate how assistants are managed in the service. We provided information and advice about how this could be taken forward. This included demonstrating how assistants are safely recruited, their roles and responsibilities, safeguarding procedures, how they are supported to develop their skills and knowledge and how their work is assessed and monitored (see recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should develop policies and procedures which demonstrate how assistants are managed in the service.

National Care Standards. Early Education and Childcare up to the age of 16. Standard 12 – Confidence in Staff.

Grade: 4 – good

Quality of management and leadership

Findings from the inspection

The childminder was well experienced and organised for this inspection. We awarded a good grade for this quality theme.

The childminder understood the conditions of registration and a copy of the current registration certificate was available to parents/carers. Attendance records were kept and suitable systems were in place to record information about accident/incidents. Appropriate insurance was in place to protect those who use the service.

The childminder continued to keep her childcare knowledge up to date. She had accessed a wide variety of relevant training since the last inspection and used the Care Inspectorate's Hub and information from Scottish Childminding Association to keep up to date with current best practice and legislation. The childminder spoke enthusiastically about working with other childcare professionals to develop a children's wellbeing toolkit, which was being used well to support children in her care. We signposted the childminder to Building the Ambition, National Practice Guidance on Early Learning and Childcare. This could support the childminder to further develop the quality of children's experiences.

The childminder and her assistant talked about their role in safeguarding children and were clear about their responsibilities. We noted that the service's child protection policy would benefit from being reviewed and updated. We provided information about how this could be taken forward and suggested this include details of the local Social Work Services office. This would enable them to access information or advice promptly if they had any concerns about children. As it had been some time since the childminder and her assistant had attended training on child protection matters, we encouraged them to refresh their knowledge in this area.

The childminder was committed to the ongoing development of her service and encouraged children and parent/carer involvement. The childminder told us that parents/carers mainly preferred to share their ideas informally through daily chats at the beginning and end of the day. This enabled her to respond naturally to their suggestions.

More formal questionnaires were used to capture parents/carers views about the service. We encouraged the childminder to continue to develop ways to involve children and parents/carers in assessing and evaluating the service. We suggested ways in which this could be taken forward, for example, more topical consultations and using more open questioning in questionnaires. We signposted the childminder to good practice self-evaluation guidance "How Good is our Early Learning and Childcare"

The childminder advised that she plans to contact her local authority to enquire about registering her service as a food business.

References:

Management of medication in daycare of children and childminding services - <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

National Practice Guidance on Early Learning and Childcare: Building the Ambition, <http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

How good is our early learning and childcare? - https://education.gov.scot/improvement/Documents/Frameworks_SelfEvaluation/FRWK1_NIHeditSelf-evaluationHGIELC/HGIOELC020316Revised.pdf

The National Guidance for Child Protection in Scotland <http://hub.careinspectorate.com/search/?s=national+guidance+for+child+protection+2014&type=0&view=0&ord=0>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
6 Nov 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
27 Feb 2013	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	Not assessed
16 Jan 2012	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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