

## McEneny, Laura Child Minding

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

**Service provided by:**  
Laura McEneny

**Service provider number:**  
SP2003903558

**Care service number:**  
CS2003006032

## The service

### Introduction

Laura McEneny registered with the Care Inspectorate in 2011. The service operates from the childminder's family home in King's Park, Glasgow.

The childminder is registered to provide a service to a maximum of 5 children at any one time under the age of 16 of whom a maximum of 5 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months.

Minded children are cared for in the sitting room and dining kitchen. At the time of our visit, the childminder could not use her garden. However, she planned to develop it so children could go out to play.

### What we did during our inspection

We compiled this report following a short notice announced inspection which took place on 16 November 2017 between 15:30 and 17:15 and on 24 November 2017 between 09:30 and 11:00.

During the inspection, we spoke to the childminder, the children present and one parent when they arrived to pick up their child. We observed the care given by the childminder and looked at a number of documents including health and safety records, new paperwork and information on children.

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 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

The children present were happy and settled in the childminder's home. They played well together and enjoyed each other's company and the activities on offer.

We asked the children for their views and they told us:

'I love coming here, I love Laura.'

'The toys and games are really good.'

'Laura is so helpful and supportive and she has such a happy, bubbly personality.'

'The games and activities are so fun and they are especially fun when I get to play them with my friends.'

Four parents returned questionnaires to us. The responses from these showed that they were very happy with the quality of care their child received.

'I am extremely pleased with the service provided by Laura. Laura is a hard-working, motivated and kind person.'

'My child loves being at Laura's house and with all the other children.'

'Laura is a very strong communicator and talks and listens to my children. Their views are very important to her.'

'Laura is a very caring and thoughtful carer who always puts the needs of children in her care first.'

## Self assessment

We received a fully complete self assessment from the childminder. She identified what she thought the service did well and gave examples of improvement in recording children's information and the childminding environment. The childminder also identified areas of the service she planned to develop.

## What the service did well

The childminder provided a welcoming environment for children. She worked very closely with parents to offer continuity of care for children.

## What the service could do better

We asked the childminder to continue developing her policies and procedures and to proceed with her plans to attend training in the near future.

## From this inspection we graded this service as:

Quality of care and support	4 - 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 had cared for most of the children since they were very young, and they were now at primary school. During this time, she had developed very good relationships with families, working closely with them to meet children's individual needs.

Since her last inspection, the childminder had developed the paperwork she had in place to gather information on children. Firstly, she had introduced new registration forms which parents had completed, providing up to date contact, medical and emergency information. And, All About Me sheets that children were completing during our first visit. The children chatted together and, with the childminder, decided what their individual characteristics and strengths were.

We viewed a mind-map that the childminder had introduced to capture children's ideas and interests and to record their plans.

At the time of the inspection, children were creating a newspaper. One child had the role of editor with two others as journalists, deciding on topics to write about. They were working well together, encouraged by the childminder.

The childminder continued to take children on regular visits within the local and extended community. She had introduced more stay at home days to suit younger children. Recently, she had begun taking children to some new places which included a music project and secure garden area where children could explore, supervised by the childminder .

Children present told us about the visits they enjoyed and how they were looking forward to a trip to the cinema together. Children told us that the childminder spoke to them about keeping safe when out and about. We learned that the childminder took the opportunity during walks home from school to promote older children's independence when crossing the road.

Children were offered a healthy snack which always included fresh fruit. She also provided an evening meal for children who were going directly to clubs and other activities. We asked the childminder to contact Food Standards Scotland to register as a food providing business.

We discussed the childminder's medication procedure. She had obtained additional forms to supplement those provided by her insurance company. We asked her to review her procedures to ensure they reflected the latest best practice guidance. This included what actions she would take if a child refused or spat out medication. (See recommendation 1)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should review her medication procedures to ensure they reflect the Care Inspectorate best practice guidance - Management of medication in daycare of children and childminding services.

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

The childminder's home offered a clean and safe place for children. She planned to carry out some decorating and improvement work in the near future. In the meantime, her home was suitable for the children in her care.

During our visit, children enjoyed art activities at the kitchen table then imaginative play and games play in the sitting room. We saw they had access to a good range of resources and were busy throughout our visit.

The childminder and children confirmed that they washed their hands routinely including after the toilet and before eating snack.

The childminder made very good use of amenities in the local and wider community to offer children a range of experiences. They visited some on public transport and walked to others. Children present on the day spoke enthusiastically about places they had visited.

The childminder agreed to consider the distance some children had to walk. Also, to ensure that she had taken full account of any possible risks and had taken steps to address them.

## 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 had reviewed many of her policies and procedures since her last inspection. This included issuing new registration forms for parents to complete which meant she had up to date information on the children she cared for. The childminder had also introduced individual folders for children where they were able to record their All About Me information, which included their family, friends, likes and interests.

The childminder had identified training courses that she planned to register for as: Responsive Care - Birth to Three, Child Protection and Elementary Food Hygiene.

The childminder had also accessed The Hub section of our website and was aware of the updated guidance available. She agreed to become more familiar with documents such as Management of medication in daycare of children and childminding services, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) and Building the Ambition. (See recommendation 1)

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 1

1. The childminder should continue to access The Hub section of the Care Inspectorate website to ensure she keeps up to date with new guidance documents.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 – Improving the Service.

**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

### Recommendation 1

The childminder should collate the information she gathers to form a personal plan for each of the children. She should involve parents in reviewing the information at least every six months.

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

**This recommendation was made on 9 January 2017.**

### Action taken on previous recommendation

The childminder had introduced individual folders for children which provided a basis for personal plans. She planned to share them with parents at least every six months with parents.

### Recommendation 2

The childminder should review her medication procedures to ensure they reflect the best practice guidance – Management of medication in daycare of children and childminding services.

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

**This recommendation was made on 9 January 2017.**

#### Action taken on previous recommendation

The childminder had a copy of the document – Management of medication in daycare of children and childminding services. She had yet to review her procedures. This recommendation is repeated. See Quality of care and support.

### Recommendation 3

The childminder should review and update risk assessments routinely to ensure they take account of changing hazards within her home. She should also refer to all risk assessments regularly.

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

**This recommendation was made on 9 January 2017.**

#### Action taken on previous recommendation

The childminder had updated her risk assessment procedures.

### Recommendation 4

The childminder should strengthen her knowledge of latest best practice guidance with a view to reviewing her policies and procedures.

National Care Standards Early Education and Childcare up to the age of 16: Standard 13 - Improving the Service.

**This recommendation was made on 9 January 2017.**

#### Action taken on previous recommendation

The childminder had begun to build on her knowledge by accessing The Hub section of our website and meeting with other childminders.

### Recommendation 5

The childminder should proceed with her plans to attend relevant training. In particular, child protection.

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

**This recommendation was made on 9 January 2017.**

#### Action taken on previous recommendation

The childminder had taken action by identifying training courses and making plans to attend.

## 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	
16 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
25 Feb 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
10 Jun 2011	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	4 - Good
		Management and leadership	Not assessed
17 Sep 2010	Announced	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
27 Aug 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Sep 2008	Announced (short notice)	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	3 - Adequate
		Management and leadership	4 - Good



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