

## Galloway, Claire Child Minding

Type of inspection: Unannounced  
Inspection completed on: 29 January 2018

**Service provided by:**  
Galloway, Claire

**Service provider number:**  
SP2012984348

**Care service number:**  
CS2012313792

## The service

### Introduction

Claire Galloway operates her service from the family home on the outskirts of Stranraer, close to schools, nurseries and open spaces.

The current conditions of registration state that the childminder may:

Provide a care service to a maximum of four minded children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months of age. Children are inclusive of the childminders own family.

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

The areas of the home that may not be used are: the childminders own bedroom.

Overnight care will not be provided.

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 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 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.

### What we did during our inspection

We wrote this report following an unannounced inspection between the hours of 09.30 and 11.30 on Monday 29 January 2018.

The childminder was present, along with her own child and three minded children for a short period.

We saw where children played, the toys and activities they had available and observed them at play.

We used information from the childminders annual return and feedback from the one parents questionnaire we received from the three we issued. We sampled some records, policies and spoke with the childminder about her practice.

## Views of people using the service

All the minded children were aged under three, so their speech was limited. However, we used our observations to see what kind of experience they had at the childminder.

There was some support offered by the childminder, although children were mostly independent and played mainly on their own. We spoke with the childminder about how this can be improved.

## Self assessment

We had asked the childminder to submit a self assessment on 14 March 2017, however this was not submitted to us. We spoke to the childminder about the importance of this document to help raise the quality of childminding in her service.

## What the service did well

The childminder was honest in her discussions that she had not maintained the standards she demonstrated during her previous inspection in May 2014.

She knew the minded children well and had some of their favourite toys set out for them.

## What the service could do better

The childminder should prepare an action plan to detail how she will address the requirements and recommendations within this report.

The childminder must ensure she adheres to her conditions of registration at all times.

## From this inspection we graded this service as:

Quality of care and support	2 - Weak
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

After gathering evidence and speaking with the childminder, we determined that the quality of the care and support is graded as Weak.

We saw that children were happy and settled. They had access to a playroom and an area of the kitchen for play. The childminder told us her daily routine included some trips to local beauty spots and some playgroups to

help expand their social groups. We spoke with the childminder about how she could improve outdoor play opportunities by using the Care Inspectorate 'My World Outdoors'. We asked that she improves upon the daily access to the fresh air and energetic play, given the size of the playroom. See recommendation, 1 below.

After seeing the toys, games and resources available to children, we spoke with the childminder about how she could further improve upon the play experiences for all ages. We asked that she considers more challenging and 'open-ended' activities, following good practice such as 'Loose Parts Toolkit' and 'My Creative Journey'. All the documents referred to throughout this report can be found on the Care Inspectorate on-line resource, The Hub.

We sampled a document which the childminder called a Personal Plan. Personal Plans are a legal requirement in all care services and should contain agreed arrangements for each child's care arrangements. We were concerned that the document did not provide an accurate record of the child's needs and we had asked her to improve upon this in our last inspection report. We asked that the childminder improves upon this important document for each child in her care. See Requirement, 1 below.

As described in the introduction of this report, the Care Inspectorate looks at how care providers plan to 'Get it Right For Every Child' using the well-being indicators, SHANARRI. We found there was no evidence that the childminder follows the principles of this in her day to day work. We have made a recommendation about this, 2 below.

We asked that the childminder reads the 'Pre Birth to Three' document and attend training on this to help her improve upon the quality of experience for minded children.

We looked at the information the childminder kept about how she manages child protection concerns. After discussing her understanding of keeping minded children safe from harm and abuse, we were concerned that she had not kept up to date with current good practice for referrals or training. We have made a recommendation about this, 3 below.

## Requirements

### Number of requirements: 1

1. The childminder must provide a Personal Plan for each child which sets out how the health, safety and wellbeing needs of each child are planned for and met. Each personal plan must be reviewed and updated at least once in every six month period.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011,(SSI 2011/210 Regulation 5(1)(2)(b))

Timescale for completion: Within 28 days of each child joining the service.

## Recommendations

### Number of recommendations: 3

1. In order to provide minded children with high quality play experiences, the childminder should research how to plan and deliver interesting and stimulating activities, using best practice documents.

Reference: National Care Standards, early education and childcare up to the age of 16.

Standard: 5 Quality of experience

Standard: 11 Access to resources

2. The childminder should use the SHANARRI indicators to support minded children.  
 Reference: National Care Standards, early education and childcare up to the age of 16.  
 Standard: 4 Engaging with children.  
 Standard: 5 Quality of experience.

3. The childminder should attend appropriate training in Child Protection matters and improve and update her written information in this for parents and carers.  
 Reference: National Care Standards, early education and childcare up to the age of 16.  
 Standard 3 Health and wellbeing  
 Standard 14 A well managed service

**Grade:** 2 - weak

## Quality of environment

### Findings from the inspection

Following assessment of the ground floor premises, saw how children used these spaces and discussion with the childminder we graded the quality of the environment as adequate.

We found that although the premises presented as clean, there was little organisation of the toys and play areas used by minded children. The playroom used by minded children was cluttered and not suitable for childminding for the ages present. This meant that there was limited space for children to play and they found it difficult to find their favourite toys and games. There was no appropriate assessment of the risks associated with the area. We made a recommendation about this, 1 below.

There was no seating or cushions for them to play or rest comfortable in the playroom room. Children would have benefitted from more imaginative play resources, such as puppets, dressing up materials and homely resources. We spoke with the childminder about improving the playroom to provide an inviting and stimulating play-space.

One child was in a high chair for a prolonged time, when there was no food or activities being offered. We spoke with the childminder about this and explained how high chairs and other equipment that children require to be secured into should be used purposefully. This could be perceived as restraint. We made a recommendation about this. See recommendation,2 below.

We saw that the children expressed limited verbal communication and spoke with the childminder about limiting use of the television. The 'Ready to Read' document was recommended to her as a useful resource to encourage early literacy and language.

### Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 2

1. The childminder should improve upon the play experiences for minded children. There should be high quality and stimulating resources readily available, which follow best practice and individual children's stage of development and interests.

Reference: National Care Standards, early education and childcare up to the age of 16.

Standard: 5 Quality of Experience

2. The childminder should ensure equipment that children are secured into is used appropriately. The length of time children are in this equipment should be monitored by the child minder.

Reference: National Care Standards, early education and childcare up to the age of 16.

Standard 2 A Safe Environment

Standard: 5 Quality of Experience

**Grade:** 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

Following assessment of records and review of practice with the childminder, we found that the quality of the management and leadership is graded as weak.

The childminder was a member of the Scottish Childminding Association (SCMA) and made use of their record keeping system. She told us she read the Care Inspectorate magazine to keep up to date with changes and developments in childminding. However, as there were a number of matters, such as limited good quality record-keeping and poor knowledge of current good practice, we have asked that the childminder improves the management of her service. We suggested that the childminder contacts the SCMA for support and training events. See recommendation, 1 below.

The childminder told us she had established good relationships with the families who used the service. The response from our parents questionnaires told us that they 'Agreed' that the childminder involves them in deciding care for their child and that they had good opportunities to discuss care arrangements. The childminder told us she had asked parents to comment about her service through a questionnaire. We asked that she ensure she collates the findings and includes it in her self assessment, after sharing with all parents using the service.

We found that the childminder was operating outwith her Conditions of Registration during our inspection visit. She was caring for three minded children under school age as well as for her own family. This meant that there were four children under primary school age. The current certificate states that there should be a maximum of four minded children under primary school, to include no more than three not yet attending primary school. After

discussion with the childminder, her own child was collected by a relative to ensure the correct numbers were being cared for. We wrote to the childminder following the inspection reminding her of her responsibilities of her registration conditions.

It had been raised at the previous inspection that the childminder should improve some aspects of her service. We found that the childminder had not addressed all the recommendations we made. We have repeated these in this report and have asked that the childminder develops an action plan to explain how she will attend to the requirements and recommendations contained within this report.

## Requirements

### Number of requirements: 1

1. The childminder must ensure that the service meets the minimum ratios as detailed in the current conditions of registration.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210:Regulation 4(1)(a) - A requirement to make proper provision for the health, welfare and safety of service users.

Timescale: Immediately on receipt of this report.

## Recommendations

### Number of recommendations: 2

1. It is recommended that the childminder seeks suitable training to ensure she is sufficiently knowledgeable about how to provide a high quality childminding service.

Reference: National Care Standards, early education and childcare up to the age of 16.

Standard: 13 Improving the service

Standard: 14 A well managed service

2. It is recommended that the childminder produces a meaningful and effective self assessment of what she does, to include input from children and families.

Reference: National Care Standards, early education and childcare up to the age of 16.

Standard: 13 Improving the service

Standard: 14 Well managed service.

**Grade:** 2 - weak

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

### Previous requirements

#### Requirement 1

The childminder must review children's personal plans at least once in every six month period whilst children are using the service.

This is in order to comply with Regulation 5 (2) (b) (iii) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI/210).

Timescale - within 6 months of children starting the service.

**This requirement was made on 7 February 2018.**

#### Action taken on previous requirement

We sampled Personal Plan records and found they did not comply with current requirements. We have repeated this in the Care and Support section of this report.

**Not met**

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

### Previous recommendations

#### Recommendation 1

We recommend that the childminder develop a written 'rules' for all minded children to help manage behaviour. Reference: National Care Standards, early education and childcare to the age of 16. Standard 8.1 Equality and fairness

**This recommendation was made on 7 February 2018.**

#### Action taken on previous recommendation

We saw that older children had made a list of 'house rules' although we were unable to chat with them about how they were used.

#### Recommendation 2

We recommend that the childminder continues with her good efforts to extend her childcare knowledge through training. Reference: National Childcare Standards, early education and childcare up to the age of 16. Standard 12.2 Confidence in staff.



This recommendation was made on 7 February 2018.

#### Action taken on previous recommendation

There was no evidence that the childminder had attended training other than basic first aid certification. We have repeated this in the Management and Leadership section of this report.

## 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	Grading	
1 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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