

## Duguid, Andrea Child Minding

Type of inspection: Unannounced  
Inspection completed on: 20 March 2018

**Service provided by:**  
Duguid, Andrea

**Service provider number:**  
SP2012983590

**Care service number:**  
CS2012308497

## The service

### Introduction

The Care Inspectorate regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was registered on 15 August 2012

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 Duguid is registered to provide care for a maximum of six children under the age of sixteen at any one time, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. The numbers are inclusive of the childminder's own family.

The service is registered to provide care from Mrs Duguid's home in the Turriff area of Aberdeenshire. The living room, kitchen and outdoor area were available to minded children. Three minded children were present on the day of inspection.

### What we did during our inspection

We wrote this report following a short notice announced inspection carried out by us on 20 March 2018.

We sent three care standards questionnaires to the service to distribute to relatives or carers of children who use the service but none of these were returned to us before the inspection. We spoke with one parent by telephone. Comments are included within this report.

During the inspection we spoke with the childminder and discussed how she gave care and support to minded children. We looked at some documents including child information records, policies and procedures.

### Views of people using the service

Three minded children were present during the inspection. They seemed comfortable, settled and happy in their environment. They happily engaged us in their play.

## Self assessment

We did not receive a completed self-assessment document from the service provider. We discussed this with the childminder and advised of the importance of submitting this information to us.

## What the service did well

The childminder had created a warm, happy and inclusive environment for the minded children. Children were well cared for and the childminder was able to discuss how she had worked with families to provide the right care for their child.

## What the service could do better

The childminder should review the format of personal plans for children to ensure that all information is clear, meaningful and inline with legislation.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

At this inspection, we found the service to be providing a very good quality of care and support. We looked at how the childminder gathered information about minded children and how this was used to plan children's care, learning and development. This included the required information to be kept as well as good practice records.

The childminder provided various ways for parents/carers to have input into how the service is provided. She had developed questionnaires for parents to complete to help her gather information on her practice, how children were supported and if they had any suggestions for improvement. She had used evaluation sheets for older children to feedback on how they found this service. This enabled the childminder to gather targeted and meaningful information to help develop her service. Children seemed very happy with the childminder. They were very chatty and laughed a lot. They confidently told the childminder what activities they wanted to get involved in.

Personal plans were in place and we discussed how the format could be reviewed so that the flow of information could be made more concise (see recommendation 1). The childminder advised how she had supported families to promote positive outcomes for children. For younger children she followed routines from home so that they experienced continuity of their care. The childminder worked well with families and this helped her to provide continuity of care for children.

A parent advised that she received a daily diary for her child and that any issues concerning wellbeing, learning or behaviour were discussed by the childminder.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should review and develop the paperwork relating to personal plans to ensure that the information being recorded is meaningful, clear and has parental input.

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

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

At this inspection we considered how the designated childminding areas were maintained to ensure children were safe and protected from harm and how well the childminding areas were used. All aspects considered were met. We gathered evidence through viewing the childminding areas and equipment, examining relevant records and observing how the children used the environment, local community and resources.

The childminders home was bright, welcoming, clean and spacious. The living room was used to engage in both busier and quieter activities. Resources and activities on the day of inspection were suitable for the age of the children attending. Healthy snacks were available for children. The childminder told us of her plans to enhance her outdoor area and provide a space for children to engage in more explorative and risky play. We discussed My World Outdoors (2016) and Loose Parts Play (2016) documents ([www.hub.careinspectorate.com](http://www.hub.careinspectorate.com)) which would support this kind of play for children. This would be a positive development and children would benefit from these experiences. We found she had a clear understanding of her roles and responsibilities in relation to protecting children.

A parent advised that the childminder made good use of the local community and took children to local parks and toddler groups. She also told us that the children were always busy at Andreas doing crafts and playing outdoors.

We concluded that children were being cared for in an environment that was well maintained, had appropriate safety measures in place and was well resourced. The childminder ensured that systems were in place to keep children safe and respected their privacy.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

At this inspection, we considered how the childminder evaluated the service, made improvements and kept informed of best practice and legislation. We gathered evidence through viewing relevant records and discussions on training and development opportunities.

The childminder had been proactive in keeping her practice, skills and knowledge up to date. She had attended various training since her last inspection which included; Paediatric first aid Child Protection, SALT, Food Hygiene, Infection Control, Manual handling (object), ADHD and Autism, Risk Management, Outdoor Play, Children's Rights and Child Development. She advised she enjoyed attending training and was able to speak to us about how it changed and developed her practice and knowledge. We discussed the new pathway for childminders and how this would be a valuable tool in furthering her practice, knowledge and skills. She had updated her policies and procedures inline with best practice guidelines and legislation.

A parent advised that her children love going to Andrea's and the service is like an extension to their family.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very 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 complaints policy should be reviewed to make it clear to parents that they can contact the Care Inspectorate at any time if they wish to make a complaint.

National Care Standards Early Education and Childcare up to the age of 16 Standard 7: A Caring Environment.

**This recommendation was made on 19 August 2013.**

#### Action taken on previous recommendation

This recommendation had been met. The childminder had updated her complaints policy.

#### Recommendation 2

The medication policy should be reviewed in line with best practice guidance in relation to the administering of medication to children and young people.

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

**This recommendation was made on 19 August 2013.**

#### Action taken on previous recommendation

This recommendation had been met. The childminder had updated her medication policy.

#### Recommendation 3

The childminder should complete a child protection course and update her child protection statement to show that she has a clear understanding of her role in protecting children and young people from harm.

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

**This recommendation was made on 19 August 2013.**

**Action taken on previous recommendation**

This recommendation had been met. The childminder had updated her child protection policy and attended training.

**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	
8 Aug 2013	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	Not assessed

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