

McArthur, Deborah Child Minding

Type of inspection: Unannounced
Inspection completed on: 27 March 2018

Service provided by:
McArthur, Deborah

Service provider number:
SP2003900344

Care service number:
CS2003001589

The service

Introduction

Deborah McArthur's childminding service has been registered with the Care Inspectorate since 2011.

She is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom not more than three are not yet attending primary school and of whom no more than one is less than 12 months. Numbers are inclusive of children of the childminder's family. The parts of the premises not to be used are all bedrooms on the first floor and the front room on the ground floor.

The service is provided from the childminder's home, which is a modern house in the Garthdee area. There is a large enclosed garden with an on street parking area for parents. The children have access to the lounge, kitchen, conservatory and the toilet on the ground floor. The childminder's home is within easy access of the local schools and amenities such as the library, community centre and various parks.

The childminder provided us with a summary of their aims and objectives, which were to provide children with a safe, caring and stimulating environment where they can learn respect for others. More importantly children should have fun.

What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 14:45 and 16:30 on 27 March 2018. The inspection was carried out by a Care Inspectorate early learning and childcare inspector.

During this inspection we spoke to the childminder and observed the child present. We observed the care given by the childminder and looked at a number of documents including children's records and certificates of training.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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 the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

The child enjoyed coming to the childminder's home. They liked the relaxed atmosphere and that they could choose what to do. The child particularly enjoyed the outings that happened most weeks.

Self assessment

The self-assessment provided basic information. It was not evaluative and did not identify aspects of the service that could be improved. The childminder should consider how this could be developed to support her to drive forward improvements in the service.

What the service did well

The childminder provides a homely, relaxed environment. Children's views are valued and they are able to choose what to do. She provides a flexible service that meets the needs of families.

What the service could do better

The childminder must attend first aid training. She should also access other training and make better use of best practice documents to support her to extend her skills and knowledge and develop the service better. Procedures to safeguard children should be improved.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

The childminder currently cared for one child, who was secondary school age. As a result she was able to tailor her service to meet the needs of the child and their family. The childminder had developed a very good relationship with the child. She knew their personality and preferences well and interacted in a relaxed, fun manner. The child told us they felt at home and enjoyed their time with the childminder.

Basic information had been gathered to support the childminder to meet the needs of the child. This included details of emergency contacts and any medical issues. The childminder advised she spoke with the parent on a daily basis to ensure she had up-to-date information and was supporting their needs. However, the record had not been reviewed to ensure it reflected the child's current needs. We asked the childminder to ensure this was done with the parents and repeated at least every six months, in line with current legislation.

The parent provided snacks and the childminder described how she worked with the parent to ensure these were healthy. On the odd occasion when snack was not provided the child was able to choose what they wanted from a range of healthy options. We saw the child having snack in a relaxed environment with the childminder chatting to him. This provided a pleasant, homely experience.

Effective arrangements were not in place to ensure children were safeguarded, this placed children at risk. The childminder had not attended child protection training for a considerable number of years. Her knowledge of the potential signs of abuse was too basic to ensure we were confident she would be sufficiently alert to indicators of harm. The childminder was unclear on reporting and recording procedures. She was unaware of how to effectively use chronologies to support her in assessing children's wellbeing needs. The child protection policy contained limited information so did not provide clear guidance to effectively support the childminder. **(See recommendation 1.)**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To ensure children are protected from harm and neglect and their wellbeing needs are met the childminder should:

- develop her knowledge and understanding of safeguarding children, including reporting procedures
- implement the use of chronologies to support her in recording and assessing children's wellbeing needs
- develop a child protection policy that provides clear guidance to follow in the event of any concerns.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 3: Health and Wellbeing and Standard 12: Confidence in Staff

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The childminder's home was clean and well maintained. She had created an inviting and comfortable environment, with plenty of space for children to play. There were large, comfy sofas for relaxing on.

There were opportunities for children to be active and healthy. The fully enclosed garden provided opportunities for active play. The childminder also made use of local parks and went for walks with the child and the dogs.

The child only came for two sessions a week, which limited the opportunities for different activities. Despite this the child still enjoyed an outing most weeks, including to the cinema and bowling. The child told us they were asked what they wanted to do and activities and outings were based on their requests. When not on outings the child told us they enjoyed relaxing and playing with the dogs.

The childminder demonstrated a good understanding of the potential risks to children. She took account of their age and stage of development in determining the level of supervision and activities provided. The childminder had worked effectively with the parent to support the child to become independent whilst still ensuring their safety.

The childminder often used her car for work purposes. Appropriate car and public liability insurance was in place.

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 (SMCA). She told us she used professional publications from the SCMA and the Care Inspectorate to keep up to date with changes in practice.

The childminder had not accessed any training in recent years. Her first aid certificate was significantly out of date, this had also been identified at the last inspection. As a result she did not have the skills and knowledge to ensure the safety and health of children in the event of an accident or medical emergency. We informed the childminder of our concerns that first aid training had not been accessed for such a considerable period of time and advised her she must do this and provide evidence to us. **(See requirement 1.)**

The childminder had no knowledge of GIRFEC, the Scottish Government's approach to improving outcomes and wellbeing for all children. A better understanding of this would support the childminder in ensuring children's wellbeing needs are met and they receive the right support at the right time. The childminder was not using best practice guidance to support her in developing her service. **(See recommendation 1.)**

The childminder provided a flexible service that met the needs of the family. She had positive relationships with parents, with a good exchange of information on a daily basis. This enabled her to be responsive to the child's changing needs. Parents and the child were able to give feedback about the service through daily discussions.

However, effective systems to assess the quality of the service and identify areas for improvement had not yet been developed. We suggested the 'Your Childminding Journey' website (link below) might be useful to support her in evaluating the service. Following the last inspection the childminder had not submitted an action plan to us. We advised the childminder of the need to ensure a detailed action plan was submitted.

<http://www.childmindingjourney.scot/>

Basic policies were in place and shared with parents. However, these were not regularly reviewed to ensure they were current and reflected best practice. We asked the childminder to update the complaints policy to include all the necessary information. This will ensure parents know the correct procedure to raise a complaint about the service.

Requirements

Number of requirements: 1

1. To ensure children's health needs are met and they are kept safe the childminder must attend paediatric first aid training and provide evidence of this to the Care Inspectorate.

This is in order to comply with:

The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instrument 2011/210) Regulation 4 - Welfare of Users, in particular 4 (1) (a) and 9 (2) (b).

Timescale: by 27 June 2018.

Recommendations

Number of recommendations: 1

1. The childminder should ensure she attends a range of training and undertakes other development opportunities to support her in developing the service.

National Care Standards for Early Education and Childcare up to the age of 16 - Standard 12: Confidence in Staff, Standard 13: Improving the Service and Standard 14: A 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

To ensure children in their care are safe the childminder must ensure that she follows Disclosure Scotland regulations for all members of their family.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirement for care services) Regulation 2011, Scottish Statutory Instruments No. 210. Regulation 12, (3) - Childminding - A provider of childminding must give notice to Care Inspectorate immediately when another person begins to live at the premises which are used for the provision of the service.

Timescale: two weeks from the date of inspection.

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

This requirement was made on 7 December 2016.

Action taken on previous requirement

Disclosure Scotland checks had been undertaken for everyone living in the premises aged 16 years and over.

Met - within timescales

Requirement 2

To ensure children are safe when in the childminder's care, the childminder must undertake and maintain their first aid training.

This is to comply with:

The Social Care and Social Work Improvement Scotland (Requirement for care services) Regulation 2011, Scottish Statutory Instruments No. 210. Regulation 4, (1)(a) - Welfare of users. - A provider must make proper provision for the health and safety of service users.

Timescale: - three months from the date of inspection.

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

This requirement was made on 7 December 2016.

Action taken on previous requirement

The childminder had not attended first aid training. This meant in the event of an accident or medical emergency the childminder would not have the necessary skills and knowledge to ensure the safety of children.

Not met

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

Previous recommendations

Recommendation 1

The childminder should keep a note of when children's care plans have been updated. This will confirm that they have the most up-to-date information logged.

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

This recommendation was made on 7 December 2016.

Action taken on previous recommendation

This recommendation had not been met. Care plans were not updated.

Recommendation 2

The childminder should develop the risk assessment review process to ensure risk assessments are up to date and reflect changes in circumstances. This will allow the childminder to keep children in their care safe.

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

This recommendation was made on 7 December 2016.

Action taken on previous recommendation

This recommendation had been met. Risk assessments were in place that reflected the current circumstances.

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
7 Dec 2016	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
20 Dec 2012	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 4 - Good Management and leadership Not assessed
23 Aug 2010	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good

Date	Type	Gradings	
		Staffing Management and leadership	Not assessed Not assessed
19 Aug 2009	Announced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed
4 Jun 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate 3 - Adequate

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