

# Mackinnon, Karen

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 16 May 2018

**Service provided by:**  
Mackinnon, Karen

**Service provider number:**  
SP2003902969

**Care service number:**  
CS2003005137

## 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](http://www.careinspectorate.com)

Mrs Mackinnon has been registered with the Care Inspectorate since 2011 to provide a childminding service.

At the time of this inspection, the service complied with the following conditions:

1. To provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three 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.
2. Minded children cannot be cared for by persons other than those named on the certificate.
3. Overnight service will not be provided.

The childminder provided her service from her home a semi-detached two storey property, which is situated in a residential area of Ayr in South Ayrshire. The home is close to local schools and other amenities. Minded children have access to the playroom, kitchen and bathroom on the ground floor and a secure rear outdoor play area.

At the time of this inspection, the childminder was providing a service for seven children from six families within the conditions of her registration.

The childminder's main aim was to, 'Provide a safe , secure and happy environment for all children within my care.'

### What we did during our inspection

We compiled this report after an unannounced inspection that took place on Wednesday 16 May 2018 between 11:30 and 13:30. A Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection, we spoke with the childminder and the two young children who were present. We observed the care given by the childminder and looked at a number of documents including records for the children and health and safety records. We also inspected those areas of the property used for childminding.

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 the 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

We spoke with the two young children who were present during the inspection. We saw that they were happy and settled and enjoyed the company of the childminder. They had enjoyed an outing to the 'Playbus' that

morning with the childminder. Photos taken by the childminder showed that the children had enjoyed playing with some natural materials and dressing up. They had also enjoyed the company of other childminders and minded children. On return to the childminder's they had eaten their packed lunches before the childminder took them to nursery for the afternoon. It was evident that they were settled in familiar routines and enjoyed the variety of activities the childminder provided within her programme for day to day care of the children.

We issued three questionnaires for parents to complete and two families who used the service returned completed questionnaires to us. These clearly indicated a high level of satisfaction with this service. Comments included:

'A varied daily routine that still has structure. They go to parks, beach, toddler group, shopping centres, soft play, farm park and museums.'

'Karen socialises with other childminders so my child has regular company. I have recommended Karen as a childminder to colleagues and friends. I am very grateful to have found a childminder like Karen who shows genuine care for my child.'

The childminder had also issued her own questionnaires to parents and, these too reflected a high level of satisfaction with the service.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. She told us what she did well and how she had involved children and their families in assessing and developing their service. It was very evident that she had taken into account the specific needs and interests of the children and had respected the views of parents.

## What the service did well

We found that the childminder had maintained her very good grades since the previous inspection. In particular, we found:

- She had addressed the three recommendations made in the previous inspection report.
- Communication with parents was open, honest and respectful.
- She made very good use of resources out with the home to add variety and richness to the children's experiences.
- Care plans were personal to each child.
- The childminder was business-like and well organised for this inspection.

## What the service could do better

We have made no recommendations or requirements in this inspection report. The childminder readily accepted suggestions to enhance her very good service.

## 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

We found that the quality of care was very good in those areas we sampled under this quality theme.

We found that communication with parents was a particular strength. This took the form of daily verbal exchanges, text messages and effective record keeping. It was very evident that the childminder had a sound understanding of the specific needs of individual children and had respected the wishes of their parents in meeting these needs. She also sought and welcomed feedback about her service on an on-going basis and through the provision of her annual questionnaire. She also took on board suggestions and requests made by the children and their families. The visit to the playbus on the day of the inspection was the result of a parental request. Parents also wrote in our questionnaire:

'Karen and I regularly speak face to face or over the phone. We have no issues communicating and adapting to any changes to the service provided.'

'She is responsive to my child's needs - we have discussed ways to improve care needs. Karen has implemented changes suggested.'

The childminder had developed personal plans as recommended at the previous inspection. We found these were personal to each child using the eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. For example, she promoted road safety to keep children safe and to raise their awareness of personal safety. She also ensured that she had shown children respect with privacy when having their nappy changed. During discussion, we suggested examples of other issues that she could include in personal plans. For example, how she would support children to demonstrate positive behaviour. This would illustrate how she encourages children to respect each other and take some responsibility for their own behaviour management.

We found very good evidence that the childminder promoted healthy lifestyles. We found there was a strong focus on outdoor play making very good use of the local natural environment. Walking was integral to daily activities and she made very good use of local facilities in and out of doors to enrich experiences for the children.

The childminder was aware of her responsibilities in relation to the protection of children. She had also put in place precautions to protect children in day-to-day situations such as, establishing the good practice of using safety crossings to access the nearby park. When in the park the children knew and understood the boundaries where they could use their scooters.

The childminder had available paperwork to record the administration of medication and outlined good practice for administration of medication.

Overall, the children's preferences, interests, and development needs were central to service delivery. It was evident that children were offered choices in day-to-day activities and outings, and, in the playroom, we saw that the children could readily access toys of their choosing from child friendly storage.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

We found that the quality of the environment was very good in those areas we sampled under this quality theme.

We saw that safety and hygiene within the home and garden was of a very good standard and maintained through day-to-day vigilance and general cleaning to minimise any risk to children.

General safety precautions to protect children were in place. For example, the childminder had adopted the good practice of securing final exit doors to ensure there were no barriers to evacuation. In addition, she had tested her smoke alarms regularly to ensure working order and provide early warning of danger. We have asked her to follow 'Fire Precautions in Domestic Childminding Premises' (Care Commission 2008) and test her alarms weekly and keep a record of these. Other safety precautions in keeping with the ages and stages of the children were also in place. For example, she used a high chair with harness for a younger child.

Suitable measures were in place to minimise the spread of infection and as recommended at the previous inspection the childminder used disposable aprons as well as gloves when changing nappies. She encouraged the children to wash their hands at key times and, she had provided individual hand drying. The childminder observed the exclusion periods for infectious illness.

The parents provided packed lunches and most snacks and drinks. We saw that the facilities for storage and serving of food were clean.

The garden was safely enclosed and child friendly and arrangements for pet management were good ensuring there was little risk for children when in the rear garden.

Suitable insurance was in place for childminding and the use of the car. The childminder confirmed that her central heating boiler was regularly maintained.

The children mainly had access to the playroom. We saw that this was a child friendly environment where there was space to play and comfortable seating for rest and relaxation. The childminder also had available a travel cot for the younger children. Parents wrote in our questionnaire:

'Age appropriate toys provided. Safe environment.'

'Karen's home is always clean and welcoming.'

## 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

We found that the quality of management and leadership was very good in those areas we sampled under this quality theme. Since her previous inspection, the childminder had addressed the three recommendations made at the previous inspection. Improvements included undertaking training to help her develop personal plans for the children. She had attended a workshop for personal plans and we found she had made very good progress with these.

The childminder had also undertaken other training relevant to her role as childminder. For example, she had undertaken refresher training in first aid and child protection. She also told us that she had joined an online group for local childminders and found this to be a useful resource for information sharing and finding out about training events and activities for the children. The childminder was also a member of the Scottish Childminder Association and found information supplied by SCMA and the Care Inspectorate to have been helpful.

The childminder was familiar with and had some examples of current best practice guidance documents including the 'Health and Social Care Standards' (Scottish Government 2017). We suggested that, in addition, she would find it beneficial to download publications recently published by the Care Inspectorate [www.careinspectorate.com](http://www.careinspectorate.com) such as 'Our Creative Journey', 'My World Outdoors' and 'My Childminding Experience'.

The childminder advised that she knew about the new legislation in relation to, General Data Protection Regulation (GDPR) that comes into force from 25 May 2018. She had registered with the Information Commissioner's Office (ICO) and had received information about how childminders may collect, manage, store and share data. She advised that she would now follow guidance to comply with this legislation.

She told us she no longer issued her handbook of information to parents. We have suggested that she issue this to parents electronically as this fulfils the requirement to issue all service users with her complaints procedure. This would also ensure that care and support is consistent with the Health and Social Care Standards that state 'I receive and understand information and advice in a format or language that is right for me' (HSCS 2.9).

Overall, we found this to be a well-managed service. We found the childminder was organised and business like and this supported the inspection process.

## 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 childminder should continue to develop personal plans for the children adhering to the prescribed timescales. Where there is any identified risk to an individual child, the plan should include a risk assessment.

National Care Standards for Early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

**This recommendation was made on 27 May 2014.**

### Action taken on previous recommendation

Please refer to the section of this report headed Quality of Care and Support.

Recommendation met.

## Recommendation 2

The childminder should review her procedures for nappy changing and include the use of disposable aprons in accordance with best practice guidance 'Infection Prevention and Control in Childcare Settings' (2011).

National Care Standards for Early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing.

**This recommendation was made on 27 May 2014.**

### Action taken on previous recommendation

Please refer to the section of this report headed Quality of Environment.

Recommendation met.

## Recommendation 3

The childminder should consider training in the national programmes GIRFEC and Pre Birth to Three [www.LTScotland.org.uk](http://www.LTScotland.org.uk) to support her in the development of personal plans for the children.

National Care Standards for Early education and childcare up to the age of 16 years. Standard 3: Health and wellbeing & Standard 6: Support and development.

**This recommendation was made on 27 May 2014.**

### Action taken on previous recommendation

Please refer to the section of this report headed Quality of Management and Leadership.

Recommendation met.

## 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	
27 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good
24 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed Not assessed
21 Apr 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 5 - Very good Not assessed
20 May 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate 4 - Good

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