

Buchanan, Margaret

Child Minding

Type of inspection: Unannounced
Inspection completed on: 15 June 2018

Service provided by:
Buchanan, Margaret

Service provider number:
SP2003903862

Care service number:
CS2003006556

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.

The service was previously registered with the Care Commission and transferred the registration to the Care Inspectorate on 1 April 2011.

Margaret Buchanan is registered 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.

The childminder provides a service from her family home, which is a detached property in a quiet residential area of Carluke, South Lanarkshire. The children have access to the rear garden, which is child friendly and fully enclosed. There are schools, nurseries and shops nearby.

The childminder's aims include: 'to offer quality childcare for parents and children'.

What we did during our inspection

We compiled this report following an unannounced inspection. This took place on Friday 15 June 2018 between 09:45 hours and 12:00 hours, when two minded children were present. The inspection was carried out by two Care Inspectorate early learning and childcare inspectors.

We observed and discussed the care and support offered by the childminder, the activities, experiences and choices the children could make, general routines and practices within the service, the areas accessible to the children and sampled some documentation. This included three children's personal plans, registration, insurance and training certificates and risk assessments. We also discussed some areas for improvement.

We check services are meeting the principles of Getting It Right For Every Child (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 parents to work with services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

We spoke to two minded children over the course of the inspection. They were happy and confident and interacted well with the childminder while completing arts and craft activities together.

The high level of care and support was highlighted by all three parents who completed and returned the Care Inspectorate's care standards questionnaires before the inspection. Comments included:

'We are very happy with the daily routine as the childminder keeps playtime, mealtimes, nap times, consistent with what we do at home. She regularly asks us about our daily routine and if there are any changes, she will implement them.'

'We are delighted with our child's daily routine. Our child loves a set routine and she is happy to provide this. Margaret provides an ideal mix of indoor/outdoor play, with craft activities and outings mixed in. Her home is always immaculate and well ordered. Indoor and outdoor toys are in great condition and clearly well cared for. I have no safety concerns whatsoever.'

'We are delighted with the service provided by Margaret. It is a real home from home for our child and they love going there. They get on well with all members of Margaret's family, the other minded children and they are so fond of Margaret herself. When our child is with Margaret, we are confident that they are happy and well cared for. She has taught them so many good habits and they are becoming a polite and well behaved child. This is due in no small part to Margaret's care. We would recommend her to anyone.'

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder prior to this inspection.

The childminder identified what she thought the service did well and gave examples of improvements and some areas for development. This included continuing her professional development and improving risk assessments.

What the service did well

The childminder provided a caring, nurturing and homely environment for children. She was committed to the provision of a good quality childminding service by being pro-active in keeping up to date with training and taking account of current best practice documentation to improve outcomes for children.

What the service could do better

The childminder should take account of the new Health and Social Care Standards when reviewing her policies, procedures and practice within her service. Risk assessments should be reviewed and updated when required to include any changes within the home, for example, when periodically caring for her daughter's pet cat.

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

The childminder had established very good relationships with the children and families who used her service. Daily conversations, instant photographic and text messages included parents in their child's daily activities and experiences and enabled them to share their views and suggestions. This supported effective communication between both parties.

Through discussions and observations, it was clear that the childminder knew the individual care and support needs of each of the children in her care very well and had linked in with routines in the child's home. We saw that the children were happy and felt valued and secure in the childminder's care, experiencing warmth, kindness and comfort when required throughout the day. This created a relaxed, nurturing and homely environment.

Required information was recorded within children's individual personal plans. These had been improved to include reference to the wellbeing indicators of being safe, healthy, achieving, nurtured, active, respected, responsible and included, which met a recommendation made at the last inspection. Personal plans contained a current record of each child's individual care and support needs, as well as their routines, preferences and interests. These were proportionate to children's attendance patterns and were reviewed with parents in line with legislation to identify and agree each child's next steps in learning and development. We saw that a train set, dolls and prams were available among a wider variety of toys and resources to meet the identified interests of the children in attendance on the day of the inspection. This respected their individual preferences.

The childminder promoted healthy eating and lifestyles by ensuring drinks, snacks and lunches, where provided, were healthy. The children had individual water bottles within the room, which meant they had access to drinks of water throughout the day.

The childminder ensured her food hygiene and first aid training were kept up to date. Relevant consent and administration of medication forms were in place in line with current medication guidance, should a child require medication to be administered during childminding hours. This contributed to children's health and safety.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We saw that the childminder's home was a clean, safe and welcoming environment for children. The kitchen, lounge and enclosed back garden provided a flexible space for children to engage in a variety of organised and freely chosen activities, such as arts and crafts, baking, imaginative play and more active and energetic play, both indoors and outdoors. The children were keen to take us a tour of the childminder's home and explain where they washed their hands and played. This confirmed that they felt confident, safe and secure in the childminder's home.

A selection of toys and resources were placed at floor level. This enabled the children to make choices of what to play with and also access them independently and safely. There were opportunities throughout the week to visit local toddler groups, soft play centres, the library, parks and for walks in the local area. This extended children's learning experiences and offered opportunities to talk about safety when crossing the roads, share information about the local community and explore the natural environment.

Systems were in place to ensure the areas accessible to children were safe prior to their arrival. This was in line with current infection prevention and control guidance and general risk assessments. The childminder was temporarily looking after a family member's pet cat over a holiday period. Although we had no concerns regarding this, we advised the childminder to update her risk assessments to reflect this. She should devise a brief procedure for looking after the cat, for example, where the food bowls and litter box would be placed, hand hygiene practices and any additional procedures she put in place. This would inform families and support and maintain a safe, hygienic environment for children.

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

The childminder kept up to date with best practice and legislation through publications and online information from the Care Inspectorate and Scottish Childminding Association (SCMA). She was an active member of a local childminding group which offered peer support, group training, informed her of local issues and provided additional socialising opportunities and activities for the minded children.

The childminder was keen to continue with her own professional development and had attended several training events since her last inspection, both for her own knowledge and development and to support the care and support needs of children. We noted that the GIRFEC wellbeing indicators were now used within personal plans and information relating to the service, following this training. She had ensured her first aid training was kept up to date and although she had missed recent child protection training due to holidays, she had read the training notes and was in the process of sourcing alternative training. We signposted her to www.nspcc.org where suitable online training could be accessed. A workshop on outdoor play at a local park had provided information on alternative activities and experiences for children within a natural environment, which the childminder had taken forward. The childminder should continue to source and attend relevant training and evaluate these to record the positive outcomes for children and families who use her service.

We signposted the childminder to 'Your Childminding Journey', which is a learning and development resource that aims to support childminders throughout their childminding career, to provide the highest quality of care for children and 'My Childminding Experience' a document which shares examples of good practice.

The views of children and parents were respected and valued. All three parents who completed the care standards questionnaires strongly agreed that the childminder regularly included them in reviewing information about their child, had involved them and their child when making changes or improvements and that overall, they were happy with the quality of care their child received. Parental comments included:

'Margaret always asks in advance of proposing anything new and makes sure we are on board.'

'Margaret is very approachable and I would have no qualms about speaking with her if I had any concerns.'

'Margaret regularly asks if we are happy with her care and asks for regular feedback.'

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

Quality assurance systems should be strengthened to demonstrate what improvements have occurred and to maintain aspects of the service. The self-assessment and individual written plans and record of activities should reflect how the service has changed or improved.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14: Well managed service.

This recommendation was made on 6 May 2014.

Action taken on previous recommendation

The self-assessment was submitted as required before the inspection and gave examples of strengths, improvements made since the last inspection and some areas for development. We advised that the self-assessment could be expanded to include more outcomes for children. We agreed that this recommendation has been met.

Recommendation 2

Personal plans for each child should be in accordance with legislation. They should demonstrate:

- consultation with parents and/or children
- after consultation, ensure within 28 days of using the service that each child has an individual plan
- include six monthly reviews with the child and/or parents
- include changes in health, welfare or safety needs.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14: Well managed service.

This recommendation was made on 6 May 2014.

Action taken on previous recommendation

Individual personal plans were in place for all minded children. These were all up to date to be a current reflection of the care and support needs, preferences and interests of each child. They were reviewed at least once every six months by parents, as required. Therefore, this recommendation has been addressed.

Recommendation 3

The childminder should improve her knowledge about the wellbeing indicators and link these to activities and experiences the children participate in.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 14: Well managed service.

This recommendation was made on 6 May 2014.

Action taken on previous recommendation

The childminder had attended training on Getting It Right For Every Child and had more knowledge about the wellbeing indicators: safe, healthy, achieving, nurtured, active, respected, responsible and included. She had included these within children's personal plans, identifying children's individual strengths and agreed next steps with parents in line with these. Photographs of activities and experiences were also linked to the wellbeing indicators. Therefore, this recommendation has been addressed.

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	
6 May 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 4 - Good
10 Aug 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
16 Dec 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 4 - Good Not assessed
16 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 4 - Good Not assessed

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.