

# McArthur, Patricia Child Minding

Type of inspection: Unannounced  
Inspection completed on: 21 June 2018

**Service provided by:**  
McArthur, Patricia

**Service provider number:**  
SP2003909687

**Care service number:**  
CS2003015221

## The service

### Introduction

Mrs McArthur is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of childminder's family.

The childminder operates her childminding business from the family home in Bishopbriggs, East Dunbartonshire. The property is close to local parks, schools and nurseries.

The rooms on the ground floor of the house are used for childminding. Children have access to the lounge, kitchen and separate toilet. A large back garden is available for outdoor play.

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

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

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people, and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families. In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are - safe, healthy, achieving, nurtured, active, respected, responsible and included often referred to as 'SHANARRI'.

### What we did during our inspection

We wrote this report after a short notice announced inspection was carried out by a Care Inspectorate inspector. The inspection took place on Thursday 21 June 2018. As requested by us, Mrs McArthur completed and submitted a self assessment and annual return to us.

During the inspection, we spoke to:

- the childminder
- two minded children.

Throughout the inspection, we gathered evidence from many sources including the relevant sections of policies, procedures, records and other documents including:

- accident and incident recording,
- aims and objectives,
- behaviour management policy,
- certificate of registration,

- certificate of insurance,
- child protection policy,
- children's records,
- complaints policy,
- medication recording policy and system.

We also observed the childminder caring for the minded children.

## Views of people using the service

Prior to the inspection taking place we gave the childminder three care standards questionnaires to distribute to parents. We received two completed questionnaires prior to the inspection. Parents provided positive feedback. Comments included:

"We are very happy with the care provided by the childminder. Our daughter is very settled and enjoys the company of the other children and is always coming home with stories of what she done each day. We will hopefully continue to use Patty for many years to come".

"I am delighted with the service Patty provides. My son is there full time Monday to Friday and is always happy to go. He is there every morning before school and 3 days after school and he enjoys his time there so much that he does not like it when I pick him up early. They have made very good friends with the other children there and get very excited when they see them out in the community. Patty knows my boys very well and always has time to discuss them in the morning and at pick up time".

## Self assessment

We received a completed self assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information she had given us for each of the headings that we grade her service under.

## What the service did well

The childminder had satisfactorily addressed the recommendations recorded at the previous inspection; she had amended her medication policy and procedure in accordance with good practice guidance, developed risk assessments and attended child protection training.

Children's personal plans were in place and were shared with parents. The childminder had updated her knowledge by reading current good practice guidance on GIRFEC and attending training.

The childminder demonstrated a good knowledge of the children she cared for. She showed us children's information and talked about individual children's interests and preferences. She told us she shared information with parents on a daily basis. The childminder reflected on good relationships with the families she provided care for.

## What the service could do better

The childminder should continue to develop her service as planned. She should address the recommendation recorded in this report in relation to reviewing children's personal plans with parents every six months.

## 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

Mrs McArthur provided very good opportunities for children and parents to be involved in the continued development of the service. She consulted with children every day about activities and outings. She regularly used questionnaires to obtain feedback from children and parents. Parents also added comments to the service comments book.

We could see through children's personal plans that the childminder knew the children very well and that children and families were involved in their care and development. Since the last inspection the childminder had implemented the principles of GIRFEC to assess children's learning and development. A welcome pack and settling in process were offered to parents. They could visit the service with children prior to starting. An All About Me document was completed detailing children's interests and preferences. Routines and baby diaries were maintained for younger children.

From speaking with the childminder and looking at personal plans for children we could see that the childminder was well aware of children's learning and development. Plans were detailed and identified children's achievements and next steps.

When we sampled children's plans we found that these were only reviewed annually with parents to update information. Plans should be reviewed when requested to do so by the service user or any representative or when there is a significant change in a service user's health, welfare or safety needs and at least once in every six month period whilst the service user is in receipt of the service. (The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011). The childminder agreed to review this practice. (See recommendation 1).

General information about children's health, medical background and emergency contact information was recorded within each personal plan. The childminder took the opportunity to regularly share personal plans with parents.

The childminder considered nutritional guidelines to plan menus for children and used these to plan nutritious snacks for children.

She had addressed the recommendation recorded at the last inspection in relation to the service medication policy and procedures. This was now in accordance with good practice guidance.

The childminder had a policy and procedure on child protection and was aware of who to contact if she had any concerns. We asked the childminder, at the last inspection, to complete up to date training on child protection and she had completed this in 2017.

The childminder provided excellent opportunities for children to benefit from fresh air and exercise. The secure garden areas provided very good space for children to run about and play on outdoor equipment such as swings. Children also benefitted from daily outings to local parks and trips further afield during holiday periods.

We observed the care provided to the two minded children present during the inspection. The childminder was gentle, caring and responsive. This impacted very positively on the children who were confident, settled and very well behaved.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. Children's personal plans should be reviewed every six months, or when there is a significant change in a service user's health, welfare or safety needs.

Health and Social Care Standards 1.15 - My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices.

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder's home was warm, comfortable and homely. The accommodation was safely arranged, hygienic, smoke free, clean and tidy.

On the day of the inspection two minded children were present. We observed the children to be welcome and included in the family home.

The semi-detached house provided a good amount of space for children to play and learn. Children had access to the lounge/dining room which was very well resourced, kitchen and back gardens. The children had their own designated toilet and changing area.

A variety of resources was easily assessable for children to play with independently.

During the inspection, children enjoyed building castles and motorbikes with duplo and using other toys to represent dinosaurs during imaginative play. New resources such as footballs, basketball net, highchair, dolls pram and a range of books had recently been purchased.

A secure enclosed rear garden was available for children to play outdoors with a range of outside play equipment. The childminder told us about, and we were able to see photographs of, children playing in a variety of outdoor settings such as local parks/woodland and trips and outings further afield for example, Wallacewell Farm. Children also enjoyed outings to the childminder's playgroup and the local library/hub. The childminder was familiar with the Care Inspectorate good practice guidance, My World Outdoors and supported children to build dens in the local woodland area and enjoy outdoor picnics.

The childminder had a copy of the best practice guidelines, Infection Prevention and Control In Childcare Settings. She had developed policies and procedures relating to health and safety and infection control.

She had considered potential risks within her environment and for outings. She told us how she regularly checked parks and areas used for outings in advance to ensure safety for children. Since the last inspection the childminder had developed new risk assessments for premises, trips and outings. This was in response to a recommendation we made. Although the childminder told us that there had been no accidents there was a recording system in place to record and inform parents if any accidents occurred. Appropriate service insurance was in place.

## 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 was committed to continued professional development. She tried to keep up to date with current legislation and best practice by visiting the Scottish Childminding Association (SCMA) and Care Inspectorate websites, reading care magazines and discussing practice with local childminders.

She had recently attended the local authority meeting on partnership with childminders to deliver 1140 hours of care in 2020.

The childminder reviewed policies and procedures annually and shared any changes with parents.

Since the last inspection in 2014, the childminder had undertaken Child Protection, First Aid and GIRFEC training. She had started to use the Care Inspectorate hub to look at good practice documents and consider how she could implement these in her service.

She was aware of the new Health and Social Care Standards now used in regulation of her service.

The childminder had involved parents and children in evaluating her service through daily discussions at drop off and collection times and more formally through questionnaires and use of the service comments book.

The childminder told us that she knew the families well and had very good relationships with them. From the questionnaires the childminder had given out, we could see that children and parents were happy with the service. Parents also provided very positive comments in the care standards questionnaires that we gave to the childminder and were returned to us as part of the inspection process.

The childminder had an effective complaints policy in place; parents were given a copy of the policy before starting the service. We discussed the change in legislation regarding the complaints policy and the requirement to respond to a complaint within 20 days. The childminder agreed to amend her policy to reflect this.

## 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 amend her medication policy in accordance with Care Inspectorate Health Guidance, Management of Medication in Daycare of Children and Childminding Services.

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

**This recommendation was made on 30 June 2014.**

#### Action taken on previous recommendation

This recommendation had been met.

#### Recommendation 2

The childminder should conduct and record risk assessments for premises, trips and outings.

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

**This recommendation was made on 30 June 2014.**

#### Action taken on previous recommendation

This recommendation had been met.

#### Recommendation 3

The childminder should access child protection training when it becomes available.

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

**This recommendation was made on 30 June 2014.**

#### Action taken on previous recommendation

This recommendation had been 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	
30 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
8 Oct 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
28 Aug 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
19 Jun 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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