

# Carnegie, Jacqueline Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 18 July 2018

**Service provided by:**  
Carnegie, Jacqueline

**Service provider number:**  
SP2006958311

**Care service number:**  
CS2006117818

## The service

### Introduction

Jacqueline Carnegie has been childminding since 2006 and registered with the Care Inspectorate since 2011 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 are under 12, of whom no more than three are not yet attending primary school and no more than one is under 12 months. Numbers include children of the childminder's family.

The childminder currently cares for three minded children, aged two, three and six years old, who each attend for three full days during the holiday period. The oldest child attends the service before and after school during term time. On the day of the inspection, all three minded children were present. We were satisfied that the childminder adhered to the conditions of her registration.

The service is provided from the childminder's family home, which is a ground floor tenement flat in the west end of Glasgow. There are a range of early years services, schools and other amenities in the area. The childminder made good use of local parks and local amenities such as the library, toddlers group and museum to extend the experiences she offers children.

### What we did during our inspection

We wrote this report following a short announced inspection that took place on Wednesday 18 July 2018 between midday and 1.30pm. The childminder was not in her home when we arrived unannounced in the morning therefore we called and arranged to return at lunchtime. The inspection was carried out by an inspector from the Care Inspectorate. We gave feedback to the childminder on the same day.

We issued three questionnaires to the parents of the children who used the service and received one completed response before our inspection. We observed the childminding environment and the care given by the childminder to the children present. We talked to the childminder and sampled a range of other evidence, including policies, evidence of the childminder's training and children's personal plans.

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 (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. GIRFEC supports children and their parents to work with the 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 observed that the three minded children were very relaxed and engaged in their play during our inspection. The childminder knew the children's unique personalities and preferences well and encouraged them to share and be respectful towards each other. The childminder explained the purpose of our visit to the children and the oldest child told us about how they liked to draw when at the service.

The parent who responded to our questionnaire was highly satisfied with the quality of the childminder's service. For example, they had written positive feedback about the approachability of the childminder and the breadth of play activities that she offered children. Their comments included:

"Jackie always informs me via messenger or text or chats when I drop off or collect and tells me if she is going to be doing anything different.

I'm so glad Jackie had a space for my child as I wasn't happy with her nursery so she gets the best of both worlds now and attends three days a week at Jackie's house and nursery two days. I felt so relaxed leaving my child on the first day and I was sent updates on how she was, I love getting the pictures on messenger every week. I also like that it's a home from home - my child can act just like she does at home and is part of Jackie's family. At weekends she points if we pass the house and asks to play in the garden."

## Self assessment

The childminder submitted an assessment of her service which told us about what she did to care for the children. We discussed with the childminder how this could be improved by using the GIRFEC wellbeing indicators to reflect on how her service supports positive outcomes for children.

## What the service did well

The childminder provides a homely and fun environment for children with plenty of opportunities for children to play outside in the fresh air. We observed that the children had built strong attachments with the childminder and that her interactions with them were nurturing. This contributed to children feeling happy and secure within the childminding setting.

## What the service could do better

The childminder should continue to work with parents to support positive outcomes for children. The childminder agreed that it would be beneficial to ask parents to date when they signed paperwork so that everyone could see that plans were current and relevant to children's individual needs. The childminder had registered with an online child protection course and should complete this to provide reassurance to families that children will be safeguarded.

## 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 displayed an affectionate and reassuring manner with the children present and as a result they were settled and happy in her home. We could see that the childminder provided homely routines for children so that they felt nurtured. Parents provided their children's own meal but the childminder ensured these were served hygienically and provided drinks to keep children hydrated throughout the day. We had previously asked that the childminder find out about registering as a food business and she advised that she had been informed by the local authority that this was not necessary. We asked that the childminder forward the email trail from the environmental health service and she agreed to do so. This is to help ensure the childminder is complying with the law and following safe food handling practices that keep children healthy.

The childminder had participated in training in relation to this quality theme, for example: child led planning; children's self-esteem; promoting positive behaviour. This meant she was learning new strategies that would help her to support positive outcomes for children. The childminder had registered with an online child protection course and should complete this to provide reassurance to families that children will be safeguarded in her care.

The childminder had reviewed the format for children's personal plans, keeping confidential records in a locked file. We saw that parents signed six monthly reviews to demonstrate that they had been involved in collating the plans and discussed how the childminder should support their child's next steps. The childminder agreed that it would be beneficial to ask parents to date when they signed paperwork so that everyone could see that plans were current and relevant to children's individual needs. For example we found that the childminder had a detailed knowledge of children's individual routines and was respectful of their parents' preferences, such as a shared approach to potty training for one child. However the child was now independently going to the toilet and this had not been updated in her plan.

At the time of our inspection there were no minded children currently prescribed medication. The childminder confidently described what she would do if a child attending her service required medication. The medication procedures included that parents must administer the first dose of children's medication and that the childminder had SCMA forms for logging all details. This practice contributed to children's health, wellbeing and safety.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder's home provided a very good environment for children to follow their play interests and enjoy the company of their peers. The main room used for the service was bright and attractive with resources that were easy for children to access independently. The front garden was compact but secure and organised in a way that stimulated children's imagination and curiosity. We could see from this, and the parent's response to our questionnaire, that children played outdoors every day and enjoyed experiences in their local community, for example school drop offs and visits to the library, museum and playgroups. This approach contributed to children being healthy, active and achieving.

The childminder talked us through the daily visual risk assessments she undertook of the areas she used for her service. She was also thorough in ensuring all areas were clean and hygienic. During our inspection we observed the childminder supporting good hand hygiene with the children. Her bathroom could be independently accessed by the children and there was a step to help the little ones reach the sink, this and plenty of liquid soap ensured effective hand washing. We discussed other measures that were in place to minimise the spread of infection. For example the childminder had a very good understanding of exclusion periods for when children were ill and had made sure parents understood the importance of these. We advised the childminder that Health Protection Scotland had updated their best practice guidance 'Infection Prevention and Control in Childcare Settings' (October 2016) and this could be found on the HUB area of our website.

The childminder had updated her paediatric first aid training since the last inspection. This meant she was equipped to take appropriate action in the event of a child becoming ill or injured. A procedure was in place for recording any accidents or incidents involving children and was shared with parents. The childminder made sure she had a record of children's emergency contacts to hand so that, if needed, appropriate people could be contacted about children's wellbeing. She also let families know who the emergency contact was for herself if she was suddenly unable to look after their child. This communication provided reassurance that the safety and welfare of children was at the heart of the childminder's practice.

### 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 a member of the Scottish Childminding Association (SCMA) and had used their magazine to keep up-to-date with best practice in supporting children's health, safety and wellbeing. For example she had participated in a range of their online training that helped her to deliver positive outcomes for children. SCMA is a national umbrella organisation whose main aim is to promote childminding as a quality childcare service.

The childminder used some of SCMA's templates to assist in the record keeping and monitoring of her service. We could see that she was very careful to ensure that she respected the confidentiality of children and families. For example the childminder had a closed Facebook page with other childminders to share ideas but this did not include photographs of children. The childminder had registered with the Information Commission Office (ICO) to ensure the way she stores children's photographs digitally, such as on her mobile phone, is in keeping with data protection guidance. This practice helps safeguard children and makes sure families' privacy is protected.

Parents confirmed that they were very happy with the overall quality of the service provided and would be confident to raise any concerns about their child's care with the childminder. We could see that the childminder also gave annual questionnaires to parents, and where appropriate children, to gauge their satisfaction with the service and seek ideas for developing her service. This contributed to everyone feeling included and respected.

The childminder was an established and experienced childminder but recognised the importance of keeping abreast with developments in early learning and childcare. She had attended training on Building the Ambition but did not feel she could apply it directly to a childminding context. Building the Ambition is Scottish Government's national practice guidance on Early Learning and Childcare linked to the Children and Young People (Scotland) Act 2014. We signposted the childminder to resources that she may find more beneficial in identifying improvements to her service and prioritising future training: 'Your Childminding Journey' is an online learning resource for both prospective and registered childminders; 'My Childminding Experience' is a resource exploring and sharing good practice examples from across Scotland of how childminding can benefit children and their families. Both resources can be found on the HUB area of our website <http://hub.careinspectorate.com/10968>.

### 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 record any changes to individual children's care. She should provide evidence that children's personal plans have been reviewed with the child's parent/carer at least every six months.

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

**This recommendation was made on 12 June 2014.**

#### Action taken on previous recommendation

The childminder had recorded children's personal plans, keeping confidential records in a locked file. We could see that parents signed six monthly reviews to demonstrate that they had been involved in collating the plans and discussing how the childminder should support their child's next steps.

This recommendation had been met.

#### Recommendation 2

The childminder should review her practice for lunch provision in line with guidance from her local authority and the Food Standards Agency.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3: Health and wellbeing and Standard 14: Well-managed service.

**This recommendation was made on 12 June 2014.**

#### Action taken on previous recommendation

The childminder had contacted the local authority who advised that she did not need to register as a food business. We asked the childminder to request an email confirmation of this decision from the local authority so that she had a record for her files.

This recommendation had been met.

## Recommendation 3

The childminder should ensure that all information provided about her service is in keeping with national and local guidance: for example the Complaints Policy and associated timescale. This is to reassure people that they are using a service that is well managed.

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

**This recommendation was made on 12 June 2014.**

### Action taken on previous recommendation

We could see that the childminder had updated her Complaints Policy but asked that she make the timescales for responding to concerns clearer. This should be within 20 days. The childminder noted this during our inspection.

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	
12 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
29 Jul 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
30 Oct 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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.