

# **Watson, Isabel**

## **Child Minding**

Type of inspection: Announced (short notice)  
Inspection completed on: 10 August 2018

**Service provided by:**

**Service provider number:**  
SP2007966206

**Care service number:**  
CS2007158416

## 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)

This 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. 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 (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of getting it right for every child. They are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators, we use these indicators at inspection, to assess how services are making a positive difference for children.

Isabel Watson offers a childminding service from the family home in the small town of Whitburn, West Lothian. She can access a range of amenities such as, parks, nurseries, schools and local centres. Mrs Watson told us she does not use the car when childminding as she likes to walk with the children.

The children access a large open plan kitchen that leads to a comfortable sitting area. Children have easy access to a bathroom on the lower floor. There is a secure garden to the rear of the property for children to participate in physical play activities.

At the time of the inspection, the service is registered to care for a maximum of six children under 16 years of age of whom no more than three are not yet attending primary school and no more than one child is under 12 months old. Numbers are inclusive of the childminders own family.

The certificate also states that from the 27 October 2014 until 26 June 2015 term time only, for two to three days every second month, from 8am to 8:50am and 3:15pm to 4:30pm a service can be provided to a maximum of seven children under the age of 16 years of whom no more than seven 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 old. Numbers are inclusive of children of the childminder's family. If a current minded child leaves the service before the date stated, so that the temporary increase in numbers is not required, the registered numbers will revert to those in condition number one.

Mrs Watson should consider applying for a variation to her registration certificate, so the above condition can be removed, as the condition no longer applies.

The childminder's aims included:

'To provide a warm, welcoming, homely and friendly environment, where children can learn and interact through play, outings and activities.'

## What we did during our inspection

We wrote this report following a short-announced inspection carried out by an inspector on 10 August 2018 from 10:00 am to 12:30 pm. We provided feedback to Mrs Watson at the end of the inspection.

We sent questionnaires to Mrs Watson to distribute to parents/carers. One completed questionnaire was returned to us. Comments show that the parent was happy with the service.

During the inspection we gathered evidence from a variety of sources including discussion with Mrs Watson and the two children present (a brother and sister). We examined and discussed some records. These included, activities undertaken with the minded children, medication, risk assessments, child protection and two of the children's personal plans. We observed how Mrs Watson interacted with the children during the inspection. We considered the general environment and the equipment used in the provision of the childcare service.

## Views of people using the service

The two children aged seven and nine years old spoke with us. Some of their comments are noted below:

"We come here before and after school and sometimes in the school holidays".

"We've been coming to Isabel's for about 6 years and we like it here".

"We play board games, like today. We play on the trampoline and like to play in the garden. My brother likes to play football".

"Isabel gives us lunch and snack and we get to choose from 2-3 things".

Overall, the parent's comments were found to be positive.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well.

## What the service did well

Children were cared for in a, nurturing and homely environment where they could access different play areas both indoors and outdoors giving them a range of experiences. Children felt safe, happy and secure in the environment.

## What the service could do better

Mrs Watson should further develop children's personal plans to ensure that their development needs are well planned, reviewed and met.

The childminder agreed to contact Food Standards Scotland to see if she is required to register with them.

## 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	4 - Good

## Quality of care and support

### Findings from the inspection

Children were happy, confident and had a good sense of belonging within the home. They independently accessed play activities, had positive social interactions and appeared to welcome and accept us as a visitor. Mrs Watson introduced us to the minded children and invited them to tell us about the service. They were keen to do this and told us the types of activities they liked to do. We found that children's views were clearly valued and respected by Mrs Watson.

The consistent caring approach of the childminder was evident throughout the inspection. She had a calm, caring manner. She praised the children for positive behaviour and ensured their needs were met. She told us that she liaised with parents and children daily and the children confirmed this. This helped Mrs Watson to understand the child's routine and interests at home, such as, how long the parents want the child to stay on their computer tablet (iPad).

Children's personal plans were in place and were found to be basic. We discussed this with Mrs Watson and she agreed to develop these further. This is to ensure that children's development needs are well planned, reviewed and met. As Mrs Watson is a member of the Scottish Childminding Association (SCMA) we suggested she contact them to advise her on this subject (see recommendation 1).

Mrs Watson used relevant published guidance such as 'Setting the Table' and told us she felt it was important to make meal times a pleasant and social occasion. This should make families confident and reassure them that the service provided positive meal and snack time experiences to encourage a healthy lifestyle. Mrs Watson agreed to contact Food Standards Scotland to see if she is required to register with them.

Through discussion we found that Mrs Watson was confident in her role and responsibility in safeguarding and protecting children and how to respond to any concerns regarding child protection issues. She supported children to feel safe and secure through a variety of activities.

Overall, Mrs Watson provided children with a service where they are happy in her care.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The service should further develop children's personal plans to ensure that their development needs are well planned, reviewed and met.

To achieve this, personal plans should include:

- Development targets which are of significance to that child as an individual
- Details of 'how' the child's needs will be met
- Reviews that indicate if the child's needs have been met.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state " 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" (HSCS 1.15)

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

The quality of the environment provided was very good. Mrs Watson had photographic evidence showing a balance of activities indoors and outdoors. This supported children to be confident in different environments. The layout of the rooms indoors and the outdoor space was very good. This enabled children to make real choices and access resources independently.

The garden provided children with resources to choose from, such as a chute and bikes. This supported their independence and was linked to their development. Children used the patio seating area to have picnics. This was used mainly in the better weather and added to children's fun and well-being.

Children routinely used the outdoor space and local community, such as, local parks. This provided children with lots of fun and helped them achieve their potential.

The large kitchen area enabled children to undertake different types of activities, such as, board games, baking, art/crafts. These activities were enjoyed by all the children and gave them a real-life learning experience.

We could see that Mrs Watson was proactive in her approach to cleanliness and potential hazards. For example, there was a wide range of toys and resources. These were clean and in very good condition. Her approach helped to prevent cross infection and helped to keep children well.

Overall, we found that Mrs Watson offered a very good nurturing, caring and stimulating environment for the children in her care.

## 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

Mrs Watson continued to maintain positive caring relationships with parents and children. This was evident through the parents and carers questionnaire returned to us. She took parents views and opinions into account when planning the service. She encouraged parents and children to make suggestions about the service. This showed that parents and children's views were important and valued.

As a member of the Scottish Childminding Association (SCMA), Mrs Watson received their magazine which she found to be a useful source of information on new developments in childcare. Her membership signposts her to reading material and help improve her practice. This includes ideas for children's activities. As highlighted under the Theme 'Care and Support', Mrs Watson was advised to contact SCMA to develop children's personal plans to support children's development.

Mrs Watson occasionally accessed the Care Inspectorate Hub. This supported her understanding of good practice guidance in relation to the use of the environment. She refers to publications such as, 'My World Outdoors' to keep her up to date with new developments. The Hub also keeps her up to date with current legislation such as, the new Health and Social Care Standards and permits her to apply these to her daily practice.

As covered under the Theme 'Care and Support', Mrs Watson agreed to contact Food Standards Scotland to see if she is required to be registered with them.

We asked Mrs Watson to be mindful to record all her personal development, such as, reading she has undertaken in line with her role as a childminder. This will support her to evaluate her learning and the impact this has on the service provided.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – 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

There are no outstanding recommendations.

## 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
14 Oct 2014	Announced (short notice)	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>5 - Very good</div> <div>5 - Very good</div> <div>Not assessed</div> <div>4 - Good</div>

Date	Type	Gradings	
26 Jan 2010	Announced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
26 Jan 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed



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