

## McGinn, Lisa Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 July 2018

**Service provided by:**  
McGinn, Lisa

**Service provider number:**  
SP2004919229

**Care service number:**  
CS2004063494

## The service

### Introduction

The Care Inspectorate (CI) regulates care services in Scotland. Information in relation to all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

Lisa McGinn provides a childminding service from her home in a residential area in the town of Cumnock, East Ayrshire. Margaret Smith is named as an assistant on the certificate of registration.

When working on her own the childminder will provide a care service for a maximum of 6 children under the age of 16 years, 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 the childminder's family.

When working with the assistant named on the certificate the childminder will 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 not yet be attending primary school and of whom no more than 2 are under 12 months. Numbers are inclusive of the childminders family.

This service was previously registered with the Care inspectorate and transferred its registration to Care Inspectorate on 1st April 2011.

At the time of this inspection five minded children were present.

A full statement of the childminders aims and objectives are available.

### What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 23 July 2018 between the hours of 2.15pm-5.15pm. We provided the childminder with feedback on 23 July 2018.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com).

During this inspection process, we looked around the areas of the childminders' home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- Five minded children present during inspection

We looked at:

- Children's information records
- Children's personal plans

- Service policy and procedures
- Risk assessments
- Parental permissions
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Self-assessment
- Training records
- Attendance register.

## Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to inspection, we received one completed questionnaire. Responses in the care standards questionnaire told us that the parent agreed that they were happy with the overall quality of care their child received.

During inspection we spoke with some of the minded children present, they told us that they enjoyed spending time with the childminder their comments included;

"I like it here it's fun"

"We play in the garden and I like the slide the best its' my favourite"

"We can make things and I really like when we do baking, Lisa is nice to me".

## Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included for each heading that we grade services under. The provider identified what it thought the service did well, some areas for development and any changes it had planned.

## What the service did well

The childminder provided a happy environment for minded children. The childminder knew the child well and she planned and delivered good care and play experiences for them. She had a good range of resources easily accessible to the minded children.

## What the service could do better

During this inspection we have repeated the two recommendations to the childminder and asked her to address these.

1. The childminder should further develop personal plans for all minded children in her care.

2. The childminder should update administration, recording and storage of medication procedures in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.

## 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	4 - Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

The childminder provided good opportunities for children and parents to be involved in the development of the service. We saw that children and their families are regularly included as active participants; listened to and offered choices. The childminder had daily discussion with the minded children's families to ensure that their child's needs were properly met. This meant that important information was considered and care decisions made in partnership with families.

The childminder gathered a range of information on each child. This information was used to plan how she would care for each child in her care. We found the childminder effectively used this information to plan her daily routines around the individual needs of the children. Parents contributed to this through discussion with the childminder. Discussions with the childminder demonstrated she knew the children well. We discussed how the childminder should further develop the children's personal plans to ensure that they reflect the current legislation (recommendation 1).

Healthy lifestyles were promoted with regular opportunity for physical play, both indoors and outdoors, contributed positively to children's health and well-being. The childminder was confident in her role and responsibilities for protecting children and keeping them safe and healthy. She told us what she would do if she had any child protection concerns or concerns over a child's health and well-being. Children who were unwell did not attend the service.

The childminder had registered her service with the Food Standards Agency. She used 'Setting the Table' best practice guidance to direct her practice. The childminders information on food allergies was available. This told us that the childminder supported children to make healthy choices regarding food.

We asked the childminder to tell us what she did when she had to administer medication to a child in her care. The childminder showed us her medication policy and her recording procedure which she had shared with parents. We felt that the childminder had considered how she would manage the administration of medication to the minded children. However, we asked the childminder to review her medication procedures to reflect the 'Management of Medication in Daycare and Childminding Services' guidance (recommendation 2).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 2

1. Lisa McGinn should further develop children's personal plans to ensure that the information recorded identifies how they will meet a child's needs whilst in their care and that the quality of information recorded is purposeful.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: My personal 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)

2. The childminder should update administration, recording and storage of medication procedures in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11)

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

We found that the childminders' home environment was child-friendly, well maintained, clean, warm and welcoming for children attending the service. The childminder had a playroom for the minded children. A good range of resources were provided, including a comfortable sofa for the children to relax on.

The childminders' home had a spacious kitchen/diner where the children could do arts and crafts, homework and help prepare and eat their snacks. The childminder had considered the layout of her rooms creating a warm, nurturing environment that made good use of the space available. We saw that children could choose to play by themselves or with others. There was space for children to eat and rest when they wanted to.

To ensure that she provides a safe environment for the children, the childminder told us she cleans her home environment on a daily basis. We saw that the childminder had stored all cleaning products securely in a locked cupboard. The childminder told us how she used daily visual checks to make sure her home was hazard free, safe and child-friendly. This told us that the childminder was vigilant in her care of the minded children. A procedure for recording accidents and incidents was in place and shared with parents. The childminder had considered the procedure she would follow if a child had an accident.

The childminder told us she used outdoor play to encourage children to be active and to develop their physical co-ordination. Children had daily access to fresh air and energetic play. We found the back garden to be tidy and secure, offering a very good range of toys and equipment, including a slide, playhouse, mud kitchen and trampoline.

During our inspection, we viewed the risk assessments that the childminder had completed for her environment. We found that these were appropriate, however, the childminder did not have a specific written risk assessment for use of the trampoline. The childminder told us she would do this.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

### Findings from the inspection

The childminder had a named assistant who occasionally helped her in the care of the minded children. The childminder told us that the assistant helped out when needed.

The childminder told us that her assistant knew the children and their parents well. She had met parents when they came to drop off and collect their children. This gave parents and children opportunities to get to know her.

The childminder told us that her assistant had undergone the required background checks and that she ensured the assistant had clear guidance on her role within the service if required. The childminder said she did this through regular discussion, where she would share information the assistant may need to be involved in looking after the children.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of management and leadership

### Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and legislation. The childminder told us she keeps up-to-date with best practice through a variety of ways,

including her membership of the Scottish Childminding Association (SCMA), she receives regular newsletters and updates from them, including a childminding magazine which she saves as a reference. The childminder also kept in touch with other childminders. We felt that the childminder had taken a balanced approach to keep her skills and professional knowledge current.

We found that since her last inspection the childminder had attended a range of training courses including First Aid. The childminder told us that she used the knowledge and skills gained to update and improve her practice. For example, as a result of undertaking GDPR awareness, she had considered her current practice and developed a policy in relation to data protection. This told us that the childminder was taking positive steps in her own continued development by regularly updating her professional skills and knowledge.

Daily discussion with children and parents took place and this feedback directly influenced the care and support the childminder provided to the children in her care and any improvements to the service.

During our inspection we asked the childminder to show us her daily attendance register. We discussed with the childminder that she should expand her daily attendance register to include actual times of minded children's attendance.

## 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 expand the personal plans for each child in her care to include reviews at least once every six months with parents. This is in order to comply with SSI 210 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Regulation 5 - Personal Plans. Timescale - within 28 days of the date the child starts using the service

**This recommendation was made on 17 September 2014.**

#### Action taken on previous recommendation

The childminder submitted an action plan to Care Inspectorate on 22 October 2014 they wrote: I have bought new binders for each child and have made a personal plan format which is suitable for my service. I am now working on completing this format for each child who uses my service.

During our inspection visit to the childminder on 23 July 2018 we asked to sample children's personal plans. The childminder told us that some of the children's plans were unavailable as she had taken them with her to her caravan for updating and had forgotten to bring them back. We advised the childminder that she must have the children's personal plans available at the address the service operates from and that these personal plans should be accessible for parents when requested.

Recommendation not met

#### Recommendation 2

The childminder should update administration, recording and storage of medication policy in line with the current health guidance on the Management of Medication in daycare and childminding services. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Wellbeing.

**This recommendation was made on 17 September 2014.**

#### Action taken on previous recommendation

The childminder submitted an action plan to Care Inspectorate on 22 October 2014 they wrote: This policy has now been reviewed and updated using current guidelines.

During our inspection visit to the childminder on 23 July 2018 we sampled the childminders medication recording forms. We found that there were gaps in the records the childminder completed. We have asked the childminder to further develop the medication recording records.

Recommendation not 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	
17 Sep 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
2 Nov 2010	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
3 Nov 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
6 Oct 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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