

# Yvonne's Childminding Services

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 3 July 2018

**Service provided by:**  
McTaggart, Yvonne

**Service provider number:**  
SP2013984568

**Care service number:**  
CS2013315400

## 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)

Yvonne McTaggart trades under the name of Yvonne's Childminding Services. Mrs McTaggart has been registered with the Care Inspectorate to provide a childminding service since 2013.

At the time of this inspection the service complied with the following conditions:

1. 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 the childminder's family.
2. Minded children cannot be cared for by persons other than those named on the certificate.
3. Overnight care will not be provided.

The childminder provided her service from her home; a semi-detached two-storey house, which is situated in a quiet residential area of Dalrymple, South Ayrshire. The home is within easy distance of local amenities. Minded children had access to the living room and supervised access to the kitchen and rear garden.

At the time of this inspection, the childminder was providing a service for 12 children from 8 families. We discussed with the childminder that the registered number of children are inclusive of her own children. The childminder stated that when maximum numbers are reached, her own children are looked after by family members. This contravenes the conditions of the childminders registration, we have requested that the childminder includes her children within her ratios.

The childminder's aims include the following statement:

"I aim to provide a range of stimulating activities for children aged 0 - 16 years in a safe and secure environment.

I will provide a range of activities indoor and outdoor that reflect the child's age and stage of development."

## What we did during our inspection

We compiled this report after an unannounced inspection that took place on Tuesday 3 July 2018 between 8:20am and 10:45am. A Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection, we spoke with the childminder. One young child was present and played close by throughout the inspection visit. We observed the care given by the childminder and looked at a number of documents including records for the children and health and safety records. We also inspected those areas of the property used for childminding.

We check services are meeting the principles of Getting it Right for Every Child (also known as 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 parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

## Views of people using the service

One young child played contentedly in the sitting room throughout our visit. The childminder sat with her. The child looked very comfortable with the childminder. The toys that were available were age appropriate. The childminder clearly understood her needs and outlined the care she provided in keeping with her parent's wishes and her age and stage of development.

We issued three questionnaires for parents to complete and two parents returned a completed questionnaire. Both indicated satisfaction with the service. Comments included:

'Yvonne asks the parents about preferences of activities for the children to undertake, then endeavours to incorporate the suggestions in to the activities for children'

'Yvonne regularly asks about my child's progress and is approachable and open to feedback. Yvonne keeps a daily diary for each child which is another opportunity to provide feedback.'

Questionnaires that the childminder had issued to families who used her service indicated that parents and their children were happy with the quality of the service provided.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. The childminder identified what they thought they did well, and gave examples of how her care had impacted on outcomes for children.

## What the service did well

The childminder was nurturing and respectful in the way she provided care and support. She worked closely with families to agree how the service was provided and had developed an open and honest relationship with them.

## What the service could do better

The childminder readily accepted our suggestions for improvement in relation to:

- establishing a written personal plan for each child within 28 days of them starting the service, reflecting their individual health, welfare and safety needs and reviewed at least once in every six month period.
- written risk assessments for household pets
- reducing the risk of spreading infection by implementing individual hand towels, disposable aprons and increasing good hand washing awareness with all children
- Continuing to review the risks and benefits of the trampoline and the paddling pool - reducing risk where possible in line with best practice guidance at the same time as affording children the opportunity for active play.
- Ensuring the premises where safe and secure.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area.

The childminder had developed good relationships with the families with whom she worked. During the inspection we saw that she had a close, nurturing relationship with the children and their families. The childminder knew each child well, we saw that she met their individual need and responded to them in a sensitive and respectful manner. There was one child present during our inspection who was very happy and engaged in a range of experiences.

The childminder had daily conversations with parents and shared information about their child's day. She gathered information which was used to help follow the routines for the children. This was recorded on an 'All About Me' information sheet which detailed the likes and dislikes of the children. We asked the childminder to add dates to this and review it regularly to ensure that the information was current, accurate and reflected each child's health, safety and welfare needs. We reminded the childminder that this information should be reviewed with the child and their parent at least once in every six month period, or when there were significant changes to the child's health, safety and welfare needs. (See recommendation 1)

The childminder provided meals and snacks to children. This was done in consultation with the children who were asked for their suggestions. Healthy eating was promoted with fruit on offer along with other things such as toast and cereal. She was working with parents to encourage children to try new foods. We discussed the childminders responsibility for alerting parents to food which she provided that may cause allergic reaction in

certain children. We gave the childminder information about how to provide appropriate food for children who have food allergies and intolerances.

We saw that the childminder had a policy on the administration of medication.

The childminder stated that when maximum numbers of children are reached, her own children are looked after by family members. This contravenes the conditions of the childminders registration, we have requested that the childminder includes her children within her ratios. Information with regards to this can be found in the Care Inspectorate document 'Registering and running a childminding service - what you need to know' Page 6. (See recommendation 2)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To support the children to reach their maximum potential the childminder must establish personal plans that contribute consistently and fully to the child's individual health, welfare and safety needs. The personal plans for each child must be reviewed with each child and their parent at least once in every six month period.

This is to ensure care and support is consistent with the Health and Social Care Standards that state '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), and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 210:5(1): Personal plans.

2. Registered numbers should be inclusive of the childminders own family as stated on the Certificate of Registration

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience a service that is the right size for me.'(HCSC 5.5)

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area.

The childminder carried out daily visual checks of her home and garden to ensure that it was safe for the children. To prevent the spread of infection we reminded the childminder of the importance of regular hand washing and that individual towels should be made available for children to dry their hands. This is particularly important when there are pets in the house.

We shared the best practice guidance with the childminder; 'Infection Prevention and Control in Childcare Settings - Health Protection Scotland.' (See recommendation 1)

Nappy changes were carried out, we reminded the childminder to revisit the best practice guidance and update the procedures to reflect the use of disposable aprons and the importance of good hand washing for both the childminder and the child.

The childminder must ensure that her environment is safe and secure at all times. During the inspection visit we noted that the front door was unlocked therefore compromising the safety and security of the minded children. (See recommendation 3)

The children were able to play outdoors in the childminder's garden. There was a selection of outdoor toys which promoted active play. We advised the childminder about ensuring that the children used the trampoline safely and referred her to ROSPA guidance to do this. On the day of the inspection visit the weather was sunny, the childminder had a paddling pool in the garden, we asked the childminder to ensure that this was emptied daily and robustly cleaned with sterilising cleaner following each use. The childminder made good use of the local parks and natural areas within the local area.

We asked that the childminder to continue to keep a register of the children attending on each day. This diary/ calendar should also contain dates that smoke and carbon monoxide alarms are tested. The childminder had a system to record any accidents and incidents that children had. Information was shared with parents.

The childminder had risk assessments documentation in place, this should be expanded to include a risk assessment for the childminders cats. The childminder should reconsider the access the cats have to the kitchen and the kitchen counter space. (See recommendation 2)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 3

1. The childminder must maintain her environment in a condition fit for childminding ensuring that there is proper provision for hand washing and drying. This should be in keeping with 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding) October 2016 available from [www.hps.scot.nhs.uk](http://www.hps.scot.nhs.uk)

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22)

2. The childminder should compile written risk assessments for pet management. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

3. The childminder must ensure her home is secure at all times but in keeping with the guidance 'Fire Precautions in Domestic Childminding Premises' (2008) she must remove keys from final exit doors. In order to comply, the childminder must safely secure the final exit doors to prevent unauthorised access. In the absence of

an alternative means of securing the final exit door, the key should be kept on the childminder's person. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

**Grade:** 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder had made progress with managing her service. We noted that each child had their own file containing personal information, we asked that this be tweaked to meet the Personal Plan requirement. The childminder actively sought the views of the children and their parents to improve her service. We particularly liked the 'wish lists' that she compiled with the children to determine trips, visits and activities. The childminder was making good use of the internet to access training and information on best practice. We discussed the importance of ensuring that these developments are maintained, and that an effective self-evaluation process supports the on-going development of the service.

Suitable insurance was in place for public liability and for transporting children in her car. The childminder should further develop her written policies and procedures relating to infection control and household pets, but we saw where other aspects of the service policies had been updated and refreshed. The childminder had a policy for complaints, which she shared with parents. This meant that parents were aware of the action they should take and expect if they had a concern. One parent commented that she would have no problem approaching the childminder if she had any concerns.

### 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
3 Jun 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good



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