

# Watson, Maureen

## Child Minding

Perth

**Type of inspection:**

Unannounced

**Completed on:**

18 September 2018

**Service provided by:**

Watson Maureen

**Service provider number:**

SP2003905469

**Service no:**

CS2003010064

## About the service we inspected

Maureen Watson has been registered with the Care Inspectorate since 2002 to provide a care service to a maximum of eight children at any one time under the age of 16 years. A maximum of six 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.

Numbers are inclusive of foster children, as well as children of the childminder's family.

The service is provided from the childminder's home within a residential area of Perth that is close to the local school, shops, parks and other amenities. The areas used to provide the service were the dedicated playroom, living room, kitchen and family bathroom. Children also had access to the rear garden.

Aims of the service include providing 'a child-centred environment where children are cared for in a safe, loving and stimulating way ensuring individual needs are met. I will offer a variety of stimulating learning activities that will encourage and challenge the development of children. I will emphasise this through the value of play. Our activities will include art and crafts, free play, structured play (for older children), imaginary play, music and stories.'

## How we inspected the service

We wrote this report following an unannounced inspection, which took place between 14:00 and 15:30 on 12 September 2018 and again between 10:15 and 11:30 on 18 September 2018. A Care Inspectorate Early Learning and Childcare Inspector carried out the inspection.

During this inspection, we spoke to the childminder and observed the children present. We observed the care given by the childminder and looked at a range of documents. We reviewed the requirements and recommendations made at the last inspection to report on any progress made by the childminder.

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. They are often referred to as SHANARRI wellbeing indicators.

## Taking the views of people using the service into account

Children told us they were very happy going to the childminder. They discussed some of the activities they enjoyed which included playing in the garden, using the computer or drawing. Children had a very good relationship with the childminder.

## Taking carers' views into account

On this occasion we did not provide parents/carers with questionnaires to complete before the inspection.

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

#### Requirement 1

In order to ensure that children are kept safe and healthy, the childminder must ensure that she has a clear administration of medication policy, procedure and paperwork in place.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, which state 'Any treatment or intervention that I experience is safe and effective.' (HSCS 1.24).

It is also necessary to comply with Regulation 4(1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

**This requirement was made on 3 July 2018.**

#### Action taken on previous requirement

We reviewed the childminder's policy, procedure and paperwork. The childminder was now using medication paperwork she had purchased from the Scottish Childminding Association (SCMA). This ensured it followed best practice guidance. There was no medication currently being administered in the service, so we discussed with the childminder how she would administer medication. We were satisfied with the childminder's knowledge and procedures in place. Her policy could be reviewed to make it more robust, however it covered all of the key points.

**Met - within timescales**

#### Requirement 2

In order to ensure that children are cared for in a safe and hygienic environment, the childminder must ensure that all areas used to provide care are kept clean, tidy (including equipment and resources) and free from clutter.

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

It is also necessary to comply with Regulation 10(2)(d) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210.

**This requirement was made on 3 July 2018.**

## Action taken on previous requirement

During both visits to the service, we found the childminder's home was kept in a clean and tidy condition. This minimised any infection control risks. The childminder continued to follow advice provided by Perth and Kinross Council Environmental Health department. We continued to discuss with the childminder with the benefit of reviewing the resources that were enjoyed by children and those that were age/ability appropriate. We found many of the resources could be removed as they were not age/ability appropriate. This would further support the childminder in keeping her resources and home clean and tidy. We will continue to monitor this through our informal visits and inspections of the service.

**Met - within timescales**

## Requirement 3

The childminder must submit information or notifications to the Care Inspectorate when requested to do so and in line with the publication 'Records childminding services must keep and guidance on notification reporting'. This is available on the Care Inspectorate website.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

It is also necessary to comply with Section 53(6) of The Public Services Reform (Scotland) Act 2010.

**This requirement was made on 3 July 2018.**

## Action taken on previous requirement

The childminder was more familiar with the Care Inspectorate notification guidance. We discussed this again during our visit. The childminder told us she did not have any notifications to make since her last inspection. As a result we will continue this requirement, so that we can monitor this further to ensure the childminder is confident in sharing information when required.

**Not met**

## What the service has done to meet any recommendations we made at or since the last inspection

## Previous recommendations

### Recommendation 1

To ensure children receive care that is focused on meeting their individual needs, the childminder should enable children to have opportunities to access activities and resources within the local community.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I experience care and support free from isolation because the location and type of premises enable me to be an active member of the local community if this is appropriate.' (HSCS 5.9).

**This recommendation was made on 3 July 2018.**

#### Action taken on previous recommendation

Children were not accessing the wide range of activities that were available in the local community such as bookbug sessions, local playgroups etc. We provided the childminder with some further suggestions and agreed to make contact with the local childcare strategy to identify what other activities are available locally. This recommendation was not met.

### Recommendation 2

To ensure children's behaviour is supported well, the childminder should have clear procedures in place that are respectful and help children to reflect on and discuss and learn from any incidents.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I have agreed clear expectations with people about how we behave towards each other, and these are respected.' (HSCS 3.3).

**This recommendation was made on 3 July 2018.**

#### Action taken on previous recommendation

The childminder told us she was more confident in supporting children's behaviour. We did not observe any issues during our visits. The childminder should continue to monitor the behaviour of children, discuss this with parents/carers when required and keep records of these discussions. If further support is required, the childminder should access this through training opportunities available locally. This recommendation was met.

### Recommendation 3

To ensure children can choose from a range of stimulating resources and activities, the childminder should review all equipment and resources available.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.' (HSCS 2.27).

**This recommendation was made on 3 July 2018.**

#### Action taken on previous recommendation

Children had access to a wide range of equipment and resources, however many of these were not age appropriate and did not support children's learning/development. The childminder agreed with this. We discussed with the childminder how she could develop her equipment further using natural and open-ended resources. The childminder had access to a local nursery who provided very good quality resources and we suggested she look at some of their resources and identify how she could learn from this. This recommendation was not met.

## Recommendation 4

To promote children's safety and health, the childminder should ensure all accidents and incidents are recorded and shared with parents/carers.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

**This recommendation was made on 3 July 2018.**

### Action taken on previous recommendation

The childminder told us that there had been one accident since our last inspection, but she was unable to find the record of this. The childminder had a number of books to record accident/incidents but these were blank. We suggested the childminder review how she records accidents/incident and then stores this information safely. This recommendation was not met.

## Recommendation 5

To ensure children, parents and carer are clear about the service that is being provided, the childminder should:

- (a) review the service's policies, procedures, aims and objectives
- (b) ensure these are in line with the service provided
- (c) follow best practice guidance in writing policies.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

**This recommendation was made on 3 July 2018.**

### Action taken on previous recommendation

The childminder had made little progress in developing her policies, procedures, aims and objectives since the last inspection. This recommendation was not met.

## Recommendation 6

To ensure children, parents and carers are consulted on the quality of the service provided; the childminder should actively seek feedback and act upon any areas for improvement where appropriate.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'My views will always be sought and my choices respected, including when I have reduced capacity to fully make my own decisions.' (HSCS 2.11).

**This recommendation was made on 3 July 2018.**

### Action taken on previous recommendation

The childminder had new forms to gain feedback from parents/carers and children, however she had not given these to parents/carers or children to complete. We reviewed the forms and found these to be good. The childminder was going to distribute them in the coming weeks. We will review this again at the next inspection. This recommendation was not met.

## Recommendation 7

To ensure children's health, wellbeing and safety is promoted, the childminder should update her skills, knowledge and procedures in relation to child protection.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities.' (HSCS 3.20).

**This recommendation was made on 3 July 2018.**

### Action taken on previous recommendation

The childminder was in the middle of completing an online child protection course accessed through the NSPCC. We will review this at the next inspection to ensure it has been completed, and has improved the childminder's knowledge and understanding. The childminder should then review her policy and procedures for reporting concerns so she is clear what to do if she had any concerns. This recommendation was not met.

## Recommendation 8

To ensure children are kept safe, the childminder should have clear procedures in place to follow in the event of an emergency. This should take account of the individual needs of children and how these will be supported.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14).

**This recommendation was made on 3 July 2018.**

### Action taken on previous recommendation

The childminder had a clear procedure in place for evacuating her home in an emergency. The childminder had identified a place of safety close to her home should her home become unsafe. Concerns we had previously regarding evacuating children who required additional support had been resolved. The childminder should continue to review these procedures especially if there are any changes. This recommendation was 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

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of enforcement action taken against the service.

## Inspection and grading history

Date	Type	Gradings
15 May 2018	Unannounced	Care and support Environment Staffing Management and leadership 1 - Unsatisfactory 1 - Unsatisfactory Not assessed 1 - Unsatisfactory
10 Jan 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate Not assessed 2 - Weak
12 Dec 2016	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good Not assessed 3 - Adequate
3 Dec 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 3 - Adequate Not assessed 3 - Adequate
28 Nov 2014	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 4 - Good
15 Apr 2014	Re-grade	Care and support Environment Staffing Management and leadership Not assessed Not assessed 2 - Weak Not assessed
11 Nov 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good 4 - Good Not assessed
19 Nov 2010	Announced (short notice)	Care and support Environment Staffing 4 - Good Not assessed Not assessed

Date	Type	Gradings	
		Management and leadership	Not assessed
11 Sep 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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