

McAnenay, Margaret

Child Minding

Type of inspection: Unannounced
Inspection completed on: 22 November 2018

Service provided by:
McAnenay, Margaret

Service provider number:
SP2013984566

Care service number:
CS2013315395

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 13 August 2013.

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 the 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. This 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.

The childminder is registered to provide a care service to a maximum of four children at any one time under the age of 16, of whom a maximum of four will be under 12, of whom no more than one is not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder operates her childminding business from the family home in the Blairdardie area of Glasgow. The living room is used for childminding. There are some shops, parks, schools and nurseries nearby.

The childminder's aims include:

"To provide a flexible childcare service that will meet the needs of families.

To provide a hygienic, pleasant, smoke free, stimulating and safe environment for children in my care.

Children will be integrated into family life and will take part in organised activities that are suitable for their age, development needs and interests.

Each child is an individual and will be treated as such. I will help children to feel good about themselves and others by sharing in special events and celebrations.

I aim to encourage and will value children's contributions."

What we did during our inspection

An early learning and childcare inspector carried out a short notice announced inspection on Thursday 22 November 2018 between 09:15 hours and 12:30 hours. We gave feedback and grades to the childminder on the same day.

As part of this inspection, we spoke with the childminder and one minded child.

We observed the care given by the childminder and the interactions between her and the minded child.

As well as assessing the quality of the environment, we looked at a number of documents including information the childminder held about children, sections of policies and procedures, registration and insurance certificates.

Views of people using the service

The Care Inspectorate did not receive any completed care standards questionnaires from parents prior to our inspection visit. We are therefore unable to report on people's views of the service.

Self assessment

The childminder did not submit a self-assessment to the care inspectorate when requested to do so. We discussed the importance of continuous self evaluation and the requirement to submit self-assessments when requested.

What the service did well

We observed kind and caring interactions between the childminder and the minded child. The childminder responded to and met the needs of the child.

What the service could do better

In order to improve the quality of the service provided, the childminder should address the recommendations made within this inspection report.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

Quality of care and support

Findings from the inspection

The childminder demonstrated a kind and caring nature towards the minded child. They chatted and had fun together. It was clear that the child was happy and felt safe in the childminder's care.

We noted that, although the childminder had gathered basic information, she did not have all the necessary information to enable her to meet the individual needs of children. We discussed at length with the childminder, the types of information she should record, and how she must develop personal plans for children. Personal plans should set out children's individual needs and how they should be met. We suggested that the childminder contact The Scottish Childminding Association (SCMA) to support her to do this. (See requirement 1 below.)

Parents provided their children with snacks and lunches. We observed the childminder preparing the minded child's lunch. This was done safely and hygienically. The childminder supported the child to wash her hands before having lunch. This helped to minimise the spread of infection, and kept the child healthy and safe.

Due to the fact that the childminder had not retained records or plans for children who had left the service, and the short period of time that the current registered children had been attending we were unable to comment on how the childminder recorded or tracked medication or accidents safely. We noted, however, that the childminder had appropriate systems in place to gather consent and safely record accidents and medication given.

We talked to the childminder about her understanding of child protection, and her roles and responsibilities. We were satisfied with the actions the childminder told us that she would take if she were concerned about a child in her care. We noted that the childminder had not attended child protection training. We have made a recommendation under the quality of management and leadership section of this report that she do this as soon as possible. Accessing child protection training will help keep the childminder up to date with current best practice and legislation. The childminder agreed to do this.

Requirements

Number of requirements: 1

1. The provider must ensure that written plans, otherwise known as personal plans, are in place within 28 days of the date on which the service user first received the service, detailing how the service user's health, welfare and safety needs are to be met. These plans must be reviewed at least once within every six monthly period, or more frequently when there are any significant changes to a service user's health, welfare and/or safety needs.

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210), Regulation 5 - Personal Plans.

Timescale for meeting this requirement: 31 January 2019.

Health and Social Care Standards 1.15 - My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices.

Recommendations

Number of recommendations: 0

Grade: 3 – adequate

Quality of environment

Findings from the inspection

This was the childminder's first inspection in her new home, which she moved into in June. We found her home to be clean, bright and well maintained. It provided improved opportunities for children to play and relax. A private garden was available; however the childminder had identified potential risks and hazards in the garden and therefore was not allowing children to play in the garden. The childminder should implement her plans to improve, and make the garden safe to enable children to play outdoors safely.

The childminder was aware of the importance of minimising the spread of infection. She ensured that her home and resources were regularly cleaned and well prepared for childminding. We observed the childminder supporting the minded child to wash their hands, and noted that protective clothing was available to wear during nappy changing. Safe and effective procedures were in place to support safe and effective nappy changing.

The childminder told us that she had destroyed records of accidents when children left the service. We were therefore unable to see how the childminder dealt with, and recorded accidents. We noted that appropriate accident forms were available for the childminder if the need arose.

Both registered children were new to the service. Whilst we observed the minded child playing and interacting with the childminder positively, we noted that resources were not freely available for the child to choose. The childminder told us that she had plans to improve how she stored resources to enable children to see and choose from what is available more easily. We agreed that improved storage and presentation of resources would encourage children's interests and independence.

The childminder told us that as both children had just started the service, there had not been any opportunities for them to play outdoors or participate in outings in the local community. The childminder told us that once children had settled and were more familiar with her and the environment, she planned to take them to places; such as, the library, book bug sessions, mother and toddler groups and local parks. The childminder should ensure that she implement these plans so that children benefit from fresh air and physical activity on a daily basis.

We spoke to the childminder about how she identified potential risks and hazards associated with her home. The childminder showed us written risk assessments. On examination of these, we found that the risk assessments related to the childminder's previous home. We have recommended that the childminder carry out a full written risk assessment of her home. (See recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. In order to keep children safe, the childminder should carry out robust and effective risk assessments of her home and garden.

Health and Social care Standards 5.17 – My environment is safe and secure.

Grade: 3 – adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Although the childminder had been registered since August 2013, we noted that she had very little documentation to show how she had developed or improved her service. She had not addressed the two recommendations we made at our inspection in July 2014. The childminder told us that this was due to personal and family circumstances and that she planned to improve and address the recommendations made during our inspection.

We looked at a selection of policies and procedures that the childminder had developed. We noted that these did not reflect best practice guidance. In addition to this, the childminder was not aware or familiar with the Scottish Government's Health and Social Care Standards. We discussed how the childminder could access these and use them in developing her service, and in the day-to-day running of her service. The childminder agreed to access the document and familiarise herself with the contents.

In order to support the childminder keep up to date with current best practice, local/national frameworks and legislation, we directed her to the Care Inspectorate hub and SCMA website where she could access information and participate in online training events. The childminder agreed to do this. We have recommended that the childminder attend training to support and develop her skills in knowledge. The childminder would benefit from training, particularly in relation to child protection and child development. (See recommendation 1).

In July 2014, we recommended that the childminder involve and consult with families. We noted that consultation and involvement was carried out informally at drop off and collection times. We have repeated the recommendation that the childminder seek ways of involving and consulting with children and families more formally. (See recommendation 2).

The childminder had appropriate and valid public liability insurance in place.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should seek to access training, particularly in relation to child protection and child development

Health and Social Care Standards: 3.14 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional codes of conduct.'

2. The childminder should seek ways of involving and consulting with children and families.

Health and Social care standards: 'I can be meaningfully involved in how the organisations that support and care for me work.'

Grade: 2 - weak

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 gather and use additional information about children and use the information to develop more robust care plans, which evidence children's development and what support is required to meet their individual needs.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 6 - Support and Development.

This recommendation was made on 14 July 2014.

Action taken on previous recommendation

The childminder had made no progress in addressing this recommendation. We have made a requirement under the quality of care and support section of this report.

Recommendation 2

The childminder should seek ways of involving and consulting with children and families.

National Care Standards for Early Education and Childcare up to the age of 16: Standard 7 - A Caring Environment.

This recommendation was made on 14 July 2014.

Action taken on previous recommendation

The childminder had made no progress in addressing this recommendation. This recommendation has been repeated under the quality of management and leadership section of this report.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
5 Jun 2014	Unannounced	Care and support
		Environment
		Staffing
		Management and leadership
		4 - Good
		4 - Good
		Not assessed
		4 - Good

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