

Lindsay, Margaret Ann

Child Minding

Type of inspection: Unannounced
Inspection completed on: 12 November 2018

Service provided by:
Lindsay, Margaret Ann

Service provider number:
SP2003902400

Care service number:
CS2003004302

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 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.

The childminder provides her service from her home in the town of Irvine, North Ayrshire. She can care for up to six children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months.

She principally aims to "provide a caring service in a loving environment".

At the time of this inspection she was providing her service to two children on a part time basis.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on the morning of 12 November 2018. The inspection was carried out by a Care Inspectorate Inspector.

As part of the inspection we took account of the completed annual return and self assessment forms that we asked the provider to complete and submit to us.

We sent the childminder questionnaires to give to parents/carers using her service. Two were completed and returned to us before the inspection.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Parent questionnaires
- Parent information pack

- Children's information folders
- Medication policy/recording/consent
- Golden rules
- Childminder's diary of events/activities
- Risk assessments
- Cleaning records
- Gas safety checklist
- Accident/incident recording
- Training certificates
- Complaints procedure
- Policies/procedures
- Information Commissioners Office (ICO) registration
- General Data Protection Regulation (GDPR) information
- Registration certificate
- Insurance certificates.

We spoke with the childminder and the child present and observed interaction and relationships between them.

We also looked at some toys, activities and the children's environment.

Views of people using the service

One young child was being cared for during our visit. She was happy, settled and familiar in her surroundings and enjoyed a very positive relationship with the childminder. The childminder readily met her needs and was well aware of her likes/dislikes and what she enjoyed playing with.

Two parents completed and returned our Care Standards questionnaires giving us their views of the service provided. They were both very happy overall with the quality of care their children received. Comments included "My daughter is happy and settled at Margaret Ann's. I am very pleased with the service she provides and she is very approachable and friendly" and "I am more than happy with Margaret Ann. She does a great job and my child loves going".

Additional comments are included within this report.

Self assessment

We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The service provider identified what they thought they did well and told us how the people who used the care service had taken part in the self assessment process.

What the service did well

The childminder had continued to maintain and develop her very good quality service.

She had kept up to date with current best practice and changes to legislation and attended training/meetings to update her knowledge and understanding.

She provided a personalised service including a pick-up/drop-off service to meet families needs.

She offered a very safe, welcoming and nurturing environment and ensured the children enjoyed activities in the community.

What the service could do better

The childminder should continue to maintain and develop the quality service she provides and keep up to date with any changes in legislation and good practice.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder provided very good opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices. She exchanged information on a daily basis and included parents in her plans. This was confirmed by a parent who told us "Margaret Ann tells me what she has planned for the day". In addition to verbal contact the childminder messaged photographs of their children taking part in various activities to keep parents informed. Children were provided with choices and the childminder was well aware of their likes/dislikes and preferences. The childminder supported parents well. She provided a pick-up/drop-off service and ensured continuity in children's achievements such as toilet training. Parents spoke positively about communication methods and this told us that parents and children felt included, respected and involved.

Throughout our time in the childminder's home we observed the child to be settled and comfortable and to enjoy a positive, relaxed relationship with her. She knew the children well and was able to discuss how she catered for their individual needs and preferences and to support them in their daily routines. Parents were fully involved in their child's care which told us that they were respected and included. They told us the childminder reviewed the information held on their children and ensured it was up-to-date. Each child had an individual personal plan based on the 'Getting it Right for Every Child' wellbeing indicators which described how their health, safety and wellbeing needs would be met. These were reviewed with the parents to help progress each child's on-going development and provide continuity between the service and home. She supported the children's health needs in consultation with their parents. Her policy met current good practice guidelines and permission/recording facilities were available should the need arise to administer medication.

The childminder provided a nurturing environment and promoted healthy lifestyles. Regular active play opportunities helped the children to develop their physical skills and enjoy being in the fresh air. Parents told us about the "variety of places" their children visited outwith the childminder's home. Children's choices were taken into account such as attending soft play facilities. Attendance at playgroup helped them socialise, make new friends and encouraged them to share and co-operate with their peers. Positive behaviour was promoted and the childminder worked with parents to provide continuity. Simple golden rules were used in pictorial form to help raise the young children's awareness and understanding.

The childminder took steps to ensure the children in her care were kept safe and had updated child protection training since her last inspection to help raise her awareness and inform her practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home provided the children with a very safe, clean, warm and inviting environment. There was adequate space for the children to play both indoors and out and a range of age appropriate toys/activities.

To ensure the environment was safe for the children the childminder carried out risk assessments covering a range of potential hazards to the children and the steps taken to reduce any possible harm. Accident/incident recording facilities were available should the need arise. The childminder held a first aid certificate and had applied for further training to update her knowledge and understanding.

The childminder's large garden was fully enclosed and provided the children with a safe space to enjoy physical activities in the fresh air. The family pet dogs had their own enclosed area ensuring the areas used by the children were clean and hygienic.

To help reduce the spread of infection the childminder encouraged the children to wash their hands at certain times including prior to eating. She provided paper towelling for hand drying to help reduce the risk of cross infection. She operated policies and procedures which informed her practice with regards to the prevention of infection and shared these with parents.

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

The childminder had kept up to date with best practice and changes to legislation since her last inspection. She accessed our on-line Hub and attended training and information meetings provided by the local authority to keep her informed. She was well aware of current good practice guidance and had reviewed and updated her policies and procedures in line with this. She had developed data audit information and a data breach recording facility to meet her responsibilities regarding the new General Data Protection Regulation (GDPR) and ensured parents were well aware of these. She had also registered with the Information Commissioners Office (ICO) with regards to data protection.

In addition to accessing websites to update her professional knowledge and understanding the childminder received information on training sessions taking place for childminders in the local area. She had attended some training courses and information meetings since her last inspection including child protection, first aid, Setting the Table and 'I can' which helped inform her practice in providing positive outcomes for the children in her care.

Her complaints policy was shared with parents, providing information on her procedure should any concerns arise. Parents we consulted with were aware they could also contact the Care Inspectorate about the service but told us they would speak to the childminder directly should they have any concerns.

Formal evaluation of her service was sought through annual questionnaires. Parents were asked for their feedback on various aspects and those we viewed were very positive and no suggestions for improvement had been made. A parent told us "Margaret Ann does an amazing job so I don't think she needs to change or improve her service". The childminder consulted with the children daily, including them in choosing resources and activities to take part in. Through observations and talking with the young children she could assess what they enjoyed taking part in and make any changes as required.

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

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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
27 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
3 Dec 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
29 May 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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