

# McAulay, Marie

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 10 December 2018

**Service provided by:**

**Service provider number:**

SP2004937414

**Care service number:**

CS2003040867

## Introduction

The childminder provides her childminding service from her home in a quiet, residential area in the village of Liff. The minded children have access to the ground floor only, making full use of a large living room, hallway and toilet. The children also have access to the garden.

The service is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of three 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 children of the childminder's family.

On the day of inspection the childminder was working with one child. We found that the childminder adheres to the conditions of her registration.

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), 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 the SHANARRI wellbeing indicators.

## What we did during our inspection

We wrote this report following an unannounced inspection between 09:20 and 11:00 on 10 December 2018. We gave feedback to the childminder at the end of the inspection.

We received two completed Care Standards Questionnaires (CSQs) about this service. In addition to the information provided by parents in these questionnaires we gathered information on the service from a range of other sources. These included:

- observation of the child during activities
- observation of the childminder and her interactions with the child in her care
- children's information
- observation of the environment
- discussion with the childminder
- toys and resources
- the childminder's policies
- registration certificate.

## Views of people using the service

During the inspection we saw the childminder working with one child. Although the child was too young to express their views, we could see that they had developed a trusting relationship with the childminder and were happy and comfortable in her care.

The parents who responded to our questionnaires were very positive about the experiences for their children. They strongly agreed that they were happy with the quality of care received by their children when using the service. They told us:

'Marie's childminding service is second to none! Leaving our child with Marie is like leaving him with a family member – except better as he learns so much through structured play as well. Marie is the most caring and thoughtful childminder and goes way above and beyond her job. The children in her care are the centre of her world and every decision she makes is in their best interest. The progress and development I have noticed in both of my children after sending them to Marie is exceptional! We could not rate her service any higher.'

'Good daily routine. Encourages development and promotes speech and language regularly.'

## Self assessment

The childminder had submitted a self assessment. This included information about how the service met the needs of children and their families. The childminder had not included any areas for improvement.

## What the service did well

The childminder had nurturing, kind and caring relationships with the children in her care. It was evident that the childminder knew the children well and provided them with a range of experiences following their interests. She had daily communication with the parents to keep them informed about their child's care.

## What the service could do better

The childminder should attend first aid training to ensure that she is confident in dealing with any accidents and incidents and can provide the appropriate care to children. The childminder should review her current system to effectively manage paperwork.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## 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. We discussed child protection and were satisfied with the childminder's knowledge and awareness of her role in protecting children.

The childminder had strong relationships with the children and families she worked with. She was kind, warm and caring towards the child in her care and we saw them having fun and laughter together. The childminder was very mindful of children's daily routines and maintained their home routines as much as possible.

Through discussion with the childminder, it was evident that she knew the children in her care very well and respected their individual needs and wishes. The childminder told us about the activities and experiences she offered for the children and how these were based on the children's interests.

Children's information was reviewed and updated with parents every six months or sooner, if required. The childminder also gathered information on children's likes, dislikes and routines. Parents and carers had the opportunity to suggest goals for their child in a six-monthly questionnaire. We discussed the importance of ensuring this information was well organised and suggested that the childminder should store this information together as part of the children's personal plan to ensure it is easily accessible (**see recommendation 2 under Quality of management and leadership**).

Parents were very much involved in the care of their child. The childminder had a daily diary in place for each child which detailed their daily routines, activities and progress. Parents commented that the diary was used for two way communication. The childminder also sent regular photos to parents and had open communication through face to face discussion and text messages.

Throughout the inspection we heard the childminder using positive language and praise. We discussed with the childminder how she supported children to manage their own behaviour and suggested she should explore restorative practice.

The childminder had not administered any medication since the last inspection and did not presently care for anyone requiring regular medication. However, she had developed medication permission and administration forms to be used, if required.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

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 a very good standard in this area. We concluded this after talking with the childminder and looking round the childminder's home.

The childminder's home was clean, tidy and welcoming. On the day of inspection, the child appeared to be relaxed and comfortable in the childminder's home. A range of toys were available for the child to choose from. The childminder told us that she rotated the toys on a regular basis to keep children stimulated. The toys on offer followed children's interests, age and stage of development. The children had plenty of space to play in the living room and hall. The childminder was aware of safer sleep guidance and provided children with a travel cot for sleeping.

Children used the childminder's garden on a regular basis and could choose from a range of resources. The childminder was very aware of her role in supporting children to be healthy and active and encouraged outdoor play.

We discussed with the childminder the use of loose parts resources to encourage children to be creative, solve problems and promote curiosity. We signposted the childminder to documents that would support her to develop loose parts play both indoors and outdoors.

Children had the opportunity to go on regular outings within the local community. The childminder told us that the children enjoyed visiting the horses, going to the local park and going swimming. This gave children opportunities to develop their understanding of the world around them.

There had been no accidents or incidents since the last inspection. The childminder had reviewed her accident and incident recording sheet. We suggested a small change to be made.

We did not observe a nappy change however the childminder was able to talk about her nappy changing routine. We were satisfied that the childminder followed current best practice guidance in relation to minimising the spread of infection.

## 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

From the evidence gathered during the inspection we found that the service was performing to an adequate standard in this area. We concluded this after talking with the childminder and looking at supporting paperwork and individual records.

The childminder had begun to undertake some reading about Getting it Right for Every Child and had completed child protection training to ensure her knowledge was up to date with current best practice. The childminder had difficulty accessing a practical first aid course. We discussed the importance of completing training in first aid to keep children safe and ensure she is confident in dealing with any accidents or incidents (**see recommendation 1**). The childminder should continue to identify any ongoing training needs. We suggested that the childminder should begin to record any key learning from training or professional reading and the impact this has on her practice.

We signposted the childminder to the Spotlight on Childminding on the Care Inspectorate HUB. This would support her to stay up to date with current practice and developments.

The childminder had begun to develop her policies and procedures. She should continue to review and update these to ensure they are in line with current best practice guidance. Since the last inspection, the childminder had further developed formal risk assessments for the home and outings.

The childminder consulted regularly with parents. She had daily discussions and issued a questionnaire to gather their views on a more formal basis. These gave parents an opportunity to be involved in the development of the service and suggest ideas for improvement. The responses to the questionnaires were positive and enabled parents to be included in ensuring the service meets their child's needs. The childminder currently only minds young children. She told us that she gathered their views, likes and dislikes through ongoing observation and discussion with their parents.

The childminder should review the organisation of paperwork to ensure that it can be produced when required. We discussed the importance of maintaining records, plans and policies that are well organised and easily accessible **(see recommendation 2)**.

We saw that the childminder wanted the very best for the children and families she worked with. The childminder should now act on the recommendations and improvements discussed during the inspection to further develop and improve her service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The childminder should attend first aid training to ensure that she is confident in dealing with any accidents and incidents and can provide the appropriate care.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes.' (HSCS 3.14).

2. The childminder should improve systems in place to manage paperwork more effectively in order to ensure information is stored together, easily accessible and well organised.

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).

**Grade:** 3 - adequate

**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 ensure that the personal plans of children using the service are reviewed once every six months or more often as necessary.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3, Health and Wellbeing.

**This recommendation was made on 13 April 2018.**

#### Action taken on previous recommendation

Children's information was reviewed by parents every six months or sooner if required.

#### Recommendation 2

The childminder should review and update the medication permission and administration forms to include all information necessary for the health and wellbeing of children when they require medication.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 3, Health and Wellbeing.

**This recommendation was made on 13 April 2018.**

#### Action taken on previous recommendation

The childminder had reviewed, updated and developed the medication permission and administration forms in line with current best practice guidance.

#### Recommendation 3

To ensure the health and welfare of children attending the service it is recommended that the childminder further develops formal risk assessments for areas of the home used by minded children and outings.

National Care Standards, Early Education and Childcare up to the age of 16: Standard 2, A Safe Environment.

**This recommendation was made on 13 April 2018.**

#### Action taken on previous recommendation

The childminder had further developed formal risk assessments for the home and outings.

### 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
14 Mar 2018	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 3 - Adequate
12 Dec 2013	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
26 Jan 2010	Announced (short notice)	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
6 Feb 2009	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

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