

# McKenzie, Joanne

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 6 February 2019

**Service provided by:**  
McKenzie, Joanne

**Service provider number:**  
SP2013985370

**Care service number:**  
CS2013321011

## Introduction

Joanne McKenzie has been operating since 2014. She is currently registered with the Care Inspectorate to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom, no more than one are under 12 months. Numbers are inclusive of children of the childminder's family. Minded children cannot be cared for by persons other than those stated on the registration certificate. Overnight care will not be provided.

The service is provided from the childminder's home, which is located in Arbroath. It is close to the local school, shops, parks and other amenities. The areas used to provide the service are the living room, playroom and bathroom. Children can also access a secure garden from the property.

The childminder had developed aims and objectives, which supported her service. In summary, she aimed to:

- "- Provide children with safe, warm environment, secure, happy, playful and stimulating environment in which all children in my care can experience a wide range of learning opportunities suitable for their age and stage of development.
- Provide a homely environment and to work alongside in partnership with parents to ensure the child's individual needs are met, and to ensure everyone feels valued.
- Provide a professional, reliable, trustworthy and flexible service.
- Attend regular courses to extend and to further my knowledge to enable me to provide a high quality service.
- Adhere to and develop policies and procedures in line with the Care Inspectorate."

## What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by an early learning and childcare inspector, on Wednesday 6 February 2019. Feedback was given to the childminder at the end of the inspection.

During this inspection, we gathered evidence from various sources, including inspection of premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

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.

## Views of people using the service

For this inspection, no parent or carers returned a completed Care Standards Questionnaire (CSQs). However, we were able to gather individual feedback from parents. One parent told us:

"I can honestly say that [Joanne] has been fantastic. From day one, my [child] has taken to her - [they are] always happy for me to leave [them] in the mornings and [they] quite often doesn't like it when we pick [them] up at night and spoil [their] fun!"

"She is very much suited to her work and always has the needs of the children at the forefront of her service."

We also reviewed parent and carers questionnaires provided by the childminder. All parents were positive and happy with the service being provided.

Comments included:

"I love getting the pictures etc."

On the day of inspection, one minded child was present. The child was seen to be happy and relaxed within their environment. The childminder was attentive and nurturing throughout, ensuring she was responsive to their needs and interests.

Children's comments on the day included:

"I play toys now?"

## Self assessment

Every year all care services complete a self assessment telling us how their service is performing. We check to make sure this is accurate.

The childminder had submitted a self assessment as requested. There was a good amount of information about the service. The childminder identified some training she wished to undertake to improve her understanding of SHANARRI. We discussed the use of the self assessment as an evaluation tool to reflect on the service, identifying strengths and areas for improvement. This should include feedback from children, parents and carers on how to improve the service.

## What the service did well

We found the service had achieved a natural, home from home environment that helped the children to feel relaxed and content.

Children's folders were of a good standard, showing individual achievements. The children's experiences were captured well, which the childminder then used to track development and establish next steps.

The childminder was keen to develop her practice, utilising current best practice guidance and training opportunities to improve children's experiences.

## What the service could do better

Children's personal plans held relevant information on the child to ensure that the care they received was right for them. The childminder should review these at least every six months in consultation with parents and carers, in line with legislation.

Children were supported to freely access toys and games of their choosing. The childminder should consider ways to improve opportunities for open ended, natural materials, also known as Loose Parts Play.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

The performance in this quality theme was found to be good. Particular strengths were seen in the childminder's knowledge of each child and their individual needs.

On the day of inspection, one minded child was present. They enjoyed an unhurried, relaxed lunch and engaged well in activities of their choosing. The childminder promoted independence and respected their wishes throughout the inspection. We saw that the childminder was nurturing and reassuring towards the child, enabling them to feel safe and secure. Parents told us:

"[The childminder] has the needs of the children at the forefront of her service. She keeps me informed through the day of how my [child] is getting on...[my child] is thriving and hitting all of [their] milestones."

We found that the childminder supported children to reach their potential through fun, stimulating play. By listening to their wishes and choices, she was able to create a service that respected children and valued their interests.

Children's care and support was found to meet their needs and be right for them. The childminder achieved this through regular consultations with parents and carers to establish good personal plans. We asked the childminder to formally review these at least every six months.

Children's achievements were recognised and celebrated in a way that enabled them to follow their own development. We found this to be good practice, as children were able to reflect on experiences and be involved in their own next steps. We suggested the childminder incorporate her knowledge of SHANARRI to track their wellbeing and development. This would enable her to tailor children's care so they received broad and balanced experiences.

Children requiring medication should be given treatment that is safe and effective. Since the last inspection, the childminder had improved her medication systems to ensure the administration of medication followed current best practice guidance.

Since the previous inspection, the childminder had undertaken child protection training. This enabled her to have a good understanding of her roles and responsibilities in safeguarding children. We discussed policies and procedures in place to protect children and found these to be up-to-date with best practice.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 – good

## Quality of environment

### Findings from the inspection

The performance in this quality theme was found to be very good. Particular strengths were seen in the inclusion with the service.

The childminder's home was found to warm, friendly and welcoming to children. She used areas within her home to promote an inclusive and independent ethos. Children were encouraged to use the home as if it was their own, making them feel valued and secure.

Children had good access their own toys and games. We found the childminder provided a very good balance of organised and freely chosen extended play. Through discussions, we found that the childminder had a good understanding of Loose Parts Play. To help develop the use of natural, open ended materials further we signposted her to the Loose Parts Play Toolkit. This, and other current best practice guidance, can be found on our Hub at, <http://hub.careinspectorate.com/>

Children were supported to have active experiences both indoors and outdoors. The childminder told us how she had improved the garden to ensure it was safe, secure and right for the children using it. Children could enjoy time in the playhouse, running around and a variety of outdoor toys. We found this contributed to children having very good opportunities to be healthy and active.

The childminder also made full use of local community. Parents commented:

"Joanne keeps my [child] busy with plenty of social groups such as Bookbug, Birlin' Bairns dance group, toddler's groups etc...they have plenty of social interaction with peers, which has had a very positive impact."

The childminder told us that she would attend groups that were right for the individual children to ensure their visits were meaningful and fun. We found this to be very good practice as children were able to feel included, and were able to develop their social skills as a result.

During the inspection, we reviewed the childminder's records of accidents and incidents. We found these to be recorded appropriately and shared with parent and carers efficiently. The childminder had given good consideration to any further actions required to reduce the risk of any further accidents or incidents. We also found that children were encouraged to take part in positive risk. We found this to be very good practice as children were challenged to problem solve and given opportunities to be responsible.

## 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 performance in this quality theme was found to be very good. Particular strengths were seen in the childminder's professionalism and drive to deliver a high standard of care.

The childminder was organised and had good systems in place that enabled her to manage her paperwork. She had recently begun exploring online systems that could be used as a tool to manage paperwork and further include parents and carers. We discussed the challenges and benefits of this change and advised the childminder how this could be brought forward. We found the childminder to be innovative and proactive in the development of her service, with children at the forefront of her decisions.

The childminder had established strong relationships with parents and carers. This enabled her to have open conversations about children's care and the service as a whole. As well as face-to-face discussions, the childminder would invite parents and carers to complete regular questionnaires to provide them with the opportunity to express their views and opinions. This enabled an inclusive ethos within the service, and encouraged everyone to work in the spirit of genuine partnership for the best outcomes for children.

Through discussions, we found that the childminder had attended a very good variety of training. She told us she would identify her own training needs depending on the needs of children, and availability of courses. Since the last inspection, the childminder had yet to establish an effective way of monitoring and reflecting on her continuous professional development (CPD). We discussed the types of formal and informal learning that could have an impact on her practice and how best to reflect on these. The childminder agreed to explore ways in which she can develop this to support best practice and good outcomes for children.

Overall, we found the childminder had a progressive attitude towards her service. Her enthusiasm to continually improve, coupled with her knowledge and understanding of children's needs ensured that children were experiencing a good quality of care and support. We would encourage the childminder to reflect on her practice and take forward areas of improvements identified during inspection, in order to further enhance children's experiences.

## 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

### Recommendation 1

The childminder should review and develop her administration of medication systems to ensure that she takes any necessary action to minimise risks within her service.

The National Care Standards early education and childcare up to the age of 16.

Standards 2 – A safe environment

Standards 3 – Health and wellbeing

**This recommendation was made on 4 November 2014.**

## Action taken on previous recommendation

We found medication paperwork to follow that of current best practice. This has been reflected within this report.

## Recommendation 2

The childminder must ensure that she promotes best practice during nappy changing to minimise the spread of infection and risk to children. We also advised the childminder to keep herself abreast of our recent guidance, which is available on our website.

The National Care Standards early education and childcare up to the age of 16.

Standards 2 - A safe environment

Standards 3 - Health and wellbeing

**This recommendation was made on 4 November 2014.**

## Action taken on previous recommendation

On the day of inspection, no nappy changing was observed. Through discussions, we found the childminder to have a clear understanding of current best practice in relation to nappy changing.

## Recommendation 3

The childminder should consider making GIRFEC and the SHANARRI indicators more visible in the service. The use of such frameworks are beneficial in the assessments and interventions of children's needs.

Scottish Government. (2013). Getting it right for every child - Scottish Government. Available online: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright/background>

The National Care Standards early education and childcare up to the age of 16.

Standards 3 - Health and wellbeing

Standards 6 - Support and development

Standards 7 - A caring Environment

**This recommendation was made on 4 November 2014.**

## Action taken on previous recommendation

We found that the childminder had improved her understanding of GIRFEC and SHANARRI. An area of improvement has been continued and is detailed within this report.

## Recommendation 4

The childminder should review her policies and update them to ensure that they support current best practice.

The National Care Standards early education and childcare up to the age of 16.

Standards 2 - A safe environment

Standards 3 - Health and wellbeing

**This recommendation was made on 4 November 2014.**



**Action taken on previous recommendation**

The childminder has good systems in place to review policies and procedures to ensure they were up to date with current best practice and legislation.

**Recommendation 5**

The childminder must be aware of and access any relevant training in relation to current legislation and best practice. We also felt that she should record any training needs and acquired knowledge to identify the actions she has taken to improve outcomes for children who use the service.

The National Care Standards early education and childcare up to the age of 16.

Standards 3 - Health and wellbeing

Standards 12 - Confidence in staff

**This recommendation was made on 4 November 2014.**

**Action taken on previous recommendation**

The childminder had attended a variety of training since last inspection. We discussed recording this and identified this as an area for improvement within 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](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
4 Nov 2014	Announced (short notice)	Care and support
		4 - Good
		Environment
		4 - Good
		Staffing
		Not assessed
		Management and leadership
		4 - Good

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