

## **Greig, Marie** **Child Minding**

Type of inspection: Announced (short notice)  
Inspection completed on: 4 February 2019

**Service provided by:**  
Greig, Marie

**Service provider number:**  
SP2005950548

**Care service number:**  
CS2005104577

## Introduction

Marie Greig is registered as a childminder to care for a maximum of 7 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 is under 12 months. Numbers are inclusive of children of the childminder's family. No overnight service is to be provided. This service has been registered since 2005.

The childminder operates the service from her home, which is located on the outskirts of the rural village of Longside, Aberdeenshire. The home has a good-sized garden surrounded by countryside.

The childminder aims are comprehensive and include to:

- Provide a happy and welcoming setting for children, from birth to 16 years.
- Provide a safe, secure, and clean environment, in which children can play and learn.
- Provide stimulating activities for children's age and stage of development.
- Encourage creativity, self-expression and imagination through a variety of activities.
- Encourage and develop language and communication through a range of play.
- Be a positive role model, promote social skills, encourage courteous behaviour, and respect.
- Provide healthy snacks.

## What we did during our inspection

We wrote this report following an announced inspection (short notice) which took place between 10.15am and 1.15pm on Tuesday 29 January 2019. The inspection was carried out by a Care Inspectorate Early Learning and Childcare inspector. Feedback was given to the childminder on Monday 4 February 2019.

During the inspection, we spoke to the childminder and observed three minded children present. We observed the care given by the childminder and looked at a number of documents including health and safety records, planning tools and certificates of training. We looked at feedback given by service users.

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 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.

## Views of people using the service

The children present during inspection were too young to share her views but we observed them to be happy and secure in the care of the childminder.

We spoke with one parent during the inspection and three parent questionnaires were returned to us, all parents 'strongly agreed' that they were happy with the quality of care and support their child receives at the service. Included in the comments were:

"Marie is a wonderful childminder. All three of my children love playing at her house. They are always happy in her care."

"Marie has made her home a safe, secure and enjoyable setting for my children to attend. They are happy to be there and enjoy the different toys and activities they get to take part in."

"My son is now in his 3rd year of being at Marie's before and after school. He loves it!...I really could not fault anything about the care my son has been given since he started at this childminder. I have made a forever friend in someone who can make my son so happy and relaxed."

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder.

The childminder identified what she did well and gave examples of how she worked closely with parents to ensure that she met the care needs of every child. The self-assessment identified how the childminder seeks feedback from children and families. The childminder told us that she uses the information gathered to improve future care.

## What the service did well

We saw that the childminder provided a warm, caring, nurturing environment for the children in her care during the inspection. We found that she knew the children very well and she sensitively supported their individual needs.

## What the service could do better

We made two recommendations following this inspection:

1. The childminder should plan a programme of training and/or self-directed study that would increase her knowledge of good practice guidance and lead to improvements in her service.
2. The childminder should develop personal plans for all children in her care, within 28 days of starting the service, and plans should be reviewed every six months, or sooner if required, with parents/carers.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Children and their families were offered a settling in period to meet their individual needs, building relationships with the childminder. A welcome leaflet was shared with parents/carers before starting to ensure they knew

what to expect. Throughout our inspection, we saw that the childminder was caring, nurturing and supportive towards the minded children in her care. She offered praise and encouragement, and comfort when needed. The children appeared happy and secure in the care of the childminder, confident that their needs would be met.

Children played happily during the inspection, taking ideas from the childminder to help extend their play. The childminder promoted positive behaviour, using praise and encouragement to build children's confidence and self-esteem. Daily outdoor play and fresh air helped develop a healthy lifestyle for children. Children benefitted from regular outdoor play in the enclosed garden and walks within the local area.

We found that the childminder provided an inclusive environment for children and families. She had daily discussions with parents, in person and via 'WhatsApp', to ensure that children's needs were properly met. The childminder told us that she regularly consulted verbally with the children to obtain their views which she used to make improvements. We saw photographs of a 'polling station' that children had built to cast their votes on proposed time slots for trampoline use, and we saw an exercise plan that had been devised for the children, following their interest in sport.

During discussions, the childminder demonstrated that she knew the children very well; she had used information gathered about children's individual needs to plan appropriate support. However, we found that some children did not have personal plans in place and we discussed how plans that were in place could be developed to reflect how the childminder will help support children's health, welfare and safety needs. **(See recommendation 1.)**

The childminder was confident in her role to safeguard children and had a policy in place to support this. Should children require any medication, a procedure was in place and the childminder was confident in her role to meet children's identified health needs. We asked that childminder review her medication policy and record signs and symptoms that would indicate the need to administer medication.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should continue to develop written personal plans for each child, within 28 days of attending the service, and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children. Plans should reflect how the childminder will help support children's identified health, welfare and safety needs.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that, as a child, "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).**

**Grade:** 5 - very good

## Quality of environment

## Findings from the inspection

On the day of inspection, we found that the childminder's home environment was child-friendly, well maintained, clean, warm and welcoming for children attending the service. The childminder mainly used her lounge for children: there was sufficient space for children to move around safely, sit and relax on comfortable seating or take part in floor play. Children could eat snacks or meals, or complete craft activities, at the dining table in the kitchen.

There was a good range of toys, books and resources available that children could easily access; we found these to be clean, in good condition, and appropriate for children's individual age and stage of development. On the day of inspection, we saw the minded children choosing toys that they wanted to play with, allowing them to make choices and to promote their independence. Children could access outdoor play in the enclosed garden area. Good use of local resources, such as the library, soft play, childminding groups and local parks meant that children were included in their community.

Regular cleaning and daily checks ensured a hygienic and safe environment. Some written risk assessments were in place for the premises, which helped the childminder to identify what action to take to limit possible hazards to children. However, we discussed how the childminder should develop risk assessments for specific outings and activities such as contact with the family pets, transport by car and children's sleep routines. **(See Recommendation 1)**. The childminder had a form to record any accidents/incidents children were involved in and we saw that information had been exchanged appropriately with parents. The childminder has a current first aid certificate to treat children appropriately should an accident occur.

During our inspection, we saw that the childminder's bathroom was clean and suitable for use by minded children. However, we recommended that the childminder review her infection control procedures around nappy changing, in line with current best practice, ensuring that protective aprons and gloves are used at all times. To support this, we signposted the childminder to best practice guidance, 'Infection prevention and control in childcare settings' **(see recommendation 2)**.

## Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1. The childminder should develop more robust risk assessments, referring to most recent good practice guidance, to ensure a safe environment for children. This should include risk assessments for walking home from school, car journeys and taking children swimming.

**This is to ensure a safe environment for children that is consistent with the Health and Social Care Standards (HSCS) which state that as a child "My environment is safe and secure" (HSCS 5.17).**

2. To minimise the risk of infection, the childminder should review and improve her infection control procedures in relation to nappy changing procedures, ensuring that she wears an apron and gloves during nappy changing.

**This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that as a child "My care and support meets my needs and is right for me" (HSCS 1.19).**

**Grade:** 4 - good

## Quality of staffing

### Findings from the inspection

The childminder's husband was added to the childminding service as an approved assistant in 2016. The childminder told us that this was to provide occasional support at times when she when she was picking children up and would not return home in time for school children making their way to the service.

At the time of inspection, the assistant was not working within the service and had not had to provide support for some time. However, the childminder told us that he knew the children and families well and he was familiar with their routines and preferences. This was confirmed by parents who returned our questionnaires. Included in the comments were:

"Marie's husband James is available to help on occasion but is not often required. The kids love James as well."

"Occasionally, Marie's husband has collected my son from school clubs but I am always asked if this is ok prior. Her husband is fantastic with my son."

The childminder told us that her assistant was familiar with the policies and procedures for the service, including child protection procedures, and they spoke regularly about the minded children. This kept the assistant up to date with children's needs and ensured continuity of care. We asked that the childminder continue to monitor the assistant's role and provide further support for him, to keep him up to date with best practice.

## Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 4 – good

## Quality of management and leadership

### Findings from the inspection

The childminder was professional and committed to providing the best care for the children and families she currently worked with. During the inspection, we saw happy, well nurtured children who were treated with respect and enjoying their play. The childminder now needs to access the latest good practice guidance to support her practice. During discussions, we felt that the childminder demonstrated a commitment to improvement.

The childminder told us that she networked with other childminders within the local community which offers the opportunity for professional discussion and sharing of ideas. She had accessed some training including 'Getting it right for every child' (GIRFEC), and creativity. She told us that she plans to attend any training made available through the local council, and to renew her first aid training which was due to expire. However, we felt that opportunities to keep up to date with best practice guidance had been limited and we recommended that the childminder continue to identify and attend suitable training opportunities and/or undertake appropriate self-directed study. **(See recommendation 1)**. We signposted the childminder to a range of resources available on the Care Inspectorate information 'Hub', including supporting guidance and best practice information, to help improvement.

The childminder would benefit from carrying out evaluations considering what worked well and what could be improved on. This will support her to reflect and take action if needed. We directed the childminder to information contained in national guidance 'How good is our early learning and childcare?' (2016) – a self-evaluation framework for practitioners who work with children under five years. Familiarising herself with this guidance will support understanding of self-evaluating to support improvement in relation to their childminding service. It would also be useful to access 'My childminding journey' and 'My childminding experience'.

The childminder had a range of effective policies and procedures in place to help keep children safe. We asked her to update her complaints policy to reflect current timescale guidelines. Parents who returned our Care Standards Questionnaires told us they were confident in raising any concerns they may have with the childminder.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. In order to keep up to date with developments in childcare practice, the childminder should identify and attend suitable training opportunities and/or undertake appropriate self-directed study.

This is to ensure that the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that, as a child "I have confidence in the people who support and care for me" (HSCS 3.14).

**Grade:** 4 - good

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

### Previous requirements

#### Requirement 1

The childminder must ensure that risk assessments are effective in reducing risks to children in the setting. In order to achieve this the childminder should:

- Review and improve policy, equipment and practice for children using the trampoline
- Review and improve nappy changing policy and practice
- Take account of guidance when risk assessing future visits to places with animals
- Ensure all risk assessments are up to date and well-considered.

**This is to comply with:**

**Social Care and Social Work Improvement Scotland (Requirements for Care Services) 2011. SSI 2011/210 Regulation 4 (1) (a) and (d) Welfare of Service users.**

**Timescale: Within 1 month of receipt of this report.**

**This requirement was made on 28 August 2014.**

#### Action taken on previous requirement

The childminder submitted an action plan to the Care Inspectorate on 15 September 2015. She wrote and told us:

"I have reviewed my trampoline policy and I am not willing to put a surround as it will move in the wind, I have given all the appropriate parents a copy of the trampoline safety guidelines and asked them to re-sign their permission form saying they have read this and that they are still happy for their children to go on the trampoline. I am looking into my nappy changing policy and discussing it with parents. The place where we went to visit animals have all the necessary sprays and hand washing in place and I have been on numerous occasions so I knew this. I am currently doing some research into different formats of risk assessments suitable for children and going to compile my own."

During the inspection, we noted that the childminder had dismantled the trampoline for the winter months. The childminder had a policy in place which reflected good practice guidance in relation to the safe use of trampolines and she had obtained written permission from parents.



The childminder told us that she now used aprons and gloves for nappy changing and had individual bags for each child containing these and sanitiser to be used when on outings. However, during our inspection, we found that the childminder did not follow best practice guidance when changing children's nappies and we have made a recommendation about this.

The childminder had carried out risk assessments around her home to help reduce any potential hazards and she had been on a course to support this. We have recommended that she carry out more specific risk assessments in relation to specific activities such as car journeys, trampoline use and local outings.

**Met - within timescales**

## 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 records of children's health and care needs with parents on a six-monthly basis.

**National Care Standards for Early Education and Childcare Up to the Age of 16, Standard 7: A Caring Environment**

**This recommendation was made on 28 August 2014.**

#### Action taken on previous recommendation

The childminder submitted an action plan to the Care Inspectorate on 15 September 2015. She wrote and told us:

"I have changed from reviewing from yearly to 6 monthly."

During the inspection, we sampled children's personal plans and found that some children did not have a plan in place and those available did not set out how the childminder would support children's health, welfare and safety needs.

This recommendation is: Not 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

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

## Inspection and grading history

Date	Type	Gradings	
5 Aug 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed 5 - Very good
2 Sep 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Sep 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed
8 Jul 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good 4 - Good 4 - Good

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