

McKenzie, Pamela Child Minding

Type of inspection: Unannounced
Inspection completed on: 12 March 2019

Service provided by:
McKenzie, Pamela

Service provider number:
SP2011982618

Care service number:
CS2011298717

Introduction

Pamela McKenzie has been registered with the Care Inspectorate since February 2012. 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 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 the children of the childminder's family. Minded children can not be cared for by persons other than those names on the certificate. Overnight service will not be provided.

The childminder provided her service from a semi-detached house in a quiet residential area of Carnoustie. The children had access to the ground floor, which included a living room, kitchen and hallway and an enclosed garden to the rear of the property.

What we did during our inspection

We completed this report following an unannounced inspection, which took place between 3.10pm and 4.15pm on 26 February 2019; and 2.30pm and 5.00pm on 12 March 2019. Feedback was provided throughout the inspection. The inspection was carried out by a Care Inspectorate early years inspector.

During this inspection we spoke with the childminder and children present. We observed how the childminder cared for and interacted with the children. During the inspection we evaluated the quality of care, environment and management and leadership. We looked at some documents and records; including children's files and photographs.

We check that 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 centre of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. These are referred to as the SHANARRI wellbeing indicators.

Views of people using the service

We spoke to and interacted with the two school aged minded children present. Two other minded children present were too young to give us their views. They spoke about the activities they were doing and what they enjoyed, these included:

"I like drawing"

"I like playing outside and on the trampoline"

"I like playing with the Wii"

"Playing with my friend, everything to do with playing with my friend"

"I like playing with the little ones too"

We observed the children to be happy and confident in the care of the childminder.

We spoke to one parent during the inspection. They told us they were very happy with the care their child receives and got lots of information about what their child had been doing. They commented that they have used the service for quite a long time and their child is very happy.

Self assessment

The childminder did not complete a self-assessment prior to the inspection.

What the service did well

The childminder knows the children and their families well. She provides a homely environment and interacts with the children in a fun and supportive way. She listened to children's ideas and supported them to make choices about daily activities.

What the service could do better

There were some areas we agreed the childminder could improve on. These included reviewing her procedures and recording systems to best support children who use her service. We identified the need to update and review medication information to keep children safe and healthy. We discussed accessing training, either online or in person and use her learning from these to carry out evaluations and make improvements within her service.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

We assessed the overall quality of care and support provided as adequate.

The childminder had cared for some of the children for a long time and knew them and their families well. Children were happy and confident interacting with the childminder who was nurturing and caring towards them. We saw that all of the children had established trusting and respectful relationships with the childminder. They had fun as they played and were clear about the boundaries within the house.

The childminder understood the minded children's needs and personalities, adapting the care provided depending on their interests. Children were listened to and were respected and valued by the childminder.

Children were encouraged to lead healthy lifestyles by being active and making use of the enclosed garden. The children spoke enthusiastically about playing outdoors and using the trampoline.

Basic records about children's care, preferences and routines were in place. We saw very limited information to reflect changes in children's care, support needs and medical needs, including medication. We discussed how these could be further developed, including chronologies to document any significant events and incorporating the wellbeing indicators. We also discussed the need for these to be reviewed at least every six months. This will support the childminder when assessing children's needs and ensure the right support is available to them at the right times (see recommendation 1). Information and examples for recording these details can be found at:

<http://hub.careinspectorate.com/media/1549/management-of-medication-in-daycare-of-children-and-childminding.pdf>

<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>

<https://education.gov.scotland/improvement/hwb30-making-links>

www.mindingkids.co.uk

The childminder was aware of her responsibilities for the safe guarding and protection of children. We discussed the need to update her training in relation to this. We suggested the childminder now update her policy to include more detailed information to support her should any concerns be raised and make reference to the current national protection guidelines (see recommendation within Quality Theme 4). Information can be found at:

<http://www.gov.scot/Resource/0045/00450733.pdf>

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support positive outcomes and enhance their safety and wellbeing, the childminder must review children's records at least every six months, maintaining clear information about changes in their routines, health, medical and care needs. Any significant information about events in children's lives should be also be maintained within these records.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that '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: 3 - adequate

Quality of environment

Findings from the inspection

We assessed the overall quality of the environment as good.

The areas used for childminding were bright, inviting and comfortable for all of the children. This provided a welcoming, safe and homely environment for the children to play. The types of resources and activities reflected the ages of those attending. The childminder provided opportunities for the children to choose activities and toys which interested them, such as using the Wii and art activities.

Children could access their chosen activities independently or with adult help. This helped encourage children to make choices and influence how the day is organised. We discussed introducing more natural and open-ended play resources to help children develop their creativity and imagination when playing.

Information and current practice guidance to support this can be found at:

<http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

<http://hub.careinspectorate.com/media/405223/loose-parts-play-toolkit.pdf>

We discussed improvements for infection control regarding hand washing before meal and snack time. We also discussed the need to review procedures when nappy changing to better keep children healthy and safe while reducing the spread of infection (see recommendation 1).

Additional information can be found at:

<http://hub.careinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf>

Children had access to an enclosed garden at the rear of the house. The garden was not used on during the inspection, however the children spoke about their experiences outdoor and the enjoyment they had playing on the trampoline.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support the health, safety and wellbeing of children, the childminder should ensure children are supported with appropriate hand washing practices and adhere to current nappy changing guidance.

This is to ensure care and support is consistent with the Health and Social Care Standard (HSCS) which state that 'my environment is secure and safe' (HSCS 5.17).

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We assessed the overall quality of management and leadership as adequate.

The childminder was aware of the individual needs of each child and had daily discussions with parents about any changes.

She was enthusiastic about providing good care and wanted the best outcomes for the children. We found she was unfamiliar with current practice guidance and did not have up to date knowledge about changes in guidelines. She was a member of the Scottish Childminding Association (SCMA). We suggested that she access the Care Inspectorate Hub to review current guidance documents to support improvements within the service and improve the quality of children's experiences (see recommendation 1).

Information can be found at:

<http://hub.careinspectorate.com>

As highlighted within Quality Theme 1, we discussed the need to undertake up to date training in safe guarding and child protection. This will support the childminder to develop her service in line with current guidelines and children get the right support when needed (see recommendation 2).

The childminder spoke with parents and children regular about their preferences and provided them with opportunities to influence the development of the service through occasional questionnaires. The minded child was supported to make choices about activities and deciding if they enjoyed the activity or not. We discussed developing this further and more frequently to ensure views and suggestions for development supported improvement throughout the service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support and promote best outcomes for children, the childminder should make use of current best practice guidance and up to date training to support development throughout her service. Learning from these should be used to evaluate and develop the service to impact positively on the experiences of children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that '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. To promote best practice and ensure children's health and wellbeing needs are met, the childminder must complete up to date training in child protection and safe guarding.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

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 must ensure that all children's personal plans are reviewed as required but at least every six months. She should also be making greater use of these documents to inform how she cares for individual children.

National Care Standards: Early education and child care up to the age of 16, Standard 3: Health and well-being and Standard 14: Well-managed service.

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has not been met. The childminder has not reviewed children's personal plans in line with the recommendation. This recommendation has been re-written and restated within this report.

Recommendation 2

The childminder could record children's progress and achievements and identify some next steps in learning. This would help her to identify how she can best support children to achieve and reach their potential.

National Care Standards: Early education and child care up to the age of 16, Standard 3: Health and well-being, Standard 4: Engaging with children, Standard 5: Quality of experience and Standard 14: Well-managed service.

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has not been met. This continues to be outstanding and is incorporated within a new recommendation in this report relating to significant events in children's lives.

Recommendation 3

The childminder should review, update and extend the range of policies she has in place to inform her service as recommended at her last inspection. This would offer clarity for parents regarding settling in new children and give them clear expectations about how they can be involved in the service.

National Care Standards: Early education and child care up to the age of 16, Standard 13: Improving the service and Standard 14: Well-managed service.

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has not been met. A new recommendation has been written to cover this area.

Recommendation 4

The childminder should continue to extend the range of resources available, particularly to offer greater challenge to older children using the service.

National Care Standards: Early education and child care up to the age of 16, Standard 5: Quality of experience and Standard 11: Access to resources.

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has been met. The children present expressed their enjoyment playing with the range of resources and activities available.

Recommendation 5

The childminder should ensure that the premises risk assessment clearly identifies the potential risk of the low-level garden fencing. She should also review her policy and procedure to reflect that children are always supervised when playing outside.

National Care Standards: Early education and childcare up to the age of 16, Standard 2: A safe environment and Standard 14: Well-managed service.

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has been met. The childminder has reviewed the supervision arrangements for children when using outdoors. Advice was sought from the house owner and no further action was taken regarding the garden fencing.

Recommendation 6

The childminder needed to extend the range of training completed to further enhance her skills and knowledge. This should include key topics like Child Protection, GIRFEC and Infection control to help her to provide a safe environment for children.

National Care Standards: Early education and childcare up to the age of 16, Standard 3: Health and well-being, Standard 12: Confidence in staff and Standard 14: Well-managed service.

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has not been met. This has been re-written as a new recommendation within this report.

Recommendation 7

The childminder needed to make greater use of best practice guidance to inform her work and improve outcomes and experiences for children. This should include the GIRFEC framework and Building the Ambition. She should also access 'Infection prevention and control in childcare settings' as recommended at her last inspection. She also needed to consider how she transfers her learning into her daily practice with the children.

National Care Standards: Early education and childcare up to the age of 16, Standard 3: Health and well-being, Standard 12: Confidence in staff and Standard 14 : Well-managed service.

This recommendation was made on 6 May 2015.

Action taken on previous recommendation

This recommendation has not been met. This has been re-written in a new recommendation 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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings								
16 Feb 2015	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>4 - Good</td> </tr> <tr> <td>Environment</td> <td>4 - Good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>4 - Good</td> </tr> </table>	Care and support	4 - Good	Environment	4 - Good	Staffing	Not assessed	Management and leadership	4 - Good
Care and support	4 - Good									
Environment	4 - Good									
Staffing	Not assessed									
Management and leadership	4 - Good									
24 Feb 2014	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>4 - Good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	3 - Adequate	Environment	3 - Adequate	Staffing	4 - Good	Management and leadership	Not assessed
Care and support	3 - Adequate									
Environment	3 - Adequate									
Staffing	4 - Good									
Management and leadership	Not assessed									
25 Feb 2013	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>3 - Adequate</td> </tr> <tr> <td>Environment</td> <td>3 - Adequate</td> </tr> <tr> <td>Staffing</td> <td>3 - Adequate</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	3 - Adequate	Environment	3 - Adequate	Staffing	3 - Adequate	Management and leadership	Not assessed
Care and support	3 - Adequate									
Environment	3 - Adequate									
Staffing	3 - Adequate									
Management and leadership	Not assessed									

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