

## MacGregor, Rachel Child Minding

Type of inspection: Unannounced  
Inspection completed on: 20 February 2019

**Service provided by:**  
Rachel MacGregor

**Service provider number:**  
SP2007965587

**Care service number:**  
CS2007154819

## Introduction

Mrs Macgregor provides a childminding service from her own home which is located in a residential area on the outskirts of the town. Local facilities can be accessed on foot, or by means of a short car journey.

Mrs Macgregor may care for a maximum of six children under the age of 16 years, at any given time, of whom no more than three are not yet attending primary school, including no more than one child who is under 12 months. Numbers are inclusive of children of the childminder's family. At the time of inspection, there were five children registered to use the service, all of whom attended on a part-time basis. One pre-school child was present during our visit.

There is no restriction on the daytime hours of operation; however, no overnight care may be provided. There is no restriction on the parts of the premises which may be used for childminding purposes. In practice, minded children have access to the sitting room and toilet on the ground floor.

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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included (often referred to as the SHANARRI indicators).

## What we did during our inspection

The service was registered by the Care Inspectorate in April 2011. The inspection took place on Wednesday 20th February 2019 and was carried out on an unannounced basis by one inspector. We provided feedback to the childminder on the same day.

We sent three Care Standards Questionnaires (CSQs) to the childminder to distribute to relatives and carers of people who used the service. We received one completed questionnaire (see below for further information).

During this inspection we gathered evidence from a number of sources, including the following:  
We spoke with the childminder and minded child. We observed the childminder's practice and interactions with the child and inspected the areas of the home used by minded children.  
We looked at childminding records.

We took account of all of the above information when we evaluated this service.

## Views of people using the service

The child who was present was at ease in the setting and responded well to the childminder's caring approach. He sat on the sofa with the childminder for most of our visit. He spent some time drawing and later enjoyed some imaginative play. He chatted confidently to the childminder and to the inspector. Comments included the following:

"I'm four!"

"I play with play dough and there's more toys over there but some of them are too rough for me."

"Look what I made. I'll show you how it works."

We did not meet any parents during our inspection. One parent provided feedback via a questionnaire.

Comments were very positive and included the following:

"Rachel has been our childminder for some years. She is part of our extended family. My child loves being with her."

"I need to ensure that my child is cared for with the same love and attention she gets at home. Rachel does that and more!"

"Rachel is amazing. The role she has should never be underestimated."

## Self assessment

The childminder did not complete a self assessment prior to our inspection. The self assessment can be a helpful tool which can be used to reflect on the service being provided and to consider whether any improvements are needed. We advised Mrs MacGregor that the self assessment can be updated at any time, in line with any developments in the service. This would allow her to record changes as these take place, in preparation for submitting the self assessment when asked to do so.

## What the service did well

Mrs MacGregor provides a reliable service within a caring environment where children can feel secure and enjoy a variety of activities, including frequent opportunities to spend time outdoors.

## What the service could do better

Record keeping was inadequate and needs to be improved. Further training and a better understanding of current childcare guidance could help the childminder to develop the service in ways which will have a positive impact on children's health and wellbeing.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	2 - Weak

## Quality of care and support

### Findings from the inspection

Mrs MacGregor felt that she had formed good working relationships with parents and children. She talked to some of them on a daily basis and also used text messaging and email for sharing information. A parent told us

"Rachel communicates face to face and confirms in writing by mail." Good communication will help ensure continuity of care between home and the service.

Mrs MacGregor had a warm, friendly manner which helped minded children feel at ease. We saw that she engaged with the minded child during our visit, ensuring that he was settled and occupied. She suggested that he could make a picture for another child who was not present that day and provided paper and pencils. The minded child later spent time playing with a small amount of play dough and a toy he had brought from home. The childminder explained that they would have been outdoors had the inspection not been taking place and the child volunteered that he was usually "super active" as he was good at football and enjoyed using his skateboard.

The childminder explained that daily routines included home based activities and outings within the local area. Children walked to and from school and nursery which allowed them to experience fresh air and exercise. Most of the children attended on an out of school basis and arts and crafts were a popular choice for this age group. A parent told us "My child loves art and does lots of arts and crafty projects with Rachel". Routines during school holidays were more flexible and Mrs MacGregor told us that the children had enjoyed trips to the beach, for example.

Mrs MacGregor advised that she promoted outdoor play and children often enjoyed playing in the cul-de-sac outside her home and in the nearby woods. Activities were risk-assessed taking account of the children's age and stage of development. Older children were able to go to the nearby park unsupervised. Mrs MacGregor confirmed that parents were fully aware of their child's activities and the boundaries that were in place. It was understood that verbal consent had been obtained; however, it would be good practice for Mrs MacGregor to seek written consent for specific activities, particularly when children are not under her direct supervision. This was recommended following our last inspection.  
See recommendation 1

Children were encouraged to be caring and considerate towards one another. Appropriate use of praise helped them develop confidence and good self esteem. Mrs MacGregor reported that the children generally enjoyed spending time together and there were had been no behavioural issues.

Mrs MacGregor told us that she provided snacks for minded children, including fruit, biscuits and crumpets. A parent told us that the childminder provides healthy and tasty pasta meals which her child enjoys.

Medication could be administered if parents requested this. Medication procedures needed to be reviewed and updated in line with current guidance, as recommended following the last inspection. A more robust procedure will reduce the risk of errors and contribute towards children's health.  
See recommendation 2

Mrs MacGregor stated that she had experienced no concerns regarding the children's wellbeing. She confirmed her understanding of the importance of acting on any concerns and sharing information with other agencies, when appropriate. Mrs MacGregor had not benefited from child protection training in recent years. Training, or some other form of learning, would enhance her knowledge in this area and contribute towards children being safe and protected.  
See recommendation 3

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 3

1. The childminder should ensure that she obtains written consent from parents as appropriate, for example in relation to children who are allowed to play outdoors unaccompanied.

Health and Social Care Standards, standard 3: I have confidence in the people who support and care for me (3.19)

2. The childminder should review and improve medication procedures, taking account of the Care Inspectorate guidance note on the management of medication.

Health and Social Care Standards, standard 4: I have confidence in the organisation providing my care and support (4.11)

3. The childminder should attend training or undertake some other form of learning in relation to child protection.

Health and Social Care Standards, standard 3: I have confidence in the people who support and care for me (3.20)

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The accommodation was comfortably furnished and smoke free. The sitting room provided a base for minded children. Mrs MacGregor told us that children did not use the dining kitchen and a safety gate was in place between the two rooms. This being the case, the provision of a table in the sitting room could be helpful at mealtimes and when children want to carry out different activities simultaneously. Mrs MacGregor stated that the garden was not used by minded children. The downstairs toilet was easily accessible. We asked Mrs MacGregor to remove some cleaning products/toiletries which could be potentially hazardous.

Play materials were kept in a unit where they were easily accessible, so that the children could choose what they wanted to play with. There was adequate space for children to set out their toys and activities. While the child who was present was aware that there were toys available, he did not ask for anything specific during our visit. Mrs MacGregor could make more effective use of available resources. She may wish, for example, to set out some play equipment in advance of children arriving, with a view to creating an inviting and stimulating environment which offers interest and challenge.

We discussed infection control practices. Mrs MacGregor confirmed that she encouraged routine hand washing. She asked parents to keep children at home when they were ill. These measures minimised the risk of the spread of infection and contributed to the children being safe and healthy. Children had some contact with the childminder's two dogs, for example when out walking; however, the dogs did not spend time in the room used by the children.

Mrs MacGregor confirmed that there had been no significant accidents or incidents, however she was aware of the need to record details of any occurrences and to inform parents about what had happened and any action taken.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

Mrs MacGregor was an experienced childminder. She aimed to provide a relaxed environment where children could take part in fun activities. Parents had the opportunity to visit the service prior to their child's start date and admission arrangements were flexible, in line with individual needs. We previously recommended that the childminder should review and update written information about her service and share this with parents so that they would know what to expect from the service. This could help avoid misunderstandings.

See recommendation 1

Record keeping fell short of current requirements. Mrs MacGregor confirmed that she had emergency contact information available for most of the children; however, she had no enrolment forms detailing the information which childminders are required to record at the start of any new placement. We previously advised Mrs MacGregor of the need to maintain a personal plan for each of the children in her care. Plans were not yet in place and we did not see any evidence of progress records or routine reviews with parents. Attendance records were not available and we reminded Mrs MacGregor of the importance of maintaining an accurate register, logging arrivals and departures as these take place. Inadequate record keeping is a significant weakness which could potentially compromise children's safety and wellbeing.

See requirement 1

Mrs MacGregor had a broad understanding of regulatory issues; however, she had not submitted an annual return and self assessment when asked to do so. She was aware of some of the events which need to be formally notified to the Care Inspectorate and we referred her to the guidance note on required record keeping and notification procedures, for more information about this. A Disclosure Scotland check was outstanding in relation to a member of the household and we are working with the childminder to address this.

Mrs MacGregor was a member of the Scottish Childminding Association which was a useful source of information for childminders. She was not aware of the Hub (Care Inspectorate resource library) and was not fully up to date with recent good practice guidance. We made her aware of recent publications including Building the Ambition, Getting Ready to Read and My World Outdoors. Ongoing training and an understanding of good practice guidance can contribute towards improved outcomes for children and is recommended.

Mrs MacGregor told us that she took account of the views of parents and children and was confident that they were happy with the service provided; however, more effective self-evaluation would ensure that outstanding issues are addressed and support overall improvement.

## Requirements

### Number of requirements: 1

1. (i) The childminder must ensure that record keeping complies with current legislation and guidance, as detailed in the Care Inspectorate guidance note "Records childminders must keep and required notification procedures".
- (ii) Children's records must be made available on request, for inspection purposes.

Timescale: Two weeks from the date of publication of this report

This is in order to comply with the Social Care and Social Work Improvement Scotland (requirements for care services) Regulations 2011 (SSI 2011/210)

## Recommendations

### Number of recommendations: 1

1. The childminder should ensure that parents have access to accurate and up to date information about the service.

Health and Social Care Standards, standard 4: I have confidence in the organisation providing my care and support (4.23)

**Grade:** 2 - weak

**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

Mrs MacGregor should ensure that parents have access to accurate and up to date written information about the service.

Reference: National Care Standards for Early Education and Childcare - standard 7 - A caring environment and standard 14 - Well managed service

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

#### Action taken on previous recommendation

The childminder did not routinely provide written information to parents when they started to use the service. Written information which had previously been issued had not been reviewed and updated.

#### Recommendation 2

Mrs MacGregor should ensure that she obtains written consent from parents, as appropriate, for example, in relation to children who are allowed to play outdoors unaccompanied.

Reference: National Care Standards for Early Education and Childcare - standard 7 - A caring environment and standard 14 - Well managed service

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

#### Action taken on previous recommendation

The childminder confirmed that consent was obtained for certain activities; however, we did not see evidence of this.

#### Recommendation 3

- (i) Mrs MacGregor should keep some brief notes for each child which show how that child's needs are being identified and met, in consultation with parents.
- (ii) Children's information should be reviewed no less than every 6 months and updated when appropriate.

Reference: National Care Standards for Early Education and Childcare - standard 3 - Health and wellbeing and standard 7 - A caring environment

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

#### Action taken on previous recommendation

The childminder did not maintain any records relating to children's progress or how individual needs were being met in the service, in consultation with parents. We did not see evidence of any review process.



**Recommendation 4**

Mrs MacGregor should review and improve medication procedures, taking account of the Care Inspectorate guidance note on the management of medication.

Reference: National Care Standards for Early Education and Childcare – standard 3 – Health and wellbeing and standard 14 – Well managed service

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

**Action taken on previous recommendation**

The childminder had not reviewed and updated her medication procedures in line with current guidance.

**Recommendation 5**

Mrs MacGregor should undertake child protection training to enhance her knowledge in this area.

Reference: National Care Standards for Early Education and Childcare – standard 3 – Health and wellbeing and standard 14 – Well managed service

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

**Action taken on previous recommendation**

The childminder had not attended child protection training or undertaken any other learning in this area.

**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 Dec 2014	1	Care and support
		4 – Good
		Environment
		5 – Very good
		Staffing
		Not assessed
		Management and leadership
		4 – Good

Date	Type	Gradings	
10 Dec 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
11 Mar 2010	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed

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