

McCall, Jacqueline

Child Minding

Type of inspection: Unannounced
Inspection completed on: 16 April 2019

Service provided by:
McCall, Jacqueline

Service provider number:
SP2003905350

Care service number:
CS2003009943

Introduction

The childminder provides her childminding service from her upper floor, terraced property in Perth. The minded children use the living room, dining kitchen and bathroom. The children also have access to a large, fully enclosed garden which has a choice of toys and activities.

The childminder has aims and objectives for her service which include:

"To provide a safe, clean, family environment where parents feel happy to bring their children. Children enjoy a variety of structured and flexible activities both indoors and outdoors".

The childminder is registered to provide a care service to a maximum of seven children at any one time under the age of 16 of whom a maximum of six 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. The service registered with the Care Inspectorate in April 2011.

On the day of the inspection the childminder was caring for one young child. 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 compiled this report following an unannounced inspection, which took place between 11.00am and 1.30pm on 16 April 2019. The inspection was carried out by a Care Inspectorate Early Years Inspector. We gave feedback to the childminder at the end of the inspection.

During this inspection we spoke to the childminder and the child present. As requested by us the childminder issued questionnaires to parents to be returned to us. We received three completed questionnaires before the inspection. As requested by us the service sent us a completed annual return giving details of the service.

We gathered information on the service from a range of sources which included:

- observation of children during activities
- observation of the childminder and her interactions with the children in her care
- all about me information
- photographs
- observation of the environment
- medication records
- a full range of policies and procedures kept by the childminder
- discussion with the childminder
- parent questionnaires and parent comments.

Views of people using the service

During the inspection we saw that the minded child had a very strong relationship with the childminder. She was confident and played happily in her home. The childminder interacted with the child in a warm and positive way.

We received one completed questionnaires from a parent. They strongly agreed that they were happy with the quality of care received by their child.

They told us:

- "The childminder does a variety of fun activities with my child. This clearly has a positive impact on her development."
- "The childminder speaks to us on a daily basis about how best to care for our child."

Self assessment

The childminder had submitted a self-assessment of her service in advance of the inspection. The information contained in this was helpful during the inspection and in the writing of this report

What the service did well

The service provided a very warm and caring atmosphere for children. The childminder was kind and respectful of the children. The childminder clearly enjoyed being with the children and she offered them lots of choices about what they wanted to do. She provided lots of activities where children could be creative with craft materials. She made very good use of the local area giving children lots of active play outdoors. She offered a flexible service to children during school term time and during the holidays.

What the service could do better

We identified some areas of recording which needed to be reviewed and updated. We asked that the childminder ensure that information about any medication given to a child at home is recorded on her administration forms.

We recommended that the childminder become familiar with the new care standards. These should be used to help her review her service.

From this inspection we graded this service as:

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

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 very good standard in this area. We concluded this after talking with the childminder. We looked at supporting policies created by the childminder and individual information recorded for each child.

The childminder created a warm and respectful atmosphere for children. She was positive and encouraging and used praise to motivate children. Children were encouraged to work together and to co-operate during activities.

The childminder gathered information on each child and this was reviewed with parents. She consulted with parents to ensure that routines were followed and strong links were maintained. 'All About Me' information was recorded and updated every six months. She made good use of photographs to share children's activities with parents.

The childminder provided a very good choice of activities which were appropriate to the age and stages of the children. They all particularly enjoyed painting and creative activities. We saw that she supported children's children language development through regular visits to the library, and by using songs and rhymes.

There were regular opportunities for active play outdoors, promoting children's health and wellbeing. Children also benefited from visits out into the local community. The childminder had a good understanding of healthy eating and food allergies and intolerance. She offered children choices of what they wanted to eat and encouraged them to help with the preparation.

The childminder understood her role and responsibilities for child protection. She was confident in the signs, symptoms and referral process if she was concerned about a child's welfare.

The childminder had an understanding of how to administer any medication safely and had an appropriate recording system in place. We asked that the childminder recorded any medication which had been previously been given by parents.

A previous recommendation is continued. **(see recommendation 1).**

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should further develop medication permission and administration forms to improve how medication is managed within the service.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards, which state that: "any treatment or intervention that I experience is safe and effective" (HSCS 1.24).

Grade: 5 - very 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. The children were cared for in a safe and secure setting.

From our observations we saw that the childminder's house was clean, tidy and well organised. She operated a strict no smoking policy. We saw that the house was safe for children. Toys and books were stored in the living room and these were easily accessed by children who could choose what they wanted.

The childminder carried out a visual check of her house and garden before children arrived. She encouraged children to be involved in risk assessing the garden. This helped to make them aware of the potential risks in the area.

The childminder had a very good approach to preventing the spread of infection. She was conscientious in encouraging children's hand washing. As a result the health and wellbeing of children was protected. She kept her core training updated and this contributed to the health and wellbeing of the minded children.

The minded children had the opportunity for active play in the fresh air. The childminder's garden was safe for children. It was fully enclosed and had a good range of toys and activities which were appropriate to the age and stage of the children. The childminder and the children had frequent walks around the town and to the local parks.

Children were learning about road safety and how to keep themselves safe while out on walks and visits. Information about accidents and incidents was recorded appropriately and shared with parents. A copy was kept by the service and one given to the parent.

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 a good standard in this area.

The childminder had an organised approach to record keeping. She had made good use of online training courses and these were making a positive contribution to the care that she was able to offer children. She was knowledgeable about the different approaches and strategies which she could use to support children and their families.

She used her membership of the SCMA (Scottish Childminding Association) to keep her up to date with best practice and legislation. She was committed to her own learning and had a range of sources that she used to research and implement any relevant new ideas.

She had a good understanding of 'Getting It Right For Every Child' and was making effective use of the SHANARRI wellbeing indicators to make sure that the needs of the individual children were being met. The childminder had a full set of policies. These should be kept under review and any changes be shared with parents.

We advised the childminder that the new care standards which were now available would be helpful to her when reviewing her service and its policies. The childminder was responsive to the needs of children and their parents. She formed strong relationships with families and spent time each day talking with them. She had an informal way of seeking their views and suggestions about her service. Parents who responded to our questionnaires confirmed that they were happy and that the childminder was approachable.

From all of the evidence that we saw we concluded that parents and children were very happy with the service that the childminder provided. This was confirmed by the comments in our questionnaire.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - 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 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; standard 6: support and development; standard 14: well-managed service.

This recommendation was made on 14 September 2015.

Action taken on previous recommendation

All information which was recorded for each child was reviewed with parents every six months. Parents had signed to confirm that this had been done.

Recommendation 2

To support the safe administration of medication for children the childminder should review the service medication permissions forms to ensure all information required is included. To do this we recommend that the childminder refer to Care Inspectorate Health Guidance on the safe administration of medication.

National Care Standards early education and childcare up to the age of 16. Standard 3: health and wellbeing; standard 14: well-managed service.

This recommendation was made on 14 September 2015.

Action taken on previous recommendation

The childminder had recorded necessary information to ensure that medication could be administered safely. We asked that parents informed her of any medication that had been given by them previously.

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
27 Jul 2015	Unannounced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>4 - Good</div>
12 Aug 2011	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
19 Nov 2009	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
31 Mar 2009	Announced (short notice)	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>

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