

# Stevenson, Pauline

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 29 April 2019

**Service provided by:**

**Service provider number:**

SP2006957597

**Care service number:**

CS2006117053

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Mrs Pauline Stevenson, who is referred to as the childminder throughout this report, is registered to provide a care service for a maximum of six 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.

Ten children attended the service throughout the week. There were two minded children present during the inspection.

The childminder provides the service from her home in the Whitburn area of Bathgate, which is close to local amenities and public transport. The downstairs area of the property was used for the purpose of childminding including the living room, toilet and the kitchen/dining area. Children also had access to the fully enclosed garden to the rear of the property.

The stated aims of the service were 'I aim to provide a safe, secure and friendly environment for both children in my care and their parents'.

## What we did during our inspection

We check services are meeting the principles of Getting It Right For Every Child (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 GIRFEC - Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible, and Included, also known as the SHANARRI wellbeing indicators.

We compiled this report following an unannounced inspection, which took place between 09:00 and 12:00 on 29 April 2019. During the inspection we spoke with the childminder, Pauline Stevenson, and the child that were present during the inspection. We observed the care given and looked at a number of documents including certificates of training, service evaluations and children's personal plans.

## Views of people using the service

The children present during our inspection enjoyed playing with a selection of toys and were comfortable in their surroundings. One of the children told us they liked coming to the service and liked playing with the toys there.

We received three completed questionnaire from parents using the service. All of the parents strongly agreed they were happy with the quality of the care their child received at the service.

## Self assessment

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

The childminder identified what they thought the service did well, however; the self-assessment didn't identified areas that could be improved. The childminder was able to discuss improvement during our inspection visit. She told us how the parents and children had taken part in the self-assessment process and how their feedback directed the plans for improving the service.

## What the service did well

The childminder knew the children and their families very well and provided care and support according to their needs. There was a very good range of play and learning opportunities provided both in the home, garden and by using the local community resources.

## What the service could do better

The childminder should review her policies and procedures to ensure they reflect current best practice.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

The childminder had maintained a very good standard of care and support for the children that attend her service. She had built warm and respectful relationships with the children in her care. We observed children receiving labelled praise, encouragement and affection during our visit. The children confidently directed their play and sought the support of the childminder when they needed it. The childminder was aware of the needs of each child and provided support or encouraged independence accordingly. This meant that children were cared for in a way that respected their independence and recognised them as experts in their own experiences, needs and wishes.

We could see children were involved in making decisions about their play experiences and also how they had participated in agreeing the rules for the service. Through our observations of the childminder with the children, we recognised that children experienced people speaking and listening to them in a way that was courteous and respectful, with their needs being the focus of the minder's attention.

One child told us he liked to go to the park and the childminder informed us about the variety of opportunities for play and learning she offered children, both indoors and out. This included spending time in the

community. Children were benefiting from regular trips to the local parks, shops and library. This was encouraging the children to be curious and to explore their wider environment.

The children attending the service were supported to make healthy choices regarding food because they had access to healthy snacks and meals. The childminder's menus were prepared in line with 'Setting the Table' nutritional guidance', were displayed and sent to parents, and we found that children's individual preferences were carefully considered during the planning of the menus. This resulted in the children who required support with eating and drinking, having it carried out in a dignified way and with their personal preferences respected.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder had taken appropriate action since her last inspection to clear the nettles from the garden and monitor this as part of her on going risk assessments. We found that she had further developed her written risk assessment information about the individual areas of the premises and garden to include potential hazards and control measures. For example, the area of the garden had been landscaped and this was effectively preventing any regrow.

Children were cared for in a relaxed and nurturing home-from-home environment. The childminder had made her home a space that children felt comfortable in. She had allocated areas for the children's belongs and there were choices of comfortable seating to relax on including, large arm chairs for older children and a smaller table and chairs suitable for younger children. This meant that the children using the service had a safe and secure place to be and experienced a very warm and friendly atmosphere.

The childminder's home was welcoming. She had a large variety of play resources which were stored in the livingroom and the hallway. The children had ownership of these areas and their artwork was displayed on the walls. This promoted a sense of belonging for the children and made them feel valued, loved and included.

Appropriate cleaning schedules were in place which promoted a safe, hygienic environment. The childminder also included the children in the management of resources, encouraging them to tidy them away after use. This provided the children with opportunities to experience some responsibility and ensured the environment was clean, tidy and well maintained.

Children could routinely spend free time actively playing. The childminder encouraged them to have free flow access to a secure garden. The garden was well equipped with a variety of resources that encouraged children to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, outdoors.

## 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 childminder was reflective of her practice. She positively engaged with the inspection process and used our visit as an opportunity to ask questions and share future service improvement plans. During our visit we referred the childminder to a variety of best practice guidance and self-evaluation tools to assist with the monitoring and evaluation of the service.

<https://www.gov.scot/binaries/content/documents/govscot/publications/publication/2017/06/health-social-care-standards-support-life/documents/00520693-pdf/00520693-pdf/govscot:document/?inline=true/>

[https://www.childminding.org/Media/Docs/Care Inspectorate/Mychildmindingexperience.pdf](https://www.childminding.org/Media/Docs/Care%20Inspectorate/Mychildmindingexperience.pdf)

The childminder had been asked to seek advice about registering with the Information Commissioner's Office (ICO) during her previous inspection. We found, since the previous inspection, she had completed General Data Protection Regulation (GDPR) training and had registered with the ICO. This resulted in the childminder being clear about keeping children's personal information stored safely and securely.

The childminder engaged children in developing the service and in planning day-to-day activities. This included daily discussion as well as questionnaires. Information was shared with parents using a variety of methods including text messaging and 'daily diaries'. The childminder provided a range of opportunities for parents to engage with the development of the service including annual questionnaires and daily discussion. This enabled parents to influence the service if they wished to do so.

Appropriate training had been accessed and the childminder was able to reflect on how this had influenced her practice. This included, one full day child protection training facilitated by the Scottish Childminding Association. We found the childminder was clear about what action she should take if she became concerned for a child and she had updated her Child Protection policy following the training. This approach to professional development ensures that children are cared for by people who are trained, competent and skilled, and able to reflect on their practice.

The childminder had an appropriate range of policies and procedures for her service; however, after reviewing a number of the policies we highlighted areas for further development. For example, we found the service had an 'Unacceptable Behaviour policy'. We discussed behaviour management and a promoting positive behaviour approach. The childminder agreed to review her current policy and procedure following further research or training. See recommendation 1.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. It is recommended that the childminder review and update the policies and procedures used to direct her practice to ensure they are consistent with current best practice guidance. The following should be considered as a priority:

- Control of infection
- Positive behaviour/behaviour management , currently referred to as "unacceptable behaviour policy"
- Management of medication.

Guidance is available at:

<https://hub.careinspectorate.com>

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

<https://www.nurtureuk.org/nurture/six-principles-nurture>

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

This would ensure her practice is in line with the Health and Social Care Standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCP 4.11)

**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 further develop written risk assessment information about the individual areas of the premises including the garden. This should outline the potential hazards and the action taken to address these including blind cords, safety in the kitchen and the nettles in the garden.

National Care Standards Early Education and Childcare up to the age of 16 – Standard 2: A safe environment.

**This recommendation was made on 15 July 2015.**

#### Action taken on previous recommendation

The childminder had daily and monthly risk assessment checklists she used to support her assessment of risks in the spaces used by children. The garden area affected by nettles had been cleared and landscaped to prevent regrowth of the nettles.

This recommendation is: 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
11 Jun 2015	3	Care and support
		5 - Very good
		Environment
		5 - Very good
		Staffing
		Not assessed
		Management and leadership
		5 - Very good

Date	Type	Gradings	
9 Jun 2011	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent Not assessed 5 - Very good Not assessed
8 Apr 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.