

McGlinchey, Anne

Child Minding

Type of inspection: Unannounced
Inspection completed on: 9 January 2019

Service provided by:
Anne McGlinchey

Service provider number:
SP2003903981

Care service number:
CS2003006744

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at 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 Anne McGlinchey is registered to provide a care service to 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 in the childminder's family. The service is provided from Mrs McGlinchey's family home in the Murray area of East Kilbride. There are gardens to the front and rear of the property and the house is close to schools and nursery. Children use the lower level of the home and can access the front and rear gardens.

Mrs McGlinchey is currently minding nine children over the week. The service aims to offer a home from home base where all the children like to come and feel like they are in their own home.

What we did during our inspection

We compiled this report following an unannounced inspection which took place on Tuesday 8 January 2019 between 10:00 and 12:30. We completed the inspection the following day, Wednesday 9 January 2019 between 15:20 and 16:45 which allowed us to meet older children attending after school. The inspection was carried out by one inspector.

During this inspection we spoke to the childminder and four minded children present. We briefly spoke with one parent as they collected their children at the end of the day. We observed care given by the childminder and looked at a number of documents including health and safety records, personal plans, and training certificates.

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.

Views of people using the service

We sent three questionnaires to the childminder before our inspection and asked her to give these to families using her service. We received three completed questionnaires before the inspection took place. Parents indicated that they were very happy with the service. They trusted the childminder and they had confidence in her practice and abilities to care for their children. Comments included:

"Anne has taught our children to go their bikes, manners and how to respect others and to be responsible children. She comforts them if needed. Our children are included in everything. They are kept safe and we always know what they've had to eat and what they are doing and where they go. The children are very happy and that means we can go to work knowing that the most important people in our lives are safe and very happy at all times."

"I have never been disappointed with this service. The most important thing to me is that my children love spending time with Anne and I can be sure they are safe and happy. Anne treats all the children like her own. They are receiving plenty attention and love. Anne is a very experienced childminder and she always gives us good advice if she ever noticed anything worrying in our child's behaviour or general wellbeing. Best service ever and most loving and caring person."

"Anne and I discuss on a daily basis the childcare she provides for my children and I feel confident in the service she provides. I am very happy with the activities Anne does with the children. Anne's house is always pristine and she provides a lot of different toys and materials for all ages."

We spoke to four minded children on the second day of our inspection. They were clearly comfortable with the childminder and in her home. Children told us they felt included in the service as the childminder always allowed them to choose. They said that voting took place to make sure it was fair. Children said they trusted the childminder and that behaviour was managed fairly. Children told us that they had learned about being responsible while with the childminder. This happened when older children supported younger children and when they cared for a family dog that was at times in the service. We asked children if there was enough to do at the childminder's and they said there was. Children told us they particularly enjoyed making up games and playing with each other. When asked how they would describe the childminder, two children said, "She's very lovely and a very kind person. She would let us do anything as long as it was sensible. She's the number one childminder that you could ever have. You can trust her."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. The childminder identified what they thought they did well and gave examples of how they had improved their service. For example, by making links between care and support and the SHANARRI indicators. This had helped children understand how they could keep themselves safe and how they could support each other.

What the service did well

Children's personal plans clearly set out the support provided and linked very well to the SHANARRI indicators. Children were included in all aspects of the service and parents felt involved with any service developments.

What the service could do better

The childminder should continue to identify relevant training to build her own confidence and help her identify any areas where improvements could be made.

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 been providing her service for families for some time. As a result, she had got to know families very well and had built relationships of trust with them. Before any new children started her service, the childminder ensured detailed information was recorded on enrolment and "All About Me" forms. This information was being used effectively to develop personal plans for each child. These were being reviewed every six months as per our requirements, and set out how the childminder would support children's needs. It was clear that the childminder consulted with parents regularly and updated any information when required. This meant that personal plans reflected each child and that there was very good evidence of the impact of any actions agreed. Parents wrote in our questionnaires that they felt involved in any decisions made about how care would be provided, and they appreciated that the childminder was committed to following home routines as much as possible. This meant that all children were happy and settled with the childminder.

The childminder provided a wide range of activities for children and these focused on health, respect and community. For example, children had shown an interest in their body and how it worked. The childminder encouraged discussions about this and extended these discussions to include healthy eating and physical exercise. Daily exercise was encouraged through walking to and from school, playing outdoors, and dance and role play indoors. The childminder had a very good understanding of the SHANARRI indicators and had linked planned next steps for children to these in personal plans. She had also developed a chart of how the service supported the SHANARRI indicators with children. This had given them a better understanding of how their actions helped keep themselves safe, and how respect and inclusion led to better relationships with others. The childminder had lived in the area since birth and had a very good knowledge of local events and resources. This meant that children had a good understanding of the community they lived in and were learning about citizenship through discussions about the impact of poor weather on older people and how they could help as well as helping with the local toy appeal at Christmas.

The childminder discussed risk with children and helped them make safe choices. Children understood their own capabilities and were supported to take safe risks during outdoor play. The childminder provided some meals at breakfast, lunch and dinner and had a good understanding of the nutritional needs of children. Parents who completed our questionnaires were happy with snacks and meals provided and described them as "healthy and children always have a variety".

Medication procedures were in place although none had been administered so no records could be checked at this inspection.

Overall, we evaluated this theme as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminding environment was well organised, clean, tidy, warm and welcoming. Children clearly felt at home in the house and confidently planned how they wanted to spend their time there. Children told us how they planned for school holidays and that they particularly enjoyed playing outdoors and visiting a nearby country park. The childminder displayed information for parents at the entrance of her home, and encouraged children to participate in developing any displays. Risk assessments were carried out and reviewed, and we saw that hazards had been considered, discussed with children, and removed or reduced. Children told us they had been included in discussions about risk which had helped them make safe decisions. The childminder had put in place various safety methods to ensure any emergencies could be communicated quickly and effectively.

The childminder made very good use of the space in her home. Children used the lower level of the home which included one large play area, a quieter large lounge, kitchen and toilet. Toys and resources could be easily accessed and were stored in a way that children could see and freely choose what they wanted. Children told us there were enough toys and that they enjoyed spending time in the service. Outdoor play was encouraged and both the front and rear gardens could be used safely. The childminder told us that she supervised children closely at all times and that there were specific rules for outdoor play. The childminder had developed a fire risk assessment and escape plan, fitted an alarm to the front exit, and maintained daily attendance records of all children.

The childminder had completed training on food safety and allergies, and first aid. With this knowledge, she had created a homely and safe environment. Infection control procedures were good, and personal care was agreed with parents. Blank accident forms were available to record any accidents and share with parents, although none were completed to check at this inspection.

Children were able to explore the wider natural environment as the childminder lived near parks and woodland. She also used a nearby country park during school holidays which children told us they enjoyed. Parents appreciated that their children had access to fresh air every day and children told us they particularly enjoyed these days out. Children had been on a ferry to visit an island and gone strawberry picking. The childminder was creative when planning activities and ensured these were interesting and that children helped plan them. Overall, we evaluated the environment as very good.

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 a member of the Scottish Childminding Association (SCMA) and through this could access training and also advice from other childminders. She was also involved with a Christian Charitable Organisation and had been able to access further training through this. The childminder had downloaded several publications relevant to her role, and had a copy of the new Health and Social Care Standards. She was aware of the regulations relating to her work and complied with the conditions on her certification of registration. The childminder also accessed the Care Inspectorate website to check for any updates and had completed a detailed self-assessment about her service before this inspection.

The childminder provided an inclusive service where she sought and took account of the views of parents and their children. Children told us that the childminder listened to them and took account of their views and parents indicated that they felt included in any changes or developments. Comments included, "We are asked all the time how Anne can improve her service and our children are asked what they would like to do", "Anne will always ask for opinions while making improvements, for example getting new equipment for children", and "Any improvements and changes Anne would like to make are discussed with myself." All parents indicated that they knew how to make a complaint, and all wrote that they found the childminder approachable and open to any suggestions. Questionnaires were offered regularly to parents and children and feedback we sampled was very positive.

The childminder had been minding for more than 20 years and during that time had completed training relevant to her role. She was confident and happy working with children and had built trusting relationships with families. Training completed since the last inspection included food safety, food allergy, first aid, child protection and GIRFEC. She had applied to attend training on child development in the near future. The childminder told us that the recent training around the SHANARRI indicators had been interesting and useful when planning her service. We found the childminder to be open and motivated to provide a quality service for families. Overall, we evaluated this theme as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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

There are no outstanding recommendations.

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	
8 Dec 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

Date	Type	Gradings	
15 Dec 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
2 Nov 2009	Announced	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
1 Dec 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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