

# Lesley Wallace Child Minder Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 19 July 2019

**Service provided by:**  
Wallace, Lesley

**Service provider number:**  
SP2015986967

**Care service number:**  
CS2015337635

## Introduction

Lesley Wallace has been registered with the Care Inspectorate since 15 September 2015 to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of who no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family. Overnight care will not be provided. Minded children cannot be cared for by persons other than those named on the certificate.

The service is provided from the childminder's home within a residential area of Mintlaw, Aberdeenshire, close to the local school, shops, parks and other amenities. The areas used by the children were the playroom and kitchen-dining room and bathroom. Children had access to the secure rear garden.

The childminder's aims were to:

- Create a home from home where individual needs can be catered for.
- Provide a flexible service to suit parental and service users different needs.
- Provide a friendly fun and welcoming place to be.

## What we did during our inspection

We wrote this report following an inspection carried out on 19 July 2019. The inspection was announced at short notice because we had called unannounced and found the childminder to be not working on that day. During the inspection we observed the childminder caring for a minded child alongside her own family of three children. We evaluated the quality of care and support, environment and management and leadership. We looked at relevant documents and records including children's records, personal plans, and relevant policies. Feedback was given to the childminder during and at the end of the inspection.

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 parents 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.

## Views of people using the service

The child present was observed to be very happy playing with the childminder's eldest child and relaxed and comfortable with the childminder.

Before the inspection we sent the childminder questionnaires to give to parents using the service; two were returned reflecting very positively on the care provided. Comments included:

'My child is well cared for, safe, included and treated like one of the family. This is what I like about the service; my child is just included in the care of the childminder's own children.'

'We have a very good relationship and we speak daily. I look to Lesley, as my child does, as another parent. I always recommend Lesley if people are looking for a childminder. 10/10.'

## Self assessment

We did not receive an updated self-assessment from the childminder to help us understand how the service had improved over the past year; any training undertaken, approaches reviewed or evaluated or how the childminder had involved children and families in evaluating the quality of the service.

## What the service did well

The childminder was providing a good level of care and experiences for children and meeting her aims of providing a friendly, fun, home from home environment.

Children were cared for in a safe, clean environment and had plenty of toys and activities suitable for their stage of development and their interests. Children had plenty of active energetic play outdoors in the fresh air.

The childminder was now taking a more professional approach to her childminding business and taking better account of best practice guidance. Improvements had been made in response to the previous inspection which were having a positive impact on the children.

## What the service could do better

The childminder still needed to attend formal training as required; this will help her, as well as continued reading of best practice documents, to develop her knowledge and understanding and continue to improve the service.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
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

The quality of care and support provided by Lesley Wallace was good

Good relationships were clearly established with parents and information shared. A parent told us that they were asked about ways the childminder should cope in certain situations and how the parent would deal with these at home. As a result, the childminder had a good knowledge of all the children's individual personalities and needs. Personal plans had been updated more regularly and children had contributed their voice in words and pictures. This ensured children were involved and recognised as an expert in their own experiences, needs and wishes.

The minded child was enjoying being physically active playing football outdoors. The childminder talked to the child with a friendly sense of humour and this was happily reciprocated by the child. The childminder had begun

to read Building the Ambition to develop children's experiences; for example with baking, arts and crafts. There was still scope to continue to develop children's experiences and activities taking account of best practice guidance such as 'Our Creative Journey', 'My World Outdoors', 'Loose Part Toolkit' and 'My Childminding Experience'; all of which can be found on the Care Inspectorate information HUB. The recommendation is carried forward in this report. **(See recommendation 1)**

Following a recommendation made at the previous inspection the childminder had familiarised herself with the national guidance Setting the Table and improved her practice: children were now provided with healthier snacks and only drinks of water or milk, rather than diluting juice. At the time of the inspection the weather was very warm, and we saw that the minded child had access to a water bottle enabling her to take a drink at any time. These improvements will benefit children's dental and overall health. Children's experiences had been improved and they were developing skills for life by being involved in the preparation of snacks and helping. The childminder recognised that the outcome of this was that children ate better when they had been involved in this way.

At the previous two inspections we had recommended the child minder attend training on child protection; however, she had been unable to do this yet. The child minder had obtained and read useful guidance from the Scottish Child Minding Association and improved her understanding; contributing to keeping children safe and protected. The childminder had updated her policy to reflect sound procedures; ensuring parents were informed about her responsibilities. It would still be beneficial for the childminder to attend formal training and develop her knowledge and confidence further, therefore the requirement is carried forward in this report. **(See requirement 1)**

## Requirements

### Number of requirements: 1

1. In order to ensure that children are protected from the risk of harm the childminder must by **22 December 2019** attend training to develop her knowledge of child protection.

This is in order to ensure care and support is consistent with the Health and Social Care Standards which state "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.2) and "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

In order to comply with Regulation 4 (1)(a) to make proper provision for the health and welfare of service users; of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

## Recommendations

### Number of recommendations: 1

1. The childminder should develop the experiences for children taking account of the national good practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem-solving, including through imaginative play and storytelling" (HSCS 1.30); "My social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using

open ended and natural materials" (HSCS 1.31) and "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The quality of environment provided was good.

Children were cared for in a safe and pleasant environment that was clean, tidy and well maintained. The childminder had improved her awareness of hygiene when nappy changing and purchased appropriate personal protective equipment. Children were encouraged to wash hands at appropriate times; including before lunch. These practices contributed to protecting children from the spread of infection and keeping them safe and well.

Children played in the room adjoining the kitchen-dining room. This provided children with enough space to move and play and was homely with comfortable furnishings to relax. Children were able to see and easily access a good selection of toys and equipment, suitable for their age and stage of development. A child sized table and chairs enabled children to sit comfortably for activities

The playroom adjoined the kitchen-dining room where the door to the rear garden was open most of the time. This meant children benefitted from free choice to play outdoors or indoors. Children were safe in the secure well-maintained garden and well supervised at all times by the childminder. There was equipment to encouraged children to be physically active; climbing and playing games.

Children were taken to the local nursery class which meant they were able to access their entitlement to pre-school education. Younger children were taken to local toddler group and 'Maudsters'. The childminder involved the older minded child when talking about some of the activities they did together; outings to parks were described in the holidays. These outings help children to get to know their community and extend their friendship groups.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We found that the quality of management and leadership had been improved to an adequate level.

Importantly the childminder now understood the legal importance of her Certificate of Registration and was complying with this by keeping within her registered number of children. This meant children experienced a service that was the right size for them, consistent and stable.

The childminder had begun to explore best practice documents and gained a better understanding of the childminding task. As a result, the childminder's motivation, self-confidence and competence was improving. This also meant children were being provided with better care and their outcomes improved. The childminder was more organised in managing the service; records were appropriately maintained, and policies had been improved. A well-presented pack had been developed to share policies and approaches with parents. Parents were involved and consulted about their own child's care.

The childminder had found it difficult to source and get to formal training. The childminder evidenced that a refresher course for elementary food hygiene was already booked and paid for. Child protection training had not yet been accessed. The childminder's first aid qualification had expired and the childminder had been looking for a course to refresh this. **(See recommendation 1)**

The childminder had undertaken some reading to develop her knowledge and informally met with other childminders where they discuss childminding practice. The childminder should continue to develop her knowledge through reading and we suggested making more use of the care inspectorate HUB.

<https://hub.careinspectorate.com/resources/children-and-young-people/childminding/>

The childminder had not used the best practice documents available, for example; Your Childminding Journey or Building the Ambition to formally reflect and record on how good her service provision was. This would help the childminder to identify where improvements can continue to be made. Parents and children could be more involved in this process. The recommendation from the previous inspection is carried forward in this report.

**(See recommendation 2)**

The childminder should ensure that she responds to the Care Inspectorates requests for information for example completing her annual return in January and completing her self-assessment annually as requested. An action plan should be returned in response to the recommendations and requirements in this inspection report.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 2

1. In order to improve children's experiences and outcomes the childminder should use training courses, national guidance and professional learning resources to improve her knowledge and reflect on and improve her service.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I

experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11) and "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. The childminder should develop reflective self -evaluation, involving children and families and making use of best practice guidance for example building the ambition and Your Childminding Journey to identify and make improvements to the service for the children.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes (HSCS4.19), I am actively encouraged to be involved in improving the service, in a spirit of genuine partnership (HSCS 4.7), I am supported to give regular feedback on how I experience my care an support and the organisation uses learning from this to improve (HSCS4.8)

**Grade:** 3 - adequate

## What the service has done to meet any requirements we made at or since the last inspection

### Previous requirements

#### Requirement 1

In order to ensure that children receive high quality care and support that is right for them the childminder must ensure that she has full information and the appropriate resources to care for children prior to them starting in the service.

**This is in order to ensure care and support is consistent with the Health and Social Care Standard which state that 'My care and support meets my needs and is right for me' (HSCS 1.15); '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) and 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).**

**This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4 (1)(a) Welfare of service users and regulation 5 Personal Plans.**

**This requirement was made on 20 September 2018.**

#### Action taken on previous requirement

We saw that personal plans were well organised, up to date and include the child's voice in words and pictures; this was good practice. Parents responding to our care standard questionnaires told us that they had been consulted about their children's care and involved in reviewing personal plans.

**Met - within timescales**

## Requirement 2

In order to ensure that children are protected from the risk of harm the childminder must by 22 December 2018 attend training to develop her knowledge of child protection and develop an appropriate policy and procedure.

**This is in order to ensure care and support is consistent with the Health and Social Care Standard 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) and 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27).**

**This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 4 (1)(a) welfare of service users.**

**This requirement was made on 20 September 2018.**

### Action taken on previous requirement

The childminder had not attended formal training. Some reading had been undertaken and a policy developed and shared with parents. Formal training should still be accessed to further develop the childminders knowledge and confidence in this important area. The requirement was not fully met.

**Not met**

## Requirement 3

In order to ensure that children are protected from the risk of cross-infection the childminder must by 7 September 2018 implement high standards of infection control as indicated in best practice guidance and provide and use disposable gloves and aprons for nappy changing.

**This is in order to ensure care and support is consistent with the Health and Social Care Standard which state that 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27).**

**This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, SSI 2011/210 Regulation 4 (1)(a) welfare of service users and regulation 4(1)(d) to have appropriate provision for the prevention and control of infection.**

**This requirement was made on 20 September 2018.**

### Action taken on previous requirement

The childminder had improved her understanding and purchased appropriate resources to help prevent the spread of infection between children through nappy changing.

**Met - within timescales**

## Requirement 4

In order to ensure that children receive high quality care and support the childminder must by 22 December 2018 demonstrate compliance with the maximum number of children as set out in the Conditions of Registration which include her own children.



This is in order to ensure care and support is consistent with the Health and Social Care Standard which state that 'I use a service and organisation that are well led and managed.' (HSCS 4.23).

This is in order to comply with The Public Services Reform (Scotland) Act 2010, Section 74(d)(i) under which Conditions are imposed that limit the number of children for whom a person may act as a childminder.

This requirement was made on 20 September 2018.

#### Action taken on previous requirement

The Certificate of Registration was now understood and was being complied with.

Met - within timescales

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The childminder should develop the experiences for children taking account of the national practice guidance Building the Ambition.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem-solving, including through imaginative play and storytelling' (HSCS 1.30); 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials.' (HSCS 1.31) and 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This recommendation was made on 20 September 2018.

#### Action taken on previous recommendation

Improvements had begun to be made however their was scope to continue with this recommendation.

#### Recommendation 2

The childminder should ensure that children have access to water to drink at all times, children receive healthy snacks appropriate for their needs and pattern of attendance and that all drinks, snacks and meals provided are consistent with the nutritional guidance: 'setting the table.'

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33); 'I can drink fresh water at all times' (HSCS

1.39) and 'I experience high quality care and support based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This recommendation was made on 20 September 2018.

## Action taken on previous recommendation

The recommendation was met.

## Recommendation 3

The childminder should develop reflective self-evaluation, involving children and families and making use of best practice guidance for example building the ambition and your childminding journey to identify and make improvements to the service for the children.

**This is in order to ensure care and support is consistent with the Health and Social Care Standard which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19); 'I am actively encouraged to be involved in improving the service, in a spirit of genuine partnership' (HSCS 4.7) and 'I am supported to give regular feedback on how I experience my care an support and the organisation uses learning from this to improve' (HSCS 4.8).**

This recommendation was made on 20 September 2018.

## Action taken on previous recommendation

The childminder had not yet actioned this recommendation.

## Recommendation 4

In order to ensure that families receive information about how the service is planned and delivered and know how to complain or raise a concern the childminder should develop clear policies and procedures setting out her approaches.

**This is in order to ensure care and support is consistent with the Health and Social Care Standard which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11); 'I know how, and can be helped to make a complaint or raise a concern' (HSCS 4.20) and 'I use a service and organisation that are well led and managed' (HSCS 4.23).**

This recommendation was made on 20 September 2018.

## Action taken on previous recommendation

This recommendation had been met.

## Recommendation 5

In order to improve children's experiences and outcomes the childminder should use training courses, national guidance and professional learning resources to improve her knowledge and reflect on and improve her service.

**This is in order to ensure care and support is consistent with the Health and Social Care Standard which state that 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11) and '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).**

This recommendation was made on 20 September 2018.

#### Action taken on previous recommendation

Training was now required in First Aid, and elementary food hygiene and child protection were still outstanding. The childminder would also benefit from other courses related to best practice and play. The recommendation was not 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	
17 Aug 2018	Announced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	2 - Weak
13 Mar 2017	Unannounced	Care and support	3 - Adequate
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

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