

Wilson, Margaret & Catherine Child Minding

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

Service provided by:
Wilson, Margaret & Catherine

Service provider number:
SP2009973218

Care service number:
CS2009194924

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services can be found 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.

Margaret and Catherine Wilson are registered to provide a care service to a maximum of 7 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Although the childminding service is registered as Margaret and Catherine Wilson. Margaret is the main childminder day-to-day. Catherine, her daughter, would only childmind if Margaret was not available. Any change would be discussed with the parents in the first instance.

The childminding service operates from Margaret Wilson's home which is a semi-detached property in Kirkintilloch, East Dunbartonshire. Children have access to the downstairs of the property and a secure back garden.

The service is close to schools, nurseries, shops and parks. There are public transport links nearby.

The childminder aims: 'To provide a quality, safe and flexible service to children for parents and carers who wish to work or study.'

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 29 July 2019 between 10:20 and 12:50. The inspection was carried out by a Care Inspectorate early years inspector.

During the inspection visit, we spoke with the childminder and observed the care given to the minded child by the childminder. We looked at a number of documents and discussed procedures. This included health and safety, children's care plans, training, registration and insurance certificates.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is 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.

Views of people using the service

The childminder was caring for four children; one minded child and three grandchildren on the day we inspected. The minded child was too young to speak to us. However, we observed that he was happy and relaxed in the homely environment the childminder had created for him. The child enjoyed playing with the toys and with the other children.

We received two questionnaires from parents using the service. The responses told us the parents were very happy with the quality of the care their children received. Comments from the questionnaires included:

'I used Mags with my oldest son and couldn't be happier with her care and duty to the children ... My youngest absolutely adores and loves Mags. From the minute we drop him off he greets her with kisses and cuddles and runs in happily ... I couldn't be happier with the service, and both my children just love her.'

'My daughter has been going here for 4 years and I have always been happy with the service. I have no concerns about safety while my daughter is there and I am happy that she is very well cared for.'

Self assessment

We received a completed self assessment from the childminder. The childminder identified what she thought the service did well and gave some examples of improvements she had implemented since her last inspection.

What the service did well

We found that the childminder provided a good childminding service for families. She had formed warm and caring relationships with the children and parents. And, had created a friendly and homely environment for children to play and relax in.

What the service could do better

The childminder should read and then implement the updated guidance: Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings) and the Management of medication in daycare of children and childminding services. She should develop the children's care plans and review and update them every six months or before dependent on the needs of the child. The childminder should improve the layout of the playroom to make it easier for the children to move around. And, sort the toys to make it easier for the children to choose and play with them.

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	4 - Good

Quality of care and support

Findings from the inspection

The childminder encouraged parents and children to give their views to help develop the service. For example:

- daily discussion with parents and children
- regular informal contact by telephone and text
- sharing photographs of children taking part in activities.

A parent commented: 'We sat down at the beginning and discussed the routine of my son, what he likes/dislikes etc.' Questionnaires showed us that the parents strongly agreed that the childminder regularly involved them in reviewing the information she had about the children. She took account of their views for example through: 'Phone calls. Dropping off in the morning/picking up at night. Text messages.'

This approach meant that the parents and childminder had formed a good working partnership that ensured continuity of care for the children attending the service.

Parents and children visited the service before the children started. This enabled everyone to get to know each other and helped the children settle. Parents discussed their children's needs and completed forms giving information about their children. The childminder used these to shape the children's day-to-day care and experiences. Ongoing discussion between the childminder and parents helped ensure that the childminder kept up-to-date with the children's care needs. However, the written information which helped make up a child's care plan was limited and needed more detail. The childminder agreed to improve the individual care plan for each child. And, also to review plans every six months or before dependent on the needs of the child.

There was good interaction between the childminder and the child. The child was relaxed and happy. We watched him as he played with the toys. This approach contributed to an ethos of respect and inclusion and helped nurture the child, encouraging them to make decisions.

The childminder had a child protection policy and knew whom to contact in the event of a child protection concern. She had taken part in a child protection refresher course. This approach helped keep the children safe from abuse.

The childminder provided children with food and drinks in line with parents' wishes and the children's dietary requirements. She needs to register with the local authority to provide food. The childminder agreed to do this and complete the appropriate documentation.

The childminder did administer medication to children as required. However, her procedures were not in line with current best practice. We discussed this with the childminder who agreed to address this. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should review and update her medication policy and procedures and bring it into line with the current best practice: Management of medication in daycare of children and childminding services. A copy of this can be found on The Hub section of the Care Inspectorate website: <https://hub.careinspectorate.com>

This ensures care and support is consistent with the Health and Social Care Standards which state:

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.' (HSCS 4.14)

Grade: 4 – good

Quality of environment

Findings from the inspection

The childminder had created a homely environment for the children which helped them to feel settled, relaxed and happy. The child clearly enjoyed being with the childminder, who had formed a warm and caring relationship with him.

The childminder had turned her lounge into a playroom for children. The playroom was bright with good natural light. There were lots of toys for the children to play with; stored in boxes and on the floor. However, we observed that there were too many toys in the room. This made it difficult for the children to choose what they wanted to play with or to move freely round the room. The childminder agreed to de-clutter the room and sort out the toys. (See recommendation 1)

The childminder promoted active play and encouraged the children to explore their environment through visits to parks, drop-in and Bookbug. Parents confirmed that children had visited the library, Palacerigg country park, soft play, museums and had taken part in walks after school. This approach ensured that the children had good opportunities for fresh air and exercise.

The childminder had procedures in place to help minimise the spread of infection. For example, children were encouraged to regularly wash their hands. We saw that the bathroom was clean and tidy. However, to improve procedures, the childminder needed to buy disposable vinyl gloves and download and read the updated Health Protection Scotland guidance, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings). The childminder agreed to do this. (See recommendation 2)

The childminder had procedures in place to help keep the children safe. For example, she had bought new car seats for the children to use while traveling in her car. The childminder kept a record of accidents and incidents. These were shared with parents. Childminding insurance and registration certificates were in place. However, we found that the garden needed to be tided, as did the kitchen. The childminder agreed to address this. The childminder should review and update her risk assessments to reflect the improvements she has made to reduce risk and help keep the children safe while in her care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should de-clutter the playroom and reduce the number of toys and boxes within the room to enable the children to move around and choose, with ease, what they would like to play with. The childminder should ensure that all toys are in good condition and age/stage appropriate.

This ensures care and support is consistent with the Health and Social Care Standards which state:

'I have enough physical space to meet my needs and wishes.' (5.20)

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices.' (5.21)

2. The childminder should buy disposable vinyl gloves. She should download and read the updated Health Protection Scotland guidance, Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings).

This ensures care and support is consistent with the Health and Social Care Standards which state:

'I experience high quality care and support because people have the necessary information and resources.' (4.27)

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder kept up-to-date with childcare information through a variety of ways. This included Scottish Childminding Association (SCMA) documents and online training. She met up with other childminders to share practice. And, also viewed information on the Care Inspectorate Hub.

The childminder had continued to develop her skills and knowledge since her last inspection. For example, in 2019 she had undertaken training in first aid and child protection. The childminder was able to tell us how she had applied what she had learned to support the children in her care and improve her childminding service.

We found that the childminder provided a service to families which was inclusive and compassionate. She nurtured children and promoted an ethos of warmth and respect. The childminder regularly discussed the children's needs with their parents. She had continued to encourage parents and children's feedback, for example: emails, texts and sending parents photographs of the children as they took part in activities. The childminder sought and listened to the children and parents' ideas and this approach helped to meet the children's needs.

The childminder had a range of written policies and procedures that she had shared with parents when they started using the service. This included a complaints policy. We looked at the policies including child protection. We recommended that the childminder continued to review and update her policies to bring them into line with current best practice guidance. (See recommendation 1)

We found that the childminder provided good child-centred care. She encouraged children and parents to voice their opinions on the service and would act upon their suggestions.

A parent told us: 'She is very approachable.'

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should continue to review and update her policies including the child protection and complaints policies to bring them into line with current best practice guidance.

This ensures care and support is consistent with the Health and Social Care Standards which state:

'I experience high quality care and support because people have the necessary information and resources.' (4.27)

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

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
25 Aug 2015	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
5 Oct 2011	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership Not assessed
28 Sep 2010	Announced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership Not assessed

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