

Yvonne's Childminding Services

Child Minding

Type of inspection: Unannounced
Inspection completed on: 26 September 2019

Service provided by:
McTaggart, Yvonne

Service provider number:
SP2013984568

Care service number:
CS2013315400

Introduction

The Care Inspectorate (CI) regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service registered with the Care Inspectorate on 17 June 2013.

Yvonne's Childminding Service (Yvonne McTaggart) provides a childminding service from her family home in the village of Dalrymple, in East Ayrshire. She is registered to care for a maximum of six children under the age of 16 years, 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 childminders family.

Other conditions of registration unique to the service:

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight service will not be provided.

A full statement of the childminder's aims and objectives are available.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 26 August 2019 between the hours of 10.45am- 13.15pm. We provided the childminder with feedback on 26 August 2019.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at www.hubcareinspectorate.com.

During this inspection process, we looked around the areas of the childminders' home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- Four minded children.

We looked at:

- Children's personal plans
- Attendance register
- Service policy and procedures
- Risk assessments
- Parental permissions
- Accident and incident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Training records.

Views of people using the service

Prior to inspection we sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to this inspection one completed care standard questionnaire was returned. Comments made included:

"I am 100% happy with the service provided by my childminder."

"My child is rarely bored at the childminders , there is always a good range of activities."

During our inspection we spoke with three minded children who said they were happy attending the childminders home. They told us they enjoyed playing with the toys available to them

Self assessment

The childminder did not submit a self assessment when requested. We discussed this with the childminder and have asked her to complete self assessment when requested.

What the service did well

We saw that the childminder's interactions with the children were warm, caring and nurturing. She provided a good standard of care and support to the children and their families to meet their individual needs. The childminder told us that she offered a very flexible service in order to support families.

What the service could do better

During this inspection we have made one requirement and two recommendations during this inspection.

Requirement

1: The childminder must comply with the conditions of registration detailed on her certificate of registration.

Recommendation

1: The childminder should further develop the personal plans for each child in her care. These should show how she will meet individual children's health care needs.

2: The childminder should update administration, recording and storage of medication procedures in line with the current health guidance.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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 childminder gathered some information on each child. This information was used to plan how she would care for each child in her care. We found the childminder used this information to plan her daily routines around the individual needs of the children. Parents contributed to this through discussion with the childminder. Discussions with the childminder demonstrated she knew the children well. We discussed how the childminder should further develop the children's personal plans to ensure that they reflect the current legislation (Recommendation 1).

Healthy lifestyles were promoted with regular opportunity for physical play, both indoors and outdoors, contributed positively to children's health and well-being. The childminder was confident in her role and responsibilities for protecting children and keeping them safe and healthy. Children who were unwell did not attend the service.

The childminder had registered her service with the Food Standards Agency. The childminder's information on food allergies was available. This told us that the childminder supported children to make healthy choices regarding food.

We asked the childminder to tell us what she did when she had to administer medication to a child in her care. The childminder showed us her medication policy and her recording procedure which she had shared with parents. We felt that the childminder had considered how she would manage the administration of medication to the minded children. However we asked the childminder to review and update her medication procedures to reflect the Management of Medication in Daycare and Childminding Services guidance (Recommendation 2).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should further develop the personal plans for each child in her care. These should show how she will meet individual children's health care needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: My personal 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)

2. The childminder should update administration, recording and storage of medication procedures in line with the current health guidance on the 'Management of Medication in Daycare and Childminding Services'.

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

Grade: 3 - adequate

Quality of environment

Findings from the inspection

The childminder's home was a safe, hygienic and welcoming environment for the children. In the home, the children had access to the living room, kitchen, toilet and rear garden. In the living room, the children could comfortably relax on the large sofas or engage in floor play. During our inspection, we observed the children present meaningfully engaged in their play for the duration of our visit. The childminder had a good range of toys and resources for the children to choose from. Observations and discussions during inspection confirmed that children were aware of resources available, and their choices fully respected.

The childminder's garden was well maintained and fully enclosed enabling children to play safely. Resources available in the garden supported children's physical development. The children told us they enjoyed playing in the garden.

In the kitchen, a table provided children with a space to enjoy snacks and mealtimes. The childminder had registered her service as a food business with the local authority, ensuring she was preparing and storing foods safely.

During the inspection, we considered how the childminding areas were maintained to ensure children were safe and protected from harm. We sampled the childminder's risk assessments and found that the childminder had identified some hazards within and outwith her home environment and put in place the necessary control measures to keep children safe.

We have asked the childminder to ensure that all accident and incident forms are signed by parents.

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

The childminder is registered to care for a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school. At the time of our inspection, we found that for a short period the childminder had four children in her care who were not yet attending primary school. The childminder told us this decision was made to support a family emergency. We discussed with the childminder and asked that she worked within the conditions of her registration at all times. The childminder should also ensure the daily attendance register clearly identifies which children are attending the service, including children's names, days and times. (Requirement 1).

During our inspection we asked the childminder if she had undertaken any training since her previous inspection. The childminder told us that she had not attended any training. To support her knowledge and understanding of current best practice we have asked the childminder to be proactive in accessing training and professional learning opportunities.

The childminder evaluated her service on a regular basis. She consulted with children through regular discussion with them. We saw that the childminder had purchased resources to accommodate children's interests. This ensured that the children were actively involved in planning the service they received

The childminder if she had registered her service with the Information Commissioner's Office (ICO). We found that information needed to meet statutory requirements, such as public liability insurance, were in place.

Requirements

Number of requirements: 1

1. The childminder must comply with the conditions of registration detailed on her certificate of registration.

This is in order to comply with: The Scottish Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: 78(3)(b) Failure to comply and 74(d)(i) Conditions as to Numbers in Childminding. The requirements of the Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

Recommendations

Number of recommendations: 0

Grade: 3 - adequate

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

To support the children to reach their maximum potential the childminder must establish personal plans that contribute consistently and fully to the child's individual health, welfare and safety needs. The personal plans for each child must be reviewed with each child and their parent at least once in every six month period.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My personal 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 in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 210:5(1): Personal plans.

This recommendation was made on 14 November 2018.

Action taken on previous recommendation

The childminder submitted an action plan to Care inspectorate on 25 February 2019. They wrote: I have collect information from each parent and we sorted out care plans for each and every child giving full details of each age and stage and what next steps we will be taking. These will be reviewed every six months with the parents.

During this inspection we sampled children's personal plans. We found that the childminder had made some progress, however we have asked the childminder to expand the children's personal plans to ensure that they identify how she will meet each child's health, safety and well being needs whilst they are in her care.

Recommendation repeated

Recommendation 2

Registered numbers should be inclusive of the childminders own family as stated on the Certificate of Registration

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience a service that is the right size for me.'(HCSC 5.5)

This recommendation was made on 14 November 2018.

Action taken on previous recommendation

The childminder submitted an action plan to Care inspectorate on 25 February 2019. They wrote: I have ensured that my children are included in my numbers

During this inspection we found that the childminder had four children under school age present for a short period of time. We have made requirement within this report that the childminder must operate her service within the conditions of her registration.

Recommendation 3

The childminder must maintain her environment in a condition fit for childminding ensuring that there is proper provision for hand washing and drying. This should be in keeping with 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding) October 2016 available from www.hps.scot.nhs.uk

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22)

This recommendation was made on 14 November 2018.

Action taken on previous recommendation

The childminder submitted an action plan to Care inspectorate on 25 February 2019. They wrote: I have put up some paper towels on the bathroom door stating that minded kids to use these after hand washing.

During this inspection we found that the childminder provided individual hand drying resources for minded children.

Recommendation is met.

Recommendation 4

The childminder should compile written risk assessments for pet management.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

This recommendation was made on 14 November 2018.

Action taken on previous recommendation

The childminder submitted an action plan to Care inspectorate on 25 February 2019. They wrote: I have completed written risk assessments for my pets and I have ensured they don't get into the kitchen area. I keep my kitchen door closed and don't allow them in that room.

During this inspection we saw that the childminder had completed a written risk assessments for her pet cats and she had obtained written consent from parents for minded children's contact with the cats.

Recommendation is met.

Recommendation 5

The childminder must ensure her home is secure at all times but in keeping with the guidance 'Fire Precautions in Domestic Childminding Premises' (2008) she must remove keys from final exit doors. In order to comply, the childminder must safely secure the final exit doors to prevent unauthorised access. In the absence of an alternative means of securing the final exit door, the key should be kept on the childminder's person.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

This recommendation was made on 14 November 2018.

Action taken on previous recommendation

The childminder submitted an action plan to Care inspectorate on 25 February 2019. They wrote: I have taken my keys out of the front and back doors and I use the safety locks at the top of each doors so that my doors are safe and secure and comply with fire safety.

During this inspection we found that the childminder had removed the keys from the front and back doors and she was using safety locks to prevent unauthorised access to the premises.

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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
3 Jul 2018	Unannounced	<div>Care and support</div> <div>Environment</div> <div>Staffing</div> <div>Management and leadership</div> <div>4 - Good</div> <div>3 - Adequate</div> <div>Not assessed</div> <div>4 - Good</div>

Date	Type	Gradings	
3 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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