

McCann, Margaret

Child Minding

Type of inspection: Unannounced
Inspection completed on: 31 July 2019

Service provided by:
McCann, Margaret

Service provider number:
SP2003903473

Care service number:
CS2003005855

Introduction

The childminding service is provided from the family home in the Knightswood area of Glasgow. The premises are situated near to local schools, nurseries and facilities. Children have access to the lounge, dining room, kitchen, hallway and downstairs toilet.

Current registration allows the childminder to care for a maximum of six children under 12 years of age of whom no more than three of these children shall not yet be attending primary school. Of these three children, no more than one should be under 12 months of age. Numbers are inclusive of the childminder's own family members.

The childminder's aims and objectives included: "I aim to offer a "...stimulating, caring and safe environment..actively promoting dignity, choice, privacy and safety..." in "an atmosphere which makes children and the parent happy and comfortable within the service". Also to work in partnership with parents in an open and honest way. A full copy of the aims and objectives can be obtained from the service.

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What we did during our inspection

We wrote this report following an unannounced inspection carried out by one Care Inspectorate inspector. We visited the childminder between the hours of 9.45am and 11.30am on Wednesday 24 July 2019.

During our visit we observed how the childminder looked after the child in her care and the experiences she provided for them. We chatted to her about her service and about how she carried out her work. We looked at the areas of her home used for childminding and some of the records she used, including:

- Certificate of registration
- Certificate of public liability insurance
- Car insurance
- Annual return
- Self assessment
- Complaint's procedure
- Child protection policy
- Risk assessments
- Children's personal plans
- System for recording accidents/incidents
- Service questionnaires

Views of people using the service

The childminder was caring for one child on the day we visited. We could see that a positive relationship had been established between the childminder and the child which resulted in a relaxed and happy child.

We received very positive feedback from the parent of the child who told us her childminder had been amazing and that her child had bonded so well which is so easy to see. Some of the other comments made included:

- our child is coming on so well

- it makes it so much easier to go to work knowing how well they have bonded
- toys are always age appropriate and very clean and there are always a good range
- every week they attend a playgroup, which I love to hear about as my child meets new kids her own age
- if any changes are made we are always asked our opinion.

Self assessment

Every year all care services complete a self assessment telling us how their service is performing. We check to make sure this is accurate.

We received a detailed and comprehensive self assessment document from the childminder. The childminder had completed this with information under the quality themes that we grade her service under. The childminder identified what she thought she did well and any improvements she planned.

What the service did well

The childminder provided a nurturing and caring environment that supported children to reach their potential.

The continuity of care between home and the childminders was effective in ensuring the best outcomes for the child. The childminder was consistent in her approach and kept parents fully involved in all aspects of their child's care.

What the service could do better

The childminder is currently in the process of developing children's personal plans and reviewing risk assessments. In the first instance the childminder has actioned repairs to the garden gate and reviewed the outdoor risk assessment to ensure the outdoor area is safe.

From this inspection we graded this service as:

Quality of care and support	5 - Very 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

We could see that secure attachments had clearly been established between the child and the childminder. This helped the child to feel safe and confident as they became more inquisitive and explored the world around them. Throughout our visit the childminder was responsive to the needs of the child. She was enthusiastic in her role and recognised the individual needs of the child.

The childminder paid attention to the small things that mattered to the child. This attention to detail communicated the high level of respect and value the childminder placed on the individuality of each child and the wishes of their parents. This partnership approach ensured continuity of care for the child.

Time was set aside in the day for outdoor play and more restful activities, which included story time, singing and age appropriate games and nursery rhymes.

Through discussion with the childminder we found she was aware of her role and responsibility in keeping children safe and secure while in her care. The child protection policy is currently being reviewed to bring it up to date with the latest good practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder had successfully created a homely environment that supported children's learning. The layout of the rooms used for childminding allowed the child to have areas where they could rest and areas where they enjoyed more physical play and activities such as construction play and role play.

The child had access to a good range of play and learning resources. The parent who completed the care standard's questionnaire confirmed that the childminder's home was a safe, secure, hygienic, smoke free, pleasant and stimulating environment. They told us that every day there was something of interest for their child to do. They particularly liked the fact their child benefited from lots of outdoor activities and enjoyed going along to the local toddler group which the childminder took a leading role in running. The child had opportunities for energetic play in a variety of settings which included soft play and visits to the local park.

Appropriate systems were in place for recording accidents and incidents and the way in which this was shared with parents.

Risk assessments were in place and were currently being reviewed. The childminder understood that these should be reviewed as and when necessary, which includes changes in the children's abilities and stage of development. Following our visit the childminder has had the garden gate repaired and has included in the risk assessments that no cars will be used in the driveway when children are playing outdoors. Arrangements are also in place to ensure the safety of the glass doors within the home and that blind cords were out of reach of the children.

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's settling in procedures, daily diaries and discussions with parents provided opportunities to gather and update information about the child. This was done in a personal and individual way which ensured that needs were met. The childminder had regular chats with parents to ensure their child's health and wellbeing needs were met in a consistent way. We saw evidence to support that parents were kept fully involved at every stage of their child's development. The childminder has confirmed that a reviewed recording format for personal plans which includes the use of the SHANARRI wellbeing indicators will now be used.

The childminder has recently participated in relevant training this included updating her first aid certificate and child protection. Through discussion it was clear the childminder reflected on her practice and was committed to the continuous improvement of her childminding service.

The parent who completed our questionnaire told us they were happy with the quality of care and support their child received in this service. The parent told us the childminder had provided their child with the very best standard of care.

The childminder had a range of policies and procedures to support her practice. Some of these needed to be updated which the childminder has confirmed have now been done. These included the child protection policy, the complaint's procedure and the review of the safe sleeping policy. This will help to ensure practice is current and in line with good practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

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	
10 Aug 2015	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
18 May 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
26 Aug 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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