Gallacher, Maxine
Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 23 August 2019

Service provided by:
Gallacher, Maxine

Service provider number:
SP2007965689

Care service number:
CS2007155365
Introduction

Maxine Gallacher is registered to provide a care service to 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 and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder’s family.

The childminder operates her service from her family home, which is in the Coatbridge area of North Lanarkshire. There are schools, nurseries and shops nearby.

The children have access to the downstairs of the property which includes a lounge, dining room, toilet and kitchen. The kitchen leads on to a large, enclosed back garden.

The childminder’s aims include:

‘To provide a warm, welcoming and caring home from home environment’.

What we did during our inspection

We compiled this report following a short notice announced inspection, which took place between the hours of 10.15am and 12.15pm on 23rd August 2019. The inspection was carried out by one inspector.

One minded child was present during the inspection. Throughout the morning, we spoke with the childminder and observed her practice. We also reviewed some documents which included children’s files, medication records and policies.

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 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, active, nurtured, achieving, respected, responsible, included.

Views of people using the service

We sent out three questionnaires to the childminder to distribute to parents and carers prior to this inspection. One completed questionnaire was returned to us.

The respondent strongly agreed that they were happy with the quality of care their child received at the service. The parent commented “my children are happy and excited to go to Maxine’s and I am very happy and confident that my children are safe and well looked after”.

Self assessment

The childminder did not submit a self assessment prior to this inspection. Mrs Gallacher identified and discussed the strengths and areas for development within the service as part of this inspection.
What the service did well

Children felt loved by the childminder who treated them with kindness and care.

Children directed their own play and activities in the way that they chose, accessing a wide range of experiences and resources suitable to their age and stage of development.

Children played outside every day, exploring a natural environment. This supported them to develop physical skills, curiosity and good health and wellbeing.

Children were cared for in a safe and clean environment which protected them from harm.

What the service could do better

The childminder should develop her approach to recording children’s personal plans. This would make it easier to track children’s progress and plan to meet their needs.

Medication administration records should be developed in line with good practice guidance, within ‘Management of Medication in Daycare and Childminding Services’.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>

Quality of care and support

Findings from the inspection

The child attending the service was settled and happy in Mrs Gallacher’s care. Interactions with the child were consistently kind, warm and loving. The young child giggled and smiled as Mrs Gallacher tickled, played and sang with him.

Children participated in a variety of play experiences which were stimulating and supported their development. The child attending the service had great fun playing with bubbles, trains, puzzles and physical apparatus.

Children played outside every day for fresh air, exercise and natural exploration. The large enclosed garden was easily accessible from the kitchen. We observed one child develop confidence and resilience whilst mastering the steps to the chute.

Children were offered healthy snacks which included fresh fruit. The minded child enjoyed an unhurried snack experience and was well supported by the childminder during eating, ensuring his safety.
The service had changed their system for recording children’s personal plans. We discussed the benefits of developing this further, to ensure that children’s significant needs are tracked more easily, contributing to their development.

Children were protected from harm by the childminder who had a very good understanding of how to keep them safe. Mrs Gallacher had recently participated in child protection training, and told us verbally about the steps she would take if she had any concerns about the children in her care.

The childminder had a very good understanding of the medical needs of children in her care. Children requiring long-term medication had clear records in place which described what to do if they needed medical attention. However, we asked Mrs Gallacher to review written medical consent forms in line with good practice guidance.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Children were cared for in a safe environment. The childminder was aware of hazards and took a sensible approach to risks. Daily checks of the house ensured equipment was maintained and in good working order.

The childminder was aware of current safe sleeping guidance, and followed this to ensure the safety of children.

The childminder’s home was clean and tidy. The spread of infection was minimised through regular cleaning and a good nappy changing procedure. We reminded the childminder to ensure that children always washed their hands before eating.

Children experienced a homely environment. They played and relaxed, making use of soft furnishings to get cosy. This contributed to children having good wellbeing.

Children’s experiences were enhanced as they accessed the local and wider community. One child told us “we go on walks, get sticks and look for dinosaurs”. These type of experiences help children to develop curiosity, imagination and develop a healthy lifestyle.

Requirements

Number of requirements: 0
**Quality of staffing**

This quality theme was not assessed.

**Quality of management and leadership**

**Findings from the inspection**

Mrs Gallacher networked with other professionals locally. This gave her the opportunity to engage in professional dialogue discussing best practice. This impacted positively on the development of the service. For example, Mrs Gallacher had located new places in the community to take children.

Communication with parents was very positive. Systems were in place to convey information to families. For example, social media app’s. The childminder also operated an open door policy and made positive efforts to chat informally with parents at drop off and collection time. This fostered positive relationships with families and involved them in the life of the service, and in meeting children’s needs.

The childminder kept appropriate policies, procedures and attendance registers. These contributed to the health, safety and wellbeing of children.

Mrs Gallacher was committed to developing her skills and knowledge. She made use of appropriate publications to support her practice. She had recently purchased an online training system and planned participate in further courses to gain new knowledge.

We directed the childminder to publications available from the Care Inspectorate hub. Accessing these would support continuous improvement in all aspects of the service.
Previous requirements

Requirement 1

You must ensure that you have submitted a fully completed application with relevant payment for either membership of the Protection of Vulnerable Groups (PVG) Scheme or for a Scheme Record Update for regulated work with children to the Care Inspectorate (including verification of identity).

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 - Welfare of Users, in particular regulation 4(1)(a) and regulation 13 - Protection of vulnerable groups listings, in particular, regulation 13(1).

Timescale 8 July 2015

This requirement was made on 16 October 2015.

Action taken on previous requirement
The PVG was carried out.

Met - within timescales

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>24 Jun 2015</td>
<td>Unannounced</td>
<td>Care and support Environment 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 4 - Good</td>
</tr>
<tr>
<td>7 Jul 2011</td>
<td>Announced (short notice)</td>
<td>Care and support Environment 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership Not assessed</td>
</tr>
<tr>
<td>12 Aug 2010</td>
<td>Announced</td>
<td>Care and support Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership Not assessed</td>
</tr>
<tr>
<td>23 Apr 2009</td>
<td>Announced (short notice)</td>
<td>Care and support Environment 4 - Good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Staffing 3 - Adequate</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Management and leadership 4 - Good</td>
</tr>
</tbody>
</table>
This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren’t good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foilseachadh seo ri fhaighinn ann an cruthannan is cànain eile ma nithear iarrtas.

奥卢罗布斯佩克兹 为 subset of other formats and any other languages you may require.

 건강하고 건강한 방법은 모든 공유하고, 당신을 위한 것입니다.

 هذه الوثيقة متوفرة بلغات ونمادج أخرى عندطلب.

本出版品有其他格式和其他语言索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.