

McHugh, Thelma Child Minding

Type of inspection: Unannounced
Inspection completed on: 10 October 2019

Service provided by:
Thelma McHugh

Service provider number:
SP2003902355

Care service number:
CS2003004246

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available 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.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

The childminder provides her service from her home in the town of Kilbirnie in North Ayrshire. She can care for up to six children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than four are not yet attending primary school and of whom no more than one is under twelve months. Other conditions of registration are:

- The parts of the premises not to be used are the family bedrooms
- Minded children cannot be cared for by persons other than those named on the certificate

At the time of this inspection three children in total were being cared for at various times.

The childminder principally aims to "Provide a warm, friendly, caring and safe environment for children to come to and feel welcome".

What we did during our inspection

We wrote this report following an unannounced inspection which took place on 9 October 2019. A further visit took place on 10 October whilst a minded child was present.

The childminder completed and submitted an annual return as requested.

We sent the childminder questionnaires to give to parents/carers using her service. One was completed and returned to us.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Children's information/personal plans

- Parental consent forms
- Medication policy/procedure/recording
- Environmental Health report
- Child protection policy/procedure
- Policies/procedures
- Risk assessments
- Infection control procedures
- Accident/incident recording
- Child questionnaires
- Information Commissioners Office (ICO) registration
- Training
- Insurance certificate
- Registration certificate

We spoke with the childminder and child present and observed interactions between them.

We also looked at the childminding environment and some resources.

Views of people using the service

One young child under school age was being cared for during our visit. He was comfortable and familiar in his surroundings and enjoyed a positive relationship with the childminder. He had access to a range of age appropriate toys, including those he was particularly interested in, and played with them happily.

One parent completed and returned our Care Standards questionnaire giving us their views of the service. They indicated that they were very happy with the quality of care their child received.

Self assessment

The childminder last completed and submitted a self assessment on 9 September 2018. The childminder identified what they thought they did well and told us how parents and children were included and involved in evaluating her service.

What the service did well

The childminder had acted on recommendations made at her previous inspection.

She fully involved parents/carers in their children's care and support and updated them on a daily basis.

Activities/toys were varied and met children's current preferences.

She enjoyed a warm, caring relationship with the child present.

What the service could do better

The childminder should continue to maintain and develop the good quality service she provides.

She should progress with her intention to issue questionnaires to parents to gain feedback on her service.

She should access the Information Commissioners Office website as discussed with regards to her responsibilities under the General Data Protection Regulation.

The childminder should access our on-line HUB as an additional method of keeping up to date and keep records of what she is researching on-line to show her personal development journey. See recommendation 1.

She should familiarise herself with the new Health & Social Care Standards.

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 exchanged information on a daily basis when parents/carers dropped off/picked up their children and also kept them up to date through photographs and text messages. The children were consulted on what activities they wanted to participate in and their views and suggestions were respected. This told us that parents and children were included and respected.

The childminder knew the children well and was able to discuss with us their individual needs and preferences. The children's folders contained a good range of personal information to enable the appropriate care and support to be provided. Personal plans had been further developed following a recommendation made at the previous inspection. These provided information under the SHANARRI well-being indicators of how the childminder would meet each child's individual needs and review dates were noted.

The childminder promoted healthy lifestyles. She provided snacks including sandwiches and fruit and sought information from parents on any allergies/intolerances their children may have. As the childminder didn't drive the children walked to and from nursery, parks etc providing them with exercise and fresh air. Although the children in her care did not currently require medication she had appropriate permission and recording facilities readily available should the need arise.

The children had access to a range of age appropriate activities/resources. She was well aware of their favourites and the child present was observed happily playing with the toys he preferred.

The childminder was well aware of her responsibility in ensuring the children in her care were kept safe and operated various policies in her daily practice. She had updated her knowledge and understanding of current guidelines with regards to child protection following a recommendation made at her previous inspection.

Requirements**Number of requirements:** 0**Recommendations****Number of recommendations:** 0**Grade:** 4 - good**Quality of environment****Findings from the inspection**

The childminder provided the children with a safe, clean, homely and nurturing environment. The children had access to the lounge, hallway, kitchen and upstairs bathroom. A quiet area was available for younger children to sleep under supervision of the childminder. She had developed a safe sleeping procedure and sought parental permission for sleeping arrangements following a recommendation made at her previous inspection.

The childminder ensured the areas used by the children were safe. She carried out risk assessments within her home and ensured safety precautions were in place including safety catches on kitchen cupboards. Medication was stored safely out of children's reach. We advised that window blind cords be secured when young children were present as an additional precaution. The garden area was fully enclosed and secure. Risk assessments were also in place for specific outings/venues out with her home. She had reviewed her trampoline policy and sought permission from parents for their children to make use of this piece of equipment. Accident/incident recording facilities were available should the need arise. The childminder held a current first aid certificate.

To help reduce the spread of infection the childminder encouraged the children to wash their hands at appropriate times and provided them with individual hand drying facilities. Disposable aprons and gloves were readily available when carrying out younger children's personal care needs.

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 was keen to ensure she was providing a quality service and had acted on recommendations made at her previous inspection. She kept up to date with best practice and any changes to legislation through various methods including reading, accessing websites and information received through her membership of the Scottish Childminding Association. We suggested accessing our on-line HUB as an additional method of keeping up to date and keeping records of what she was researching on-line to show her personal development journey (see recommendation 1).

We provided her with a copy of the new Health & Social Care Standards and asked that she familiarise herself with them.

The childminder provided parents with information about her service including her policies and procedures which informed her daily practice. She was registered with the Information Commissioners Office and we discussed the General Data Protection Regulation (GDPR) and developing information on how she meets her responsibilities with regards to data protection to share with parents. She agreed to take this forward. Her complaints policy informed parents of her procedure should any concerns/issues arise.

Daily exchanges of information took place with parents and the childminder encouraged them to make further comment through evaluation questionnaires. She sought their views through settling-in questionnaires to ensure their children's needs were being met. She should progress with her intention to issue them with annual questionnaires to gain more feedback and any suggestions for improvement. Simple children's questionnaires provided her with information on their likes/dislikes, favourite things to do and if any new activities would enhance their experiences whilst in her care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should access our on-line HUB as an additional method of keeping up to date and keep records of what she is researching on-line to show her personal development journey. This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, as a child, "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

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

Recommendation 1

The childminder should continue to develop written personal plans for each child, within 28 days of attending the service, and implement a plan for review within a six month period, or before if necessary, involving parents or, where appropriate, children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a child, "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).

This recommendation was made on 19 December 2018.

Action taken on previous recommendation

Personal plans were in place which included children's views and review dates. This recommendation was met.

Recommendation 2

The childminder should continue to look at ways to further enhance her child protection knowledge.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a child, "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20)

This recommendation was made on 19 December 2018.

Action taken on previous recommendation

The childminder had researched and updated her knowledge online with regards to child protection. She was able to discuss actions she would take should any concerns arise. This recommendation was met.

Recommendation 3

The childminder should further develop her policy and consent forms for administering medication. In order to do this, the childminder should refer to guidance document, "Management of medication in daycare of children and childminding services".

This is to ensure care and support is consistent with the Health and Social Care Standards which state that, as a child, "Any treatment or intervention that I experience is safe and effective" (HSCS 1.24)

This recommendation was made on 19 December 2018.

Action taken on previous recommendation

Appropriate permission and recording forms were available should the need arise and the childminder had reviewed and developed her policy to meet current good practice. This recommendation was met.

Recommendation 4

The childminder should develop a policy and procedure to ensure safe sleeping arrangements for children. She should share the policy with parents and gain consent for agreed sleeping arrangements.

This is to ensure care and support is consistent with Health and Social Care Standards which state that, as a child, "My environment is safe and secure" (HSCS5.17)

This recommendation was made on 19 December 2018.

Action taken on previous recommendation

A safe sleeping procedure was in place and parental permission for sleeping arrangements had been developed. This recommendation was met.

Recommendation 5

In order to keep up to date with developments in childcare practice, the childminder should identify and attend suitable training opportunities and/or undertake appropriate self-directed study.

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 confidence in the people who support and care for me" (HSCS 3.14).

This recommendation was made on 19 December 2018.

Action taken on previous recommendation

The childminder had accessed some appropriate learning on-line including 'Your Childminding Journey'. She also advised that information and updates was shared between other local childminders. We advised that, as she found it difficult to access external training, she should continue to make use of on-line resources to update her knowledge and understanding, including our Hub. This recommendation is carried forward. See Quality of Management theme.

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	
9 Nov 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
25 Apr 2014	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good
28 Apr 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
11 Jun 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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