

# Mandy Lamont's Childminding Child Minding

Type of inspection: Unannounced  
Inspection completed on: 25 September 2019

**Service provided by:**  
Lamont, Mandy

**Service provider number:**  
SP2013984797

**Care service number:**  
CS2013316717

## Introduction

The service was registered with the Care Inspectorate on 23 June 2013.

Mandy Lamont Childminding is operated by Mandy Lamont who is referred to as the childminder in this report and is registered to provide a care service to a maximum of 6 children at any one time under the age of 12 of whom no more than 3 are not yet attending Primary School and no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Overnight care may not be provided. Minded children cannot be cared for by persons other than those named on the certificate. Children must be supervised at all times when in the garden.

The service is provided from the childminder's home within a residential area of Methil. Local facilities include schools, nurture centre, community centre, shops and play park which can be easily accessed. The areas of the accommodation to be used for childminding are the lounge, kitchen, downstairs bathroom and rear garden.

There were two minded children present during the inspection, aged two years old along with the childminder's own son.

## What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 10:00 and 13:00 on 25 September 2019. The inspection was carried out by an early years inspector.

During this inspection we gathered evidence from various sources:

We spoke to:

- the childminder
- the minded children present.

We looked at:

- observations of the childminder and her interaction with the children
- observations of the children at play
- a sample of children's records of learning
- a sample of other documentation relevant to this inspection
- equipment, resources and the environment
- Certificate of Registration.

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 GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

### Views of people using the service

The children present were seen to be enjoying themselves during the inspection. They played with the toys available to them and were supported in accessing extra toys they showed an interest in. They were able to play outside on request and enjoyed a snack during the inspection. Children did not comment directly on their experience however we found them to be happy and settled. They had formed an attachment to the childminder and were building relationships with the childminder's own son.

We issued three Care Standards Questionnaires to the childminder to hand out to the parents of the children who used her service. No completed questionnaires were returned to us. We therefore looked at the childminder's own questionnaires which highlighted that parents were satisfied with her service. An example of comments made included;

"I am very happy with the service Mandy provides for my child."

### Self assessment

The childminder submitted a completed self-assessment to us before the inspection took place. The information provided could be developed further with additional detail to ensure it included areas for further development, along with areas of strength.

### What the service did well

The childminder continued to provide a flexible service to meet the needs of the children in her care. Children were happy and relaxed as they enjoyed responsive care to meet their requests along with warm, nurturing interactions. The childminder had addressed some recommendations made at the previous inspection.

## What the service could do better

We made two requirements and three recommendations for improved practice during this inspection. These focused on the following areas;

- six monthly review of personal plans
- securing of the fire surround and robust risk assessment
- development of care plan information to capture achievements and next steps
- review of resources
- access to relevant training and development including use of best practice documents.

Further information on these can be found within the body of the report.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

Children were comfortable with the childminder and had formed positive attachments as they climbed up on her knee for cuddles and kisses. These warm, nurturing interactions supported children to feel loved and secure.

Distressed behaviour was now being managed in a more restorative manner. The childminder had stopped using 'time out' at parents' request and was seen using distraction and discussion to encourage positive interactions and sharing. This approach supported children in learning how to manage conflict and maintained positive self esteem.

Children enjoyed regular opportunities to mix with peers and extend their learning through community events such as toddlers, book bug groups at the local nurseries and forest play. This enabled children to enjoy broader learning opportunities, experience risky play and develop connections with others.

Opportunities to play outdoors in the large enclosed garden with a range of outdoor play equipment were frequent. Children requested to play outdoors during inspection and the childminder ensured children spent time outside daily. This included local walks, use of the nearby play park, along with play in the garden. These opportunities for active play developed children's physical confidence and supported healthy habits for life.

Healthy eating was promoted as the childminder kept a well stocked fruit bowl which children could access when hungry. This supported children in making healthy choices.

Children were supported during their play as the childminder sat with them and engaged in their activities. This supported them to persevere and enjoy praise and recognition for their efforts.

We discussed how the childminder could make reference to an approach known as 'growth mindset' along with exploring how to spot and support 'schemas' (patterns of repeatable behaviour in play). This is to support appropriate levels of challenge and plan relevant experiences. This would enable children to achieve and fulfil their potential. We also discussed developing open ended play opportunities within the garden and in the home through loose parts play resources. These would enable children to be more creative in their play. The recommendation made at the last inspection has been made again. See recommendation one.

The childminder was beginning to review paperwork to allow her to develop specific care plans; however, these were not yet in place. We advised to record experiences linked to the SHANARRI wellbeing indicators along with noting possible next steps. This would capture and share children's achievements and plan provision to support children's continued progress and success. The recommendation made at the last inspection has been made again. See recommendation two.

Personal care plan information had not been kept under review as some information held on children had not been updated in over a year. The requirement made at the last inspection has been made again. See requirement one.

## Requirements

### Number of requirements: 1

1. In order to ensure that information held is current, the provider must review all personal care plan information held at least once every six months or sooner if there are any changes to a child's care or wellbeing. These should be signed and dated by parents to support regular review. This must be met by 30 October 2019. This is in order to ensure that care and support is consistent with the Health and Social Care Standard 1.3 which states that "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). It is also necessary to comply with Regulation 5(b)(i)(ii) (Personal Plan) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

## Recommendations

### Number of recommendations: 2

1. The childminder should review play and resources for children to ensure it engages and interests all children present, is age appropriate and provides opportunity to support children to be creative in a variety of ways. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "as a child, my social and physical skills, confidence, self esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials" (HSCS 41.31).

2. The childminder should develop personal care plans to show children's progress and achievement in line with the SHANARRI wellbeing indicators. These plans should include identified next steps to support children's success and updates on their likes, dislikes and current interests. These should also be updated at least once in every six months or sooner if there is a significant change in children's care or wellbeing.

This is to ensure care and support is consistent with the health and Social Care Standards which state that "my personal plan (sometimes referred to as a care plans) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

The childminder's new home was spacious, warm and inviting, contributing to a pleasant environment for children's enjoyment. A cleaning rota supported the childminder in ensuring children's resources were routinely disinfected. This reduced the risk of cross infection to children.

The childminder had ensured that relevant safety equipment was in place and safe storage of hazardous items, since her recent home move. This contributed to children's ongoing safety.

Sleep routines were discussed with the childminder who confirmed that children mainly slept in a buggy during school runs. We confirmed that these lay flat and, whenever possible, children were moved from the buggy to a flat area. This enabled children to move more naturally and aided their restful sleep.

We noticed a child being changed directly on the hardwood floor, as the child did not like changing mats. We discussed the hygiene aspects around this. The childminder should ensure that she follows guidance around the use of a changing mat. This is to reduce the risk of infection to children. Reference should be made to page 27 of the 'Infection Prevention and Control in Childcare Settings' document, available on our HUB.

We found that risk assessments needed to be further reviewed to ensure appropriate detail was captured. This would ensure that robust risk assessment had taken place for the whole house. This is especially so for the living room, where we found that blind cords were hanging within children's reach presenting a choking/strangulation risk. Also, a large, heavy wooden fire place surround was not fixed to the wall and presented a high risk to children who could reach it. We asked the childminder to ensure this was fixed to the wall as soon as possible and children closely supervised at all times when in this room until this is completed. This was due to one child managing to reach the top of the fire surround and move it. A requirement was made. See requirement one.

## Requirements

**Number of requirements:** 1

1. In order to ensure that children are safe from harm, the provider must take action to ensure the fire surround is not at risk of falling over. Risk assessments should also be robustly reviewed to ensure they identify all risk and appropriate action is taken to reduce these. This must be met by 30 October 2019.

This is in order to ensure that care and support is consistent with the Health and Social Care Standard 5.17 which states that "my environment is safe and secure" (HSCS 5.17). It is also necessary to comply with Regulation 10(1) and (2)(b) (Fitness of Premises) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 – adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder had now begun using a questionnaire with parents which provided them with a formal opportunity to give feedback and influence provision to meet their child's needs. The childminder was proactive in reviewing these to ensure they gathered relevant information through using open ended questions.

Policies had been reviewed and most were reflective of current guidance and legislation supporting delivery of the service. We highlighted some areas where two of these could be further developed, which the childminder confirmed she would address immediately.

Approaches taken to safeguard children were increased as the childminder had accessed relevant and robust child protection training. She told us how much this had increased her confidence in identifying and addressing any concerns and had reviewed her policy to reflect her understanding. This contributed to children's continued safety and addressed a recommendation made at the last inspection.

Although medication forms were in place, these had not yet been reviewed and updated to reflect current guidance. These should now be updated to confirm the parent has given the first ever dose and that no adverse reactions are known. This is to ensure the positive health of children receiving medication.

The childminder had not yet accessed any further development opportunities or familiarised herself with best practice documents. She should be proactive in sourcing relevant training and development opportunities to allow her to stay abreast of current theory and practice. This would allow her to develop knowledge which could be used to enhance the experiences and enjoyment of children in her care. The recommendation made at the last inspection has been made again. See recommendation one.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The childminder should be proactive in sourcing relevant training and development opportunities. This should include familiarisation and use of the best practice guidance documents available, including but not limited to 'My Childminding Journey', 'Our Creative Journey' and 'Building the Ambition', available on the hub section of our website. This would increase knowledge and support positive outcomes for children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

Grade: 3 - adequate

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

In order to ensure that information held is current, the provider must review all personal care plan information held at least once every six months or sooner if there are any changes to a child's care or wellbeing. These should be signed and dated by parents to support regular review. This must be met by 30 May 2018. This is in order to ensure that care and support is consistent with the Health and Social Care Standard 1.3 which states that "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). It is also necessary to comply with Regulation 5(b)(i)(ii) (Personal Plan) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011/210.

This requirement was made on 20 June 2018.



**Action taken on previous requirement**

Information was not yet being updated every six months. Therefore this requirement was not met and has been made again and will be followed up after issue of this report to confirm completion.

**Not met**

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

The childminder should develop personal care plans to show children's progress and achievement in line with the SHANARRI wellbeing indicators. These plans should include identified next steps to support children's success and updates on their likes, dislikes and current interests. These should also be updated at least once in every six months or sooner if there is a significant change in children's care or wellbeing.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "my personal plan (sometimes referred to as a care plans) 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 20 June 2018.**

**Action taken on previous recommendation**

The childminder had sourced some appropriate paperwork to support her in putting these in place, however, they were not yet being used. This recommendation is therefore not met and has been made again.

#### Recommendation 2

The childminder should review play and resources for children to ensure it engages and interests all children present, is age appropriate and provides opportunity to support children to be creative in a variety of ways. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "as a child, my social and physical skills, confidence, self esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials" (HSCS 41.31).

**This recommendation was made on 20 June 2018.**

**Action taken on previous recommendation**

There was still scope to develop resources to improve engagement and enjoyment especially the addition of open ended play materials. This recommendation is therefore not met and has been made again.

#### Recommendation 3

The childminder should further review the policy and procedures and access training in relation to child protection to increase confidence in identifying and addressing concerns to safeguard children. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "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 20 June 2018.**

## Action taken on previous recommendation

The childminder had accessed child protection training in June and reviewed the policy and procedures. She was able to confidently answer child protection scenarios posed to her and describe steps she would take should she have any concerns. We discussed a further small tweak to the policy but found this recommendation to be met.

## Recommendation 4

The childminder should develop methods to seek the suggestions and opinions of parents, carers and children in assessing and improving the service. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership" (HSCS 4.7).

**This recommendation was made on 20 June 2018.**

## Action taken on previous recommendation

The childminder had been issuing questionnaires annually, which provided parents with a formal opportunity to give their views on the service. Feedback demonstrated that parents were overall happy with the service provided. The childminder had also reviewed the impact of these questionnaires and was reviewing these to enable more open ended questions to be asked. This recommendation is therefore met.

## Recommendation 5

The childminder should review and develop her policies and procedures to ensure they contain relevant, up to date information and follow best practice, reviewing these annually or sooner as required. This would ensure these reflect current best practice and legislation and support quality care for children. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I use a service and organisation that are well led and managed" (HSCS 4.23).

**This recommendation was made on 20 June 2018.**

## Action taken on previous recommendation

All policies and procedures had been reviewed as part of a recent variation. These contained relevant information. We discussed some further small amendments to a few to ensure these are fully robust. However, we have found this recommendation to now be met.

## Recommendation 6

The childminder should be proactive in sourcing relevant training and development opportunities. This should include familiarisation and use of the best practice guidance documents available, including but not limited to 'My Childminding Journey', 'Our Creative Journey' and 'Building the Ambition', available on the hub section of our website. This would increase knowledge and support positive outcomes for children.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).

**This recommendation was made on 20 June 2018.**

## Action taken on previous recommendation

The childminder was not yet engaging with best practice documents and had accessed limited training in core areas. This was not supportive of delivery of a quality service. Therefore this recommendation is not met and has been made again.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://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
27 Apr 2018	Unannounced	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
12 Apr 2017	Unannounced	Care and support 3 - Adequate Environment 2 - Weak Staffing Not assessed Management and leadership 2 - Weak
24 Jun 2016	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
23 Jun 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
23 Jun 2014	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate

## To find out more

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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

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