

# Scott, Mary Child Minding

Type of inspection: Unannounced  
Inspection completed on: 12 November 2019

**Service provided by:**

**Service provider number:**

SP2008970778

**Care service number:**

CS2008181031

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

The service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

Ms Scott is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's family. The parts of the premises not to be used are the upstairs of the premises and the utility room. Overnight service will not be provided.

Ms Scott operates her childminding service from her family home in Wishaw, North Lanarkshire. The service is well-situated to local amenities and schools. The children have the use of the living room, kitchen, downstairs toilet facilities and enclosed rear garden.

The childminder's aims include:

"As a childminder my aims are to always offer a good flexible service within a happy, safe, secure and loving environment, where children can grow and develop into a realisation of their full potential".

The full statement of the services aims and objectives were available at the service.

## What we did during our inspection

We compiled this report following an unannounced inspection. This took place on 12 November 2019 between 11:30 and 13:50, where two minded children were present. The inspection was carried out by one inspector.

During the inspection we gathered evidence from a variety of sources including discussion with Ms Scott, we sampled paperwork to support the service which included policies and children's personal plans. We observed how Ms Scott interacted with the minded children and considered the general environment and the equipment used in the provision of the childcare service.

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. 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.

## Views of people using the service

Children present during the inspection were happy and settled at the service, they were supported and reassured by the childminder whilst they ate their lunch and played with activities provided indoors.

We sent three Care Standards Questionnaires (CSQ's) to the service to distribute to parents/carers of children who used the service, we received three returned questionnaires on our visit. Feedback provided told us that parents 'strongly agreed' that overall, they were happy with the quality of care their child receives at the service.

## Self assessment

No self-assessment has been submitted for the service.

## What the service did well

The childminder provides a good service for the children and families that attend. The welcoming and safe environment enabled children to be happy and settled in her care. Children's development was supported through interactions with the childminder and suitable range of resources provided.

## What the service could do better

We asked that the childminder updates her knowledge by accessing the Care Inspectorate hub, reading up to date documents will support her further when developing her practice and when providing a quality care service.

## 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 knew the children and described how she cared for and supported them as individuals, we observed her to be caring and attentive during our visit responding to children's individual needs. Among the positive Care Standards Questionnaires returned three parents 'strongly agreed' that the childminder asked for their views about how they wanted their child to be cared for. One parent told us that the childminder has regular conversations with them regarding their child's likes/dislikes and they spend 10 minutes chatting about their child's day on collection. Another parent commented that routine has always been important and was discussed at the beginning, the childminder was keen to have all information needed to help their child settle, as an anxious parent they found it difficult going back to work, however knowing that their child was in their routine was very reassuring.

We sampled children's personal plans that the service had in place to support children's health, social and care needs, whilst some children had plans in place, important information was missing. For example, children's significant needs and strategies in place to demonstrate how individual needs will be met.

During our visit we spoke about current legislation and best practice which states that every child should have a personal plan within 28 days of starting the service, the plans should be reviewed in consultation with children where appropriate and their parents, once in every six months or before depending on the child's individual needs, this will support the childminder to show how she is developing children's individual interests inline with their current needs. See recommendation 1

The childminder described how she promoted positive behaviour at her service, this included encouraging children to talk through situations and teaching them to negotiate, this approach will support children to have empathy, develop their ability to compromise, enhance their self-confidence, self-esteem and manage their emotions when developing respectful friendships.

We saw children having their lunch at the service, this included a sandwich, fruit and yoghurt. The childminder told us that she encouraged healthy lifestyles choices and was aware of the NHS Scotland 'Setting the Table' guidance, which supported her when preparing healthy snacks.  
<http://hubcareinspectorate.com/media/177298/nhs-setting-the-table.pdf>

We signposted the childminder to the Care Inspectorate 'Food Matters' and NHS 'Fun Foods First' document to further support healthy eating at an early stage. Information can be found here  
<https://hub.careinspectorate.com/how-we-support-improvement/care-inspectorate-programmes-and-publications/food-matters/>  
<https://hub.careinspectorate.com/media/1507/fun-foods-first-an-easy-guide-to-introducing-solid-foods.pdf>

The childminder told us that she encouraged children to try water, we spoke about the health benefits of children drinking water, enabling them to be energised and remain focused in their learning. Parents 'strongly agreed' that the childminder provides a healthy and well-balanced diet which meets their child's dietary and cultural needs. One parent told us that the childminder allows children to snack on fruit and yoghurts and provides healthy lunches for their children of soup and sandwiches. On occasion children are given treats, which they are consulted on. Another parent commented that their child has home cooked meals at the childminder's and isn't shy in asking for a second portion, they eat a lot of fruit as well as a little snack.

The childminder told us within her annual return that she was not registered as a food business and provided snacks only for children. She should contact the food safety officer from the local authority to determine if she is required to register as a food business operator. Information about operating as a food business can be found on the Food Standard Agency website [www.food.gov.uk](http://www.food.gov.uk). See recommendation 2

We looked at how the childminder would record information should a child require medication to be administered during childminding hours and found that the childminder did not have procedures, including consent and administration forms in place, to effectively safeguard children at the service. The childminder told us that the reason for this was she would rather not administer medication at her service, preventing children from spreading infection/germs. We signposted the childminder to our guidance - Management of Medication in Daycare of Children and Childminding Services (2014) this will support her to have safe and effective medication procedures in place to safeguard children.  
[https://www.careinspectorate.com/images/documents/1427/Childrens service medication guidance.pdf](https://www.careinspectorate.com/images/documents/1427/Childrens%20service%20medication%20guidance.pdf) See recommendation 3

## Requirements

**Number of requirements:** 0

## Recommendations

### Number of recommendations: 3

1. The childminder should record how children's health, wellbeing and safety needs will be met within their personal plan, this is to ensure that children's needs are planned for and met. To achieve this the plan should:

- Set out how the health, safety and wellbeing needs for children will be met.
- Record how children have progressed.
- Be put in place within 28 days of the child starting at the service.
- Be reviewed every six months or more often if the child's needs change.
- Be shared and updated with children, parents/carers.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "My personal plan (sometimes referred to as my 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) and "My needs as agreed in my personal plan, are fully met and my needs and choices are respected". (HSCS 1.23)

2. The provider should register with the local authority as a food business to ensure she is adhering to food safety standards.

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

3. The childminder should review her medication policy and procedures to reflect the Care Inspectorate publication - Management of Medication in Daycare of Children and Childminding Services (2014).

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

## Quality of environment

### Findings from the inspection

We found the childminder's home to be welcoming providing a child-centred and safe environment for children, the main areas used for play were the living room and enclosed rear garden. Among the positive questionnaires returned, parents 'strongly agreed' that there was enough space for their child to play and be involved in a range of activities. Resources were accessible to children, this included a play kitchen, keyboard, board games, crayons/pencils and selection of collage materials.

We saw that children had direct access to the enclosed rear garden, where there was a playhouse, selection of bikes and swing set. The childminder told us that she had recently introduced loose parts play indoors, this included materials for making a castle with drawbridge, pretend swimming pool and play theatre where children had put on a puppet show.

We discussed guidance documents such as, 'Space to Grow Indoor/Outdoor Settings', 'Loose Parts Play' and 'Out to Play' and how these documents can be used to further develop play experiences for children, helping them to engage further in the home and garden, improving children's creativity and imagination, enhancing their problem solving and social skills. Information can be found on our HUB [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com)

We found the service to be a well-maintained clean environment. Parents 'strongly agreed' that the childminder's home was a safe, secure, hygienic, smoke-free, pleasant and stimulating environment. The childminder told us that she ensures children wash their hands after using the toilet and after touching animals. We did not observe nappy changing, the childminder described her nappy changing procedures to us, this included the use of disposable gloves, apron and wipes. In addition, to using disinfectant materials when cleaning the changing mat between each use, helping to reduce the risk of cross contamination and infection. We signposted the childminder to the NHS Infection Prevention and Control in Childcare Settings. Information can be found here <https://hubcareinspectorate.com/media/1538/infection-prevention-and-control-in-childcare-settings.pdf>

The childminder used her car for business and appropriate insurance was available for parent's information, she ensured appropriate child seats were used with seatbelts which contributed towards the health and safety of children when traveling. The childminder told us how she regularly took children on visits to the library, soft play areas, the loch, woodland walks and parks. Children took part in physical experiences such as, climbing, walking along logs, playing on swings and attempting the zip line, this encouraged children's exploration of natural resources and opportunities to take part in risky adventurous play. One parent told us that they were more than happy with the activities their child had taken part in, where they tried new things with the childminder that they hadn't yet done with them.

During the visit the childminder told us that her partner helped her on occasions when collecting children from nursery/school. One parent told us that the childminder's partner helps with nursery pick up for their child and day to day around the home. Two parents told us that they were not aware that the childminder had anyone that assists with her service. The childminder must ensure that the information she shares with parents is correct. We discussed with the childminder that this is outwith her conditions of registration, as her partner is not included as an assistant on her registration certificate. The childminder was aware of this and said that it did not usually happen. We signposted the childminder to Registering and Running a Childminder Service: What you need to know. <https://www.careinspectorate.com/images/documents/157/Registering>  
See requirement 1

## Requirements

### Number of requirements: 1

1. The childminder must adhere to her conditions of registration. Only those named on the certificate should be providing care and support to minded children, this includes collecting children from nursery/school. The childminder must ensure that her partner is added as an assistant if she wants him to help with the service by 31 December 2019.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "I am confident that people who support and care for me have been appropriately and safely recruited" (HSCS 4.24). It also complies with 4(1)(a) - a provider must make proper provision for the health, welfare and safety of service users of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

## 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 told us that children and parents were part of the self-evaluation process through the means of daily conversations and private WhatsApp messages, that shared information of past and upcoming events and photographs of children's play experiences that were sent to parent/carers daily. This reassured parents that their child was safe, happy and achieving at the service and gave them an opportunity to be involved in making improvements and changes to the service. We signposted the childminder to the Health and Social Care Standards [www.newcarestandards.scot](http://www.newcarestandards.scot) this will further support her when evaluating what should be expected when delivering and using a quality care service, improving outcomes for children and families that attend.

We found the childminder to be fully committed and recognised that her years of practice had provided her with a wealth of experience when looking after minded children. It was clear from discussions with the childminder and comments received from parents that the childminder played a valuable role in some families lives for many years. One parent commented that the childminder was a lovely, caring and kind lady and they couldn't wish for a better person to be caring for their child. Another parent told us that the childminder made it easier for them to leave their child, she has been supportive and keeps them informed. They love hearing about their child's day, and you can see that she genuinely cares.

We found evidence during the visit that the childminder was updating her practice, this included undertaken training recently in child protection. The childminder had partially completed her first aid training, however, was unable to complete due to personal circumstances, we spoke about the importance of this being finalised as soon as possible, to equip her with up to date knowledge on how to deal with minor and major emergencies. We advised that the childminder continued to access the Care Inspectorate hub, familiarising herself with best practice guidance documents to further improve her practice, offering a high quality of care for children and families at the service.

We found the childminder demonstrated an understanding of her responsibilities to keep children safe, her child protection policy included contact details for the relevant agencies responsible for safeguarding children. We discussed as to the importance of child protection training being completed annually, this will help the childminder to update her knowledge and skills, which will contribute to maintaining the safety and wellbeing of children in her care.

## 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](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   |   |
|-------------|--------------------------|--|---|
| 3 Jul 2015  | Unannounced              | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>Not assessed<br>5 - Very good |
| 9 Aug 2011  | Announced (short notice) | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>Not assessed<br>5 - Very good<br>Not assessed  |
| 28 Jan 2011 | Announced (short notice) | Care and support<br>Environment<br>Staffing<br>Management and leadership | 5 - Very good<br>5 - Very good<br>Not assessed<br>Not assessed  |
| 16 Mar 2010 | Announced (short notice) | Care and support<br>Environment<br>Staffing<br>Management and leadership | 4 - Good<br>5 - Very good<br>4 - Good<br>Not assessed           |

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