

McRitchie, Karen

Child Minding

Type of inspection: Unannounced
Inspection completed on: 10 February 2020

Service provided by:
McRitchie, Karen

Service provider number:
SP2003907437

Care service number:
CS2003020332

Introduction

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

Mrs McRitchie is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, 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 children of the childminder's family. The childminder's home is situated in an urban area of a town close to a school and play park.

Aims of the service include:

- to provide stimulating home based care in a child centred environment
- treat each child as an individual
- ensure confidentiality at all times
- to keep accurate and up to date records
- maintain health and safety at all times.

What we did during our inspection

We compiled the report following an unannounced inspection which took place between 11.45am and 2.00pm on 10 February 2020. This inspection was carried out by one inspector.

We sent three Care Standards Questionnaires to the childminder to distribute to parents/carers. Two were returned.

We observed the care given by the childminder and looked at a number of documents including health and wellbeing records.

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 GIRFEC; safe, healthy, achieving, nurtured, active, respected, responsible and included (also known as SHANARRI).

Views of people using the service

There was a total of three pre-school children using the service at the time of inspection. The children had been using the service for a while and attended on a part time basis. We saw that the children were relaxed in the company of the childminder and each other and they played happily together with a variety of toys.

Care Standards Questionnaires indicated that overall parents were very happy with the service and written comments included:

'overall I'm really happy with Karen's service, it is exactly what I was looking for in a childminder, home from home and my child is always telling me about the things they have been up to and is thoroughly enjoying themselves'

'we are very happy with the care Karen has for our children, we all feel very comfortable in the home environment and the happiness of our children in her care'.

Self assessment

The Care Inspectorate received a completed self assessment document from the childminder. The childminder identified what they thought the service did well and gave examples of good practice.

We considered it would be beneficial for the childminder to record areas for development/improvement, linked to their own self evaluation and if relevant, previous inspection activity.

What the service did well

The childminder recognised the importance and benefits of having open communication with parents/carers and forming positive relationships with them. Minded children were being cared for in a responsive and nurturing environment that provided different experiences to support their overall health and wellbeing.

What the service could do better

The childminder maintains the system of review that includes parents/carers and children (where possible), so that the information held reflects each child's current needs and interest.

Children's experiences are further enhanced through the extension of open ended (no fixed purpose) and natural play materials, both outside and inside, with a view to extending the sense of adventure and excitement. Good practice documents should be used more readily for such purposes.

The childminder consolidates the process of continuous evaluation that seeks the views of children and parents/carers, as well as the impact of their own professional learning, leading to improved outcomes for children.

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 recognised the benefits of sharing information with parents/carers on a daily basis and establishing positive relationships with them so that children were well supported. In recognition of this, daily discussion, a daily diary and electronic communication were used for such purposes.

Throughout the inspection we saw that the children appeared to benefit from the warm and natural relationship that had been formed between them and the childminder. The childminder was responsive to the needs of each of the children which helped them to feel settled and assured. In recognition of the importance of friendships, a

play date had been arranged so that a child using the service could spend time with their friend, as they had left the service. We saw that they were clearly happy to see each other and played together alongside the other children.

The childminder requested information that was relevant to each of the children, (personal care plan), such as allergies, medication and dietary needs. This supported Getting It Right for Every Child (GIRFEC), the national guidance on early learning. Whilst we recognised that the childminder knew the children very well, all information related to the child including 'all about me' should be included as part of the review process. We also discussed the benefits of chronologies and recording key information/events as part of the assessment of a child's wellbeing. Ref: Building the ambition and Practice guide to chronologies - [hub.careinspectorate.com](https://www.hub.careinspectorate.com)

The childminder planned to undertake refresher training in child protection so that their knowledge of safeguarding children was sound. We advised the childminder to update the child protection policy, so that the correct agency contact details were readily available.

Documentation supported the safe management of medication, although none was being administered at the time of the inspection.

Although in general parents provided all snacks and meals for the children, the childminder had a selection of fruit and starchy foods available that supported good nutrition, if needed. We saw that children sat together at the table for their lunch and chatted happily together. The childminder sat with them and helped the youngest child, whilst promoting good social skills with all of the children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The childminder had taken positive steps to ensure that their home was clean, tidy and safe. The home and activities were reviewed so that any new/different risks were identified and could be addressed. The childminder followed good infection control procedures, such as hand hygiene and protective clothing during nappy changing, with a view to reducing the spread of infection.

Children were being cared for in a welcoming, clean and comfortable environment, that contributed to their confidence and self esteem. The lounge provided space for children to play on the floor with a variety of resources. During the inspection children chose to play with construction toys, puzzles, dolls, and toy figures and a wooden activity set, all were easily accessible within the room. The table in the kitchen was used for messy play activities and drawing as well as lunch and snacks. Large comfortable sofas enabled children to rest and recuperate as and when needed and a quieter space was also available for the youngest children.

We suggested that wider introduction and use of natural and random objects with no fixed purpose, indoors and outdoors would offer further opportunities for exploration and creativity. Reference: my world outdoors, loose parts play toolkit and our creative journey – hub.careinspectorate.com

The childminder had completed first aid training to ensure that they had appropriate knowledge to treat children should an accident occur. The childminder had a suitable format for recording accidents/incidents to ensure that correct information was held and exchanged with parents/carers.

The childminder recognised the benefits of outdoor play; the enclosed garden was used for such purposes. Children also went on outings to play parks, woodland walks and toddler group that enabled children to feel part of their local community. They were used readily by the childminder to provide a variety of outdoor experiences that supported children's development and wellbeing. Some photographs showed children enjoying the beach, picnics and playing at the toddler group.

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 aimed to work in partnership with parents, sharing information with them so that they felt valued and remained central to their child's care and wellbeing. The childminder had invited parents to give written feedback about the service. We saw that parents had been happy with the service provided by the childminder. Particular reference was made to the way the childminder listened to parents, responded to personal care needs, transition to nursery/school and the variety of play experiences.

The Care Standards Questionnaire also indicated that parents found the childminder open and approachable and that they knew concerns/complaints could be raised with the Care Inspectorate.

The childminder took account of the children's views/interests when organising activities. They had built and were building caring and nurturing relationships with each of the children so that they knew them well.

The childminder was a member of the Scottish Childminding Association (SCMA) and received the magazine that helped to keep them up to date with changes in practice and new initiatives. GIRFEC and SHANARRI were being

better reflected within the service and how the approach was able to improve wellbeing. They were aware of the Care Inspectorate hub (one stop shop to resources/best practice), we discussed how it could be used more readily to support improvement.

To help ensure that evaluation was a continuous process, we suggested that the childminder used a simple improvement plan to record action taken and service developments; learning from training/development and research could also be included. Recording key events/activities in a general diary may also be helpful for such purposes. We referred the childminder to your childminding journey, the new national learning framework to help childminders develop and grow their skills - childmindingjourney.scot.

We advised the childminder that updating service policies and procedures to reflect the Health and Social Care Standards would also be beneficial in understanding their relation to improvement.

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

Recommendation 1

The childminder should ensure that detailed information about each of the children is kept up to date so that it remains a true reflection of the child's needs/interests and takes account of the child's view (where possible), and parents/carers.

National Care Standards, Early education and childcare up to the age of 16 - Standard 3: Health and wellbeing

This recommendation was made on 7 April 2016.

Action taken on previous recommendation

Documentation related to the children had been reviewed more regularly so that information was up to date.

Recommendation 2

The childminder should ensure that medication procedures follow best practice. Further guidance can be found in the Care Inspectorate document: Management of medication in daycare of children and childminding services.

National Care Standards, Early education and childcare up to the age of 16 - Standard 3: Health and wellbeing

This recommendation was made on 7 April 2016.

Action taken on previous recommendation

Appropriate documentation was in place to support the safe administration of medication.

Recommendation 3

To sustain and maintain improvements with a view to enhancing the service to children, the childminder should continue to keep up to date with best practice, attend relevant training and evaluate the service through the involvement of parents/carers and children.

National Care Standards, Early education and childcare up to the age of 16 - Standard 13: Improving the service and Standard 14: Well managed service.

This recommendation was made on 7 April 2016.

Action taken on previous recommendation

The childminder was more familiar with the Care Inspectorate hub and relevant documents; the views of parents/carers and the children had been sought in relation to the service provision.

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	
15 Feb 2016	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 4 - Good
13 Jan 2015	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 5 - Very good Not assessed 3 - Adequate
20 Jan 2011	Announced	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
14 Dec 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
10 Jun 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good 4 - Good

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