

# Macadam, Pauline

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 14 February 2020

**Service provided by:**  
Macadam, Pauline

**Service provider number:**  
SP2008972600

**Care service number:**  
CS2008192417

## Introduction

Pauline Macadam is registered with the Care Inspectorate to provide a care service to a maximum of eight children at any one time under the age of 16, of whom a maximum of six will be under 12, 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 service will be provided at the address detailed in the notice granting registration. Overnight service will not be provided. The parts of the premises not to be used are three upstairs bedrooms and the attic.

The service is provided from the childminder's home, which is located within a residential area of Dundee. Her home is close to the local school, shops and other amenities. Children can access the garden space to the rear of the property. On the day of inspection there was one child present, however the childminder cares for nine children.

Aims of the service includes providing high quality childcare ensuring good adult to child ratios. Providing challenging and purposeful toys, games and activities relevant to children's needs, age and abilities.

The service has been registered since 22 December 2009.

## What we did during our inspection

Two inspectors from the Care Inspectorate carried out an unannounced inspection on 14 February 2020. Relevant documents and the premises were inspected where the service operates from.

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, achieving, nurtured, active, respected, responsible, included. These are often referred to as the SHANARRI wellbeing indicators.

## Views of people using the service

The one child present on the day of the inspection were observed to be satisfied and settled for the duration of the inspection.

The child was observed playing with pencils and paper and moving freely around the living room and dining area. There were appropriate interactions throughout the inspection. The child was comfortable with the childminder, seeking assurance and attention from her.

Due to the child being 15 months old, no views or comments could be collated.

There were no parents present at the time of the inspection. We sent Care Standards Questionnaires (CSQs) to the childminder to distribute to parents and carers prior to the inspection. We did not receive any responses.

## Self assessment

We did not receive a self assessment from the provider. Issues relating to quality assurance, acting on feedback from people using the service and the quality of the service's improvement plan were considered and discussed at inspection.

## What the service did well

The livingroom where the childminder offered a service from was warm, relaxed and spacious. The childminder had established positive relationships with the families who accessed the service. Information between the childminder and parents and carers was shared daily at pick ups and drop offs, along with Messenger and WhatsApp. This supported the childminder to provide adequate care that met children's needs.

## What the service could do better

The childminder should access training and new guidance to support and improve her service. There needs to be better systems in place to manage the childminder's paperwork. We expressed the importance of developing children's personal plans and highlighted the need to ensure each child has a personal plan with information to show their progress and development.

We outlined the need to have policies and procedures available and in place. We discussed core policies and highlighted the importance of reviewing them to ensure they are in line with current and best practice guidance.

## 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

The quality of care and support provided was evaluated to be adequate.

We found children to be welcomed into the service by the childminder who knew the children and their routines. The childminder had developed relationships with the children and their families in her care. Parents and carers were welcomed into the service and invited to share information about their child at drop off and pick up times. They also received text messages and photographs reassuring parents that their child was happy, safe and well.

We looked at some records for children that contained basic information. The childminder had been asked to develop these at her last inspection. Some personal plan information could not be located at the time of inspection. The plans reviewed contained very little information, when reviews had taken place, details of

children's achievements, interests, likes, dislikes and progress. This will now be moved to a requirement in this report **(see requirement 1)**.

We reviewed the childminder's procedures for administering medication. We found she did not have full written and recorded medication procedures available. We highlighted with the childminder the need to put in place a procedure to gain written consent and outline the details of the medication. For example, type of medication, reason for administering, dosage and time to be given. We signposted the childminder to 'Management of Medication in Day Care of Children and Childminding Services,' available on the Care Inspectorate Hub **(see recommendation 1)**.

The childminder promoted the children's knowledge of the world around them and the communities which they live within. For example, by visiting local parks, trips to the museum and visits to the local town centre. This supported children to develop relationships and be included in their wider community.

Toys and resources were available within the dining room, which children could independently access to support their play. The childminder also highlighted how she ensured toys are changed and updated.

The childminder had some knowledge about how to safeguard children while in her care. However, she had not attended child protection training for some time. We highlighted the importance of refreshing this at previous inspections. We also outlined the need for the childminder to complete first aid training to support safeguarding and management of accidents and incidents. As first aid training had not been complete this will remain a recommendation within this report **(see recommendation 2)**.

## Requirements

### Number of requirements: 1

1. In order to ensure children's needs are met, the childminder must implement a tailor-made personal plan for every child attending and have them available.

The service should have these in place by 1 April 2020.

In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed personal plan, created in partnership with children and parents/carers, within 28 days of starting in the service.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least once every six months whilst the child is attending the service.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state 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 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 5 (1) and (2)(a)(b) - Personal Plans.**

## Recommendations

### Number of recommendations: 2

1. To support children's health care and medical needs in a safe and effective way, the service should review the procedures for the management of medication in line with good practice guidance.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).**

2. To contribute to providing a safe service for children, the childminder should ensure that they attend training in 'First Aid.'

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My environment is secure and safe" (HSCS 5.17).**

**Grade:** 3 – adequate

## Quality of environment

### Findings from the inspection

The quality of environment was evaluated to be adequate.

We found the spaces used for childminding to be comfortable and suitably equipped for the age and number of children who care is provided to. Children could access the livingroom, dining room and bathroom on the lower level of the childminder's home. The dining room had good natural lighting with direct access to a secure rear garden. The garden allowed children to play outdoors with a range of outside play equipment. However, some areas of the garden required attention to make it more interesting and inviting for children. The childminder highlighted how she planned on developing and upgrading the garden area. We would encourage this to happen to support further opportunities for daily outdoor play and exercise. We signposted the childminder to 'My World Outdoors,' available on the Care Inspectorate Hub.

Toys and games were suitably stored within the dining room and outside shed. Children had direct access to toys, enabling them to choose toys and games independently. The childminder told us she always supervised the children in all areas herself.

We spoke with the childminder about how she manages infection control. The childminder told us she regularly wipes down worktops, carries out daily cleaning and weekly deep cleans. The childminder did not have gloves available at the time of inspection for nappy changing. We highlighted 'Infection Prevention and Control in Childcare Settings,' May 2018 and 'Good Practice Guidance.' We asked that practice and specific procedures are reviewed around nappy changing and handwashing. We signposted the childminder to the Care Inspectorate Hub for further information.

There were no risk assessments available to review at the time of inspection. We recommended at her previous inspection that the childminder carries out a full written risk assessment on her home, outings and garden area. This recommendation will be continued **(see recommendation 1)**.

Accidents and incidents were completed and shared with parents. We offered advice and guidance on how the recording could be better improved to support the management of accidents.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. In order to keep children safe, the childminder should carry out robust risk assessments daily on her home and garden and record her findings.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).**

**Grade:** 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We considered there were several areas that the childminder needed to work on to allow us to be fully confident she was following the most current legislation and good practice guidance. The quality of management and leadership was evaluated to be adequate.

The childminder's years of practice had provided her with some knowledge and experience in looking after children. Through discussion, it was clear the childminder had an understanding on how to support children's care and wellbeing. We observed her providing support and appropriate interactions that acknowledged children's feelings. These included providing a child cuddles, comfort and reassurance on their arrival. However, we found no evidence that the childminder was continually updating her practice to ensure she was trained and skilled to a high quality.

As recommended at the last inspection, the childminder should look to access training to support her in improving her knowledge and enhance her service delivery. We also highlighted the need for the childminder to expand her knowledge in current good practice documents and guidance. We advised how the childminder could use the Health and Social Care Standards (HSCS) to support ongoing professional development. By doing so could enhance the experiences and outcomes for children and families who access her service. The recommendation from the previous inspection will be continued **(see recommendation 1)**.

The childminder had not submitted her self assessment as requested. We reminded the childminder of her registration requirements. We recognised that the childminder has daily communication with parents and carers at drop off and pick ups, however no documentation was available to demonstrate how the service is evaluated. This was an area of recommendation at the previous inspection and will be continued (**see recommendation 2**).

The childminder highlighted how she had reviewed and updated her policy and procedure. However, at the time of inspection the childminder could not provide these. She did speak about key procedures and we highlighted the need to ensure all policies and procedures are in place. We also outlined how these should be readily available and accurate to the service which is delivered. This would support the childminder provide care and support that is consistent with the Health and Social Care Standards (HSCS).

We asked the childminder to maintain a written record of children's attendance and offered suggestions on how this could be done. It is important this information is recorded to help demonstrate compliance with conditions of registration.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The childminder should undertake learning and development in current good practice. This would contribute to service development, and children experiencing care and support based on relevant guidance and best practice.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).**

2. Parents and carers should be involved in the evaluation and the developments of the service to inform improvement.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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).**

**Grade:** 3 - adequate

## 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

To update her knowledge the childminder should update her first aid training. This will contribute to the safety and protection of the children attending the service.

**National Care Standards Early Education and Childcare Up to the Age of 16 – Standard 3: Health and Wellbeing.**

**This recommendation was made on 29 January 2018.**

#### Action taken on previous recommendation

This has yet to be actioned.

A further recommendation has been made.

#### Recommendation 2

To ensure children progression was being monitored, care and welfare information should be developed to include more thorough information on children, their achievements and progress.

**National Care Standards Early Education and Childcare Up to the Age of 16 – Standard 6.4: Support and Development.**

**This recommendation was made on 29 January 2018.**

#### Action taken on previous recommendation

A few brief observations were observed.

#### Recommendation 3

To contribute to providing a safe service for children the childminder should ensure they attend training in 'First Aid.'



## National Care Standards Early Education and Childcare Up to the Age of 16 – Standard 3.7: Health and Wellbeing.

This recommendation was made on 29 January 2018.

### Action taken on previous recommendation

Training had not been accessed.

## Recommendation 4

The childminder should undertake learning and development in current good practice. This would contribute to service development and children experiencing care and support based on relevant guidance and best practice.

## National Care Standards Early Education and Childcare Up to the Age of 16 – Standard 14.6: Well-Managed Service.

This recommendation was made on 12 March 2018.

### Action taken on previous recommendation

No training had been accessed since previous inspection.

## Recommendation 5

To ensure children progression is being monitored, care and welfare information should be developed to include more thorough information on children, their achievements and progress.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27).

This recommendation was made on 27 February 2019.

### Action taken on previous recommendation

This recommendation has been moved to a requirement as it has not been complete.

## Recommendation 6

To contribute to providing a safe service for children, the childminder should ensure that they attend training in 'First Aid.'

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).

This recommendation was made on 27 February 2019.

### Action taken on previous recommendation

This has yet to be actioned.

A further recommendation has been made.

## Recommendation 7

In order to keep children safe, the childminder should carry out robust risk assessments daily on her home and garden and record her findings.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "My environment is secure and safe" (HSCS 5.17).**

**This recommendation was made on 27 February 2019.**

### Action taken on previous recommendation

This has yet to be actioned.

A further recommendation has been made.

## Recommendation 8

Parents and carers should be involved in the evaluation and the developments of the service to inform improvement.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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 27 February 2019.**

### Action taken on previous recommendation

This has yet to be actioned.

A further recommendation has been made.

## Recommendation 9

The childminder should undertake learning and development in current good practice. This would contribute to service development, and children experiencing care and support based on relevant guidance and best practice.

**This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSC 4.11).**

**This recommendation was made on 27 February 2019.**

### Action taken on previous recommendation

This has yet to be actioned.

A further recommendation has been made.

## 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
17 Jan 2019	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
29 Jan 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
11 Jun 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
14 Jun 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
24 Aug 2012	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
31 Jan 2012	Announced (short notice)	Care and support	3 - Adequate
		Environment	Not assessed
		Staffing	3 - Adequate
		Management and leadership	Not assessed
30 Sep 2010	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	3 - Adequate
		Management and leadership	Not assessed

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