

# Karen McWilliams Childcare Child Minding

Type of inspection: Unannounced  
Inspection completed on: 19 February 2020

**Service provided by:**  
McWilliams, Karen

**Service provider number:**  
SP2005944351

**Care service number:**  
CS2005089045

## Introduction

Karen McWilliams Childcare is a childminding service which operates from the childminder's home in Barrhead, East Renfrewshire.

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

The childminder 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 children of the childminder's family.

## What we did during our inspection

We wrote this report after an unannounced inspection visit on 19 February 2020 between 09:30 and 11:00.

As part of the inspection, we took account of the completed annual return and self assessment forms that we asked the childminder to complete and submit to us.

We sent three care standards questionnaires to the childminder to distribute to parents of children who used the service. One questionnaire was returned. We were unable to speak to any parents on the day of inspection.

The childminder only had one child currently enrolled with her and the child attended two days a week. However, on the day of inspection the childminder also had two family member's children in her care. All children were under the age of 3. We were advised that this was not typical of the childminder's day and that the children were not registered with her nor were they regularly in her care. We were satisfied that the childminder was within her registration limits and had no concerns for the care that was being offered to children on this day.

During the inspection process, we visited the childminder at home. We spoke with her and then observed her caring for the minded child. We also looked at relevant written information about the service.

## Views of people using the service

We received one care standards questionnaire from a parent using the service. Their comments included:

"My daughter loves it at the childminder's. She feels loved and happy and always looks forward to going which makes me a happy mum going to work."

## Self assessment

We received a completed self assessment from the childminder which gave relevant information under each of the headings that we grade services under. The childminder identified what she thought the service did well and told us how the families who used the care service had given feedback which directed the improvements made by the childminder.

## What the service did well

The child in attendance was very young. We observed a lovely relationship between the childminder and minded child. The child seemed relaxed and content in her care and it was clear that the childminder was loving and kind towards the child.

## What the service could do better

The childminder should seek to update her training in regards to child protection and Pre Birth to Three to enable her to continue to offer the children in her care a safe and stimulating experience.

## 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 told us how she provided care for one young baby at the moment. She spoke through the process of registration and how she ensured the child's transition was smooth and a positive experience for all involved. She told us how she ensured she had been introduced to all family members that may be collecting the child prior to this happening and how she enforced a password system to keep the children in her care safe.

The childminder told us she had discussed with parents how they wish to be informed about their child's day with her and that they had opted to be kept up-to-date with text messages. The childminder was able to show us evidence of this taking place each day and lots of nice photographs were shared back and forth. This communication helped with the child's transition in and out of the service and with the care she experienced there.

The childminder told us she had gained further information from discussions with parents about their child's individual needs, likes and preferences and this was recorded in the child's individual plan. The childminder was able to discuss children's needs and interests and how she used this information to deliver the service.

Throughout the inspection, we observed the kind, caring and nurturing relationships that the childminder had with the minded child.

The childminder discussed how she would make sure that children were safe. For example, when selecting courses appropriate to their age and during journeys in and out of the car to various classes, clubs and parks.

The childminder had various paper risk assessments available to view. However, many of these were not kept up-to-date. It was discussed that perhaps fewer bits of paper would help the childminder to maintain these in a meaningful manner and she agreed to look at condensing these to more manageable and relevant checks.

We discussed with the childminder the importance of child protection training. Whilst this had been discussed at the last inspection in 2015, the childminder had not yet enrolled on training. The importance of this was reinforced and the childminder agreed to enrol on training promptly. This was actioned within hours of leaving the inspection and the childminder now has a date for updated training in this area.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The childminder's home was a clean and well-organised space which was welcoming to children and their families. The children had access to the living room, kitchen and toilet.

During our time there, we were able to see the minded child spend time in her bumble seat where she enjoyed watching the older two children play together. The child also enjoyed time on her play mat where older children read stories to her and sang songs to her. The childminder was able to show us a variety of resources and equipment which she had for the child and these were all clean and well-maintained.

The childminder spoke about being active in the community and attending various playgroups and classes. Given the young age of the minded child, we spoke with the childminder about being mindful of the pace of the day and ensuring enough time is built into each day for the baby to relax and explore her environment. The childminder agreed to consider this as the child develops and her needs change.

The childminder spoke about local parks which she enjoyed exploring with the children. Walks in the local community are a great way for young babies to explore the world around them and begin to develop their emerging literacy skills through talking about all the things you can see on your walk.

The childminder had a toilet downstairs which children had access to. Whilst the minded child was not yet at this stage, we discussed the importance of setting this up with paper towels or designated hand towels to dry hands should she register any older children. The childminder showed an understanding of good hand hygiene practices and assured us this would be implemented.

The childminder had a secure garden to the rear of the property which children had access to. There was a trampoline in the garden. We spoke to the childminder about developing a policy for this and referred her to best practice guidance available through the Scottish Childminding Association (SCMA) which states that children under the age of six should not be using the trampoline. The childminder agreed to implement a policy on this with immediate effect and reassured us that no minded children under this age would be using the trampoline.

**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 had parental questionnaires which she planned to hand out once the minded child had been in her care for six months or more. As the child, was still newly registered with the service this had not yet been carried out. The childminder was able to discuss with us the importance of gaining service users' feedback and addressing any comments made to her. This is something she feels confident in doing.

We spoke with the childminder regarding training and updating her practices. Through discussion, we agreed that Pre-Birth to Three training might be a good idea to allow her to offer the best care to the young baby registered. The childminder spoke to the Scottish Childminding Association (SCMA) after the inspection where she was added to a list to be notified when a space becomes available for this. We encouraged the childminder to make good use of the Care Inspectorate's online facility, The Hub, and SCMA training where there is a wealth of online training available to her.

The childminder gave parents access to the complaints procedure. This created an opportunity for parents to raise any concerns they may have about the service. No complaints had ever been received about the service.

**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 review and update her medication policy to include current good practice. National Care Standards, Standard 3: Health and Wellbeing.

**This recommendation was made on 11 February 2016.**

#### Action taken on previous recommendation

Although there was no medication within the service on the day of inspection, we reviewed medication paperwork and were satisfied that this now meets best practice guidance.

### 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	
29 Sep 2015	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed 4 - Good
29 Nov 2011	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed Not assessed
27 Apr 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed 5 - Very good Not assessed
30 Oct 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

## 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 ਵਿਚ 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.