

# Wright, Schonaid Catriona Child Minding

Livingston

**Type of inspection:**  
Unannounced

**Completed on:**  
13 March 2020

**Service provided by:**  
Wright, Schonaid Catriona

**Service provider number:**  
SP2006959987

**Service no:**  
CS2006126869

## About the service we inspected

We are committed to improving the health and wellbeing of all children receiving a care service to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It is a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people and how they can act to deliver these improvements. Getting it Right for Every Child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it Right for Every Child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are safe, healthy, achieving, nurtured, active, respected, responsible and included, often referred to as 'SHANARRI.' Information relating to this can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

Mrs Wright is the sole provider of the childminding service and will be referred to as 'the childminder' in this report.

The service is registered to provide care 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 the childminder's family.

The service operates from the childminder's family home, which is in a built up housing area, close to local shops and amenities in Livingston, West Lothian. The areas of the house used for childminding include the living room and dining area, toilet and an enclosed garden to the rear of the house.

On the first day of the inspection three minded children were present as well as a friends child. One child was late being collected which meant the childminder was operating out with her conditions of registration for a short period of time. She must ensure that the times of children's attendance means the conditions of registration is complied with.

## How we inspected the service

We carried out an unannounced follow up inspection on Wednesday 11 March 2020. We spent between 13:30 and 14:30 with the childminder before she left to collect children from school. We completed the inspection on Friday 13 March 2020 between 09:00 and 11:00.

During this inspection process we looked around the areas of the childminder's home used by minded children and gathered evidence from:

- Information gathered about children.
- Certificate of registration.
- Public liability insurance
- Information from the Annual Return document
- Observation of practice and the environment
- Risk assessment for the environment and outings

- Register

## Taking the views of people using the service into account

Three pre-school children were present during the inspection. Although too young to fully give their views we saw they were happy in the care of the childminder. They asked for activities they wanted to play with and shared what they were doing with her.

## Taking carers' views into account

We did not receive any views from carers for this inspection.

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

### Previous requirements

#### Requirement 1

To improve the quality experience and environment for children the childminder must:

Provide activities that are responsive to children's needs and choices. Improve resources and the layout of the playroom. Consideration must be given to the space available and the number of children attending the service. Provide opportunities for young children to play outdoors regularly.

This is in order to comply with Regulation 10(2)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

Timescale: 28 October 2019.

**This requirement was made on 7 October 2019.**

#### Action taken on previous requirement

The childminder had reorganised the playroom had purchased new resources for children. These included building bricks, train set, books and activity centres. They were stored at child height so they could choose what they wanted to do. There was clear floor space where children could play or sit at the small table. Children could move between the playroom and lounge area. The childminder had cleaned the garden area and advised she used the grass area at the side of the house for outdoor play.

#### Met - outwith timescales

#### Requirement 2

In order that children receive responsive care and support by trained, competent and skilled staff the childminder must provide a training plan outlining how she intends to improve her service by identifying key courses and online learning to be undertaken.

This is in order to comply with Regulation 15(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).  
Timescale: 28 October 2019.

**This requirement was made on 7 October 2019.**

## Action taken on previous requirement

The childminder had attended training in paediatric first aid and GIRFEC into practice. She advised she was going to complete Science, Technology, Engineering and Mathematics (STEM) training. She had not devised a plan which outlined any further learning she had identified, so has still to develop this.

**Not met**

## Requirement 3

The childminder must make proper provision for the health, welfare and safety of children. In this instance the childminder must ensure that: Permission for unsupervised play outside the childminder's home must be fully discussed and documented and signed by the parents. Children walking to and from the service must also have a permissions record signed by the parents. Risk assessments must be in place for the individual children to ensure that children are safe when playing away from the childminders or walking to or from the service. Controls must be introduced to monitor screen time and content. This should be discussed with the parents.

This is in order to comply with Regulation 10(2)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).  
Timescale: 28 October 2019.

**This requirement was made on 7 October 2019.**

## Action taken on previous requirement

Permission was in place to allow older children to play unsupervised outdoor and walk home from school. A system had been introduced where parents had agreed the amount of screen time children had access to. The childminder described what systems were in place to safeguard children such as texting to say they are on their way to her. We saw communication had taken place. She needs to have this written as part of the risk assessment within children's plans.

**Not met**

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

### Previous recommendations

#### Recommendation 1

We recommend that the childminder continue to improve children's personal plans to show their progress in a meaningful way. This could include:

- the strategies in place to support children in line with the wellbeing indicators
- clear plans to help children achieve
- updates on their likes and dislikes
- updates at least once in every six months or when there is a significant change in children's circumstances, including a formal review of children's progress
- parental involvement and discussion
- child involvement and discussion
- significant events which may give rise to an additional support need, short or long term.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my personal 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 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17).

**This recommendation was made on 1 August 2019.**

#### Action taken on previous recommendation

The childminder had updated the format for children's personal plans. In the plans we sampled we saw they contained information about the areas they needed support with and how this would be achieved. We discussed how she could further develop them by including more information about strategies being used with children. This recommendation is met in part and we will amend it to reflect the parts she still has to meet such as formal reviews with parents.

#### Recommendation 2

We recommend that the safety measures and boundaries in place for children accessing the local community independently should be included in children's personal plans. This should involve children and families confirming that they understand this. Details may include:

- places they can access independently
- places they are not allowed to access
- what to do in an emergency
- expected behaviour when in the local community
- measures in place to reduce risks to children.

This will ensure children are kept safe while also supporting them to be independent and responsible.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'my personal 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 'I am fully involved in developing and reviewing my personal plan, which is always available to me'. (HSCS 2.17). And 'my environment is secure and safe' (HSCS 5.17).

**This recommendation was made on 1 August 2019.**

## Action taken on previous recommendation

There was permission in place for older children to access they local community and walking home from school. The childminder told us how she minimised risk for children such as texting each other when they were expected to arrive. This needs to be written into the plan.

## Recommendation 3

We recommend that the childminder introduce more formal systems to evaluate the quality of her service. This could include:

- using best practice documents to self reflect on what is good about the service and what could be better
- information on any changes made to the service such as new resources or new outings, including why this change was made.

This will help families feel included and respected. It will also help the childminder to identify areas for improvement by herself, constantly improving children's experiences.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance systems. (HSCS 4.19).

**This recommendation was made on 1 August 2019.**

## Action taken on previous recommendation

The childminder had re-organised the playroom and bought new resources for the service to meet the needs of the children attending. She had updated personal plans and had appropriate written permission for older children to walk home unsupervised or play outdoors. The systems could be more formal with some written information about how the changes have benefitted children.

## Recommendation 4

We recommend that the childminder read and reflect on her practice in line with best practice documents. This should include:

- Building the Ambition (2016) (<http://www.gov.scot/Resource/0045/00458455.pdf>)
- Health and Social Care Standards (2017) ([www.newcarestandards.scot](http://www.newcarestandards.scot))
- My World Outdoors (2016) ([http://www.careinspectorate.com/images/documents/3091/My\\_world\\_outdoors\\_-\\_early\\_years\\_good\\_practice\\_2016.pdf](http://www.careinspectorate.com/images/documents/3091/My_world_outdoors_-_early_years_good_practice_2016.pdf))

This will contribute towards improved outcomes for children.

This is to ensure confidence in the people who support and care for me and 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 their professional and organisational codes'. (HSCS 3.14) and I experience high quality care and support on relevant evidence, guidance and best practice'. (HSCS 4.11)

This recommendation was made on 1 August 2019.

#### Action taken on previous recommendation

The childminder has still to get some of the documents recommended so we will continue this recommendation.

#### Recommendation 5

To improve her professional development, the childminder should identify training or research that will help her develop her skills and knowledge to enable the development of her service. This should include First Aid training. She should keep a record of this to show how it has helped improve her service.

This is to ensure confidence in the people who support and care for me and 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 1 August 2019.

#### Action taken on previous recommendation

The childminder has completed first aid training and GIRFEC into practice, She was able to tell us how this had helped her practice. She had identified STEM training as the next online course she will undertake. She still needs to have a way of demonstrating how has a positive impact on her service.

## Complaints

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings
14 Nov 2019	Re-grade	Care and support
		2 - Weak
		Environment
		2 - Weak
		Staffing
		Not assessed
		Management and leadership
		2 - Weak

Date	Type	Gradings
4 Jul 2019	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 3 - Adequate
4 Jul 2018	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 3 - Adequate
12 Sep 2017	Unannounced	Care and support Environment Staffing Management and leadership 3 - Adequate 3 - Adequate Not assessed 3 - Adequate
24 Nov 2016	Unannounced	Care and support Environment Staffing Management and leadership 1 - Unsatisfactory 1 - Unsatisfactory Not assessed 1 - Unsatisfactory
19 Nov 2015	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good Not assessed 3 - Adequate
26 Jun 2014	Announced (short notice)	Care and support Environment Staffing Management and leadership 3 - Adequate 4 - Good Not assessed 3 - Adequate
25 Jul 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 3 - Adequate Not assessed
29 Aug 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 4 - Good 4 - Good 1 - Unsatisfactory Not assessed

Date	Type	Gradings	
12 Sep 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
18 Feb 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
17 Nov 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 3 - Adequate Not assessed
24 Nov 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	2 - Weak 3 - Adequate 2 - Weak 2 - Weak

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