

# Watson, Maureen Child Minding

Perth

**Type of inspection:**  
Unannounced

**Completed on:**  
16 December 2020

**Service provided by:**  
Watson Maureen

**Service provider number:**  
SP2003905469

**Service no:**  
CS2003010064

## About the service

This service has been registered since 2002.

Maureen Watson provides her childminding service from her home in a residential area of Perth. The minded children have access to the living room, playroom, bathroom and the garden to the rear of the property.

The service is registered to provide a care service to a maximum of eight children under the age of 16 years. 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 foster children as well as children of the childminder's family.

We carried out an unannounced inspection on 07 December 2020 between 10:45 and 12:30. A second visit was carried out on 14 December 2020 between 15:45 and 16:30. Feedback was given to the childminder on 16 December 2020.

This inspection was carried out by one inspector from the Care Inspectorate.

This was a focussed inspection to evaluate how well children were being supported during the COVID-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

We issued a serious concern letter on 8 December 2020, requiring the childminder to make immediate improvements in relation to infection prevention and control measures. Due to the nature of our concerns and to conclude the inspection a second visit was carried out by one inspector on 14 December 2020 between 15:45 and 16:30, to ensure that improvements were being made to address the requirement made in the letter of serious concern.

We will work collaboratively with the childminder to support improvements ensuring the best outcomes for children attending the service.

## What people told us

Three young children were present during the inspection. They told us:

- "Like playing with my friend's that come here"
- "Take off my wellies"
- "Use Santa Claus soap"
- "We use these towels"
- "Have fun."

We gave the childminder our contact details to pass onto parents and carers to provide feedback. At the time of writing this report, we had not received any feedback from parents and carers.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	1 - Unsatisfactory
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

## 1 - Unsatisfactory

### 5.1: Children's health and wellbeing are supported and safeguarded during COVID-19

We evaluated the childminder as weak in this area.

The childminder had a kind and caring manner towards the minded children. It was evident through their interactions and engagement that they had formed positive relationships. They were relaxed and happy in each other's company.

The childminder told us that she used verbal discussions and songs to support children to develop an understanding of changes to their routines. We suggested using a variety of play activities such as books and science experiments to further support children to understand the need for good hygiene and changes to their routines.

The childminder could tell us about the children's interests, however on the day of inspection the personal plan information had not been reviewed for some time and was out of date. At the previous inspection, a recommendation was made stating that personal plans should be kept up to date and reviewed with parents. We discussed the importance of reviewing this information with parents every six months to take better account of children's care needs and the potential impact of the pandemic. The childminder was responsive to this discussion and had reviewed personal plan information for almost all the children prior to the inspection being finalised. This has been made a requirement within this report. (see requirement 1).

The childminder knew the families well and used daily discussions and telephone calls to share information. We would ask that the childminder develop a policy to outline the process should a child become unwell while attending the service. The childminder told us that parents were aware of the expectations should a child become unwell at home. We suggested that she share information on the Scottish Government Test and Protect procedure to ensure that they were well enough informed. We discussed parents not entering the childminders home unless a child required comfort and support and agreed the childminder include this information within her policy. (see requirement 3).

Following a recommendation from the previous inspection the childminder had developed a questionnaire to involve the parents and children in the evaluation of her service. We observed some evidence of these. This system was in the early stages and we discussed how the information gathered could be used to inform future developments within the service. This remains an area for improvement within this report. (see area for improvement 1).

### 5.2: Infection prevention and control practices support a safe environment for children and staff

We evaluated the childminder as unsatisfactory in this area.

During our inspection we identified infection prevention and control measures were not maintained to an appropriate and safe standard to ensure the wellbeing of children. For example, we observed excessive clutter of unclean resources and toys in the playroom which limited children's space to play. We found equipment to support children in the toilet unclean and an excessive number of resources and toys outdoors that were unsuitable and unsafe for children. The childminder had not developed a cleaning schedule to support the need for enhanced cleaning. The childminder was responsive to this and we noted some

improvements had been made before the inspection was concluded. However, the outdoor area required further improvements and remains a requirement within this report. (see requirement 2).

We found the childminder had basic knowledge of COVID-19 guidance and she had not undertaken any further training or self-directed, professional reading to develop her understanding of the current situation. We discussed the importance of development and training and the positive impact this can have on the children using the service. This was a recommendation made at the previous inspection and will remain within this report as an area for improvement (see area for improvement 2).

We found no risk assessments or policies in place to ensure the safety and wellbeing of the children and their families using the service in line with COVID-19 guidance. The childminder must improve how risks are managed within the service by developing a risk assessment in line with current national guidance. A policy should be developed to ensure a consistent approach with families in understanding COVID-19 guidance. (see requirement 3).

On the day of inspection, we were concerned that the cleaning regime was ineffective. We suggested the childminder develop a cleaning schedule to ensure the cleaning of resources and toys both indoors and outdoors is maintained to a safe standard. This would be in line with Covid-19 guidance. (see requirement 2).

We discussed the importance of always using aprons and gloves and using a changing mat when changing nappies. This would contribute to keeping children safe and healthy in their care environment. The childminder was responsive to this before the inspection was concluded and had personal protective equipment (PPE) available for when she is assisting with personal care. (see requirement 2).

The childminder should continue to review and develop her service in line with best practice guidance as outlined in this report. Information can be found here:  
<https://hub.careinspectorate.com/>

## Requirements

1. By 20 January 2021, the childminder must ensure that personal plans are kept up to date for each of the minded children. The plan's must be reviewed with parents very six months. This is to ensure that the health and wellbeing of all the children is protected and that all necessary information is available to the childminder.

**This is in order to ensure that the quality of the care and support is consistent with the Health and Social Care Standards which state that:**

**As a child, "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); and  
 In order to comply with This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 SSI 2011, 210 Regulation Personal Plans - 5(1)(a).**

2. By 20 January 2021, the provider must ensure appropriate infection control and safety of resources and toys is maintained throughout the service in line with Scottish Government and Health Protection Scotland COVID-19 guidance. Children must be cared for in a safe and hygienic environment.

This is in order to ensure that the quality of care and support is consistent with the Health and Social Care Standards which state that:

"My environment is secure and safe" (HSCS 5.17); and

In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) and (d) health, welfare and safety of service users, and have appropriate procedures for the prevention and control of infection.

3. By 20 January 2021, the childminder must improve how risks are managed within the service by developing a risk assessment and policy with clear reference to enhanced measures needed in line with Covid-19 guidance.

This is in order to ensure that the quality of care and support is consistent with the Health and Social Care Standards which state that:

"My environment is secure and safe" (HSCS 5.17); and

In order to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (Scottish Statutory Instruments 2011/210) Regulation 4(1)(a) and (d) health, welfare and safety of service users, and have appropriate procedures for the prevention and control of infection.

## Areas for improvement

1. The childminder should further develop quality assurance systems, continuing to involve children and all parents in service evaluation and use this information to inform future improvements of the service.

This is in order to ensure that the quality of care and support 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 processes." (HSCS 4.19).

2. To keep children safe and support their health and wellbeing. The childminder should undertake learning and development in COVID-19 guidance and current best practice documents. This would contribute to service development and children experiencing care and support that meets their needs.

This is to ensure 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).

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

### Requirements

#### Requirement 1

To ensure the health and welfare of children attending the service the provider must begin to declutter areas used by the children and carry out regular cleaning tasks to ensure the environment is safe and well maintained.

This is to ensure care and support is consistent with the Health and Social Care Standards, which state 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22). It is also necessary to comply with The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (SSI 2011/210) Regulation 4(1)(a) Health, welfare and safety of service users.

Timescale for this requirement: by 14 October 2019.

This requirement was made on 29 August 2019.

#### Action taken on previous requirement

The environment had an excessive amount of unclean and unsafe resources, toys and equipment present on the day of inspection.

**Not met**

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

### Areas for improvement

#### Previous area for improvement 1

The childminder should review care plan information and permissions every six months or sooner if required in consultation with parents/carers to ensure all information held is up-to-date.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards, 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).

This area for improvement was made on 29 August 2019.

## Action taken since then

Care plan information was not up to date.

## Previous area for improvement 2

The childminder should further develop her risk assessments to ensure they reflect her service, current best practice guidance and the activities and outings children enjoy when attending.

This is in order to ensure that care and support is consistent with the Health and Social Care Standards which state that:

"My environment is safe and secure." (HSCS 5.17).

This area for improvement was made on 29 August 2019.

## Action taken since then

No risk assessment had been developed to support service delivery.

## Previous area for improvement 3

It is recommended that the childminder access information about GIRFEC and the latest best practice guidance, to support her to ensure the service is working to current best practice guidance and meeting children's needs effectively.

This is in order to ensure that the quality of care and support is consistent with the Health and Social Care Standards which state that:

"I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11).

This area for improvement was made on 19 August 2019.

## Action taken since then

Childminder had limited knowledge of COVID-19 guidance and no other training or research had been undertaken

## Previous area for improvement 4

The childminder should further develop quality assurance systems, including completing self assessments within the required timescales and involving children and parents in service evaluation.

This is in order to ensure that the quality of care and support 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 processes." (HSCS 4.19).

This area for improvement was made on 19 August 2019.



## Action taken since then

Some evidence of gathering views of children and families, however this information had not be used to inform future plans or improvements to the service

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	1 - Unsatisfactory
5.1 Children's health and well being are supported and safeguarded during COVID-19	2 - Weak
5.2 Infection prevention and control practices support a safe environment for children and staff	1 - Unsatisfactory

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