

McWilliam, Deborah Child Minding

Aberdeen

Type of inspection:
Announced (short notice)

Completed on:
11 December 2020

Service provided by:

Service provider number:
SP2013985151

Service no:
CS2013319123

About the service

We carried out a virtual inspection of Deborah McWilliam's childminding service. We used Near Me Technology and telephone calls to engage with the childminder and parents and assessed relevant documents that we requested. Feedback was given to the childminder on 11th December 2020.

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.

The childminder had improved her childminding service since the last inspection. As a result, some recommendations had been met. However, due to the nature of the virtual inspection during the COVID-19 pandemic not all of the recommendations could be assessed.

Deborah McWilliam was registered with the Care Inspectorate on 4th April 2014 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 6 under the age of 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

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight care will not be provided.

Aims and values of the service are-

'My setting will provide every child within my care a safe and secure environment.

I aim to provide parents confidence in my abilities to give their children a high standard of care, ensuring they are happy and healthy.

All children will be treated as individuals and their views will always be listened too.

My setting will be a stimulating, fun, learning environment which all children will be welcomed into.

Parent's communication is vital, and I understand the level of trust they place with me, caring for their child'.

What people told us

We contacted 2 parents. They felt the childminder was caring and had formed good relationships with their children. They felt procedures for picking up and dropping off children supported their safety during COVID-19 and that children's experiences were positive.

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?	4 - Good
--	----------

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?

4 - Good

Quality indicator 5.1: Children's Health and Wellbeing are supported and safeguarded during the COVID-19 Pandemic.

- Children are nurtured and supported throughout their changed experience in their early learning and childcare setting.
- Effective communication with families enables responsive care to support children through changing circumstances.

We saw that the childminder was warm and caring with the children helping them to feel at ease. The service had been open during the lockdown period, maintaining consistency of care for the children. Other children had settled in well to her service and appeared happy in the childminder's care. The childminder had redecorated her home and made it an inviting and warm space for the children. Parents described how their child enjoyed going to Deborah's.

The childminder had followed the guidance during the COVID-19 pandemic helping to keep children and herself safe. The children knew why there were changes such as increased washing of their hands, especially the older ones, and the childminder tried to make it fun by singing along with them.

Many of the policies were updated and recently reviewed such as child protection, COVID-19, infection prevention and control and medication. The childminder used disposable aprons and gloves during nappy changes, limiting the spread of infection.

Children's personal plans contained relevant information to help keep children safe. They had been reviewed within an appropriate timescale. The plans included information about the child's development, achievements and next steps in relation to some of the SHANARRI wellbeing indicators. The childminder described how to correctly store and administer medication. To enhance children's personal plans they should include extra information relating to the child where necessary, for example, information on healthcare needs.

The childminder also worked as a community childminder, having completed training through the SCMA (Scottish Childminding Association). Training included planning for children's personal care needs, child protection, COVID-19 and infection prevention and control. This had ensured the childminder's knowledge was up to date and that she was working to best practice guidelines. This promoted positive outcomes for her minded children. The childminder was also undertaking a childcare qualification at Scottish Vocational Level 3; this will help her to provide quality learning experiences for the children and have the best knowledge to help keep children safe in her care. On reflection, the childminder described how training had made her more confident in her practice with the children.

The childminder had previously gained parents' and older children's views using questionnaires. Continuing to evaluate her service during the pandemic and gain feedback from parents and children will help her to make further improvements to her service while also, making them feel included.

Quality indicator 5.2: Infection Prevention and Control Practices support a Safe Environment for Children and Staff.

- Children are protected as staff take all necessary precautions to prevent the spread of infection.

The childminder had improved the environment for the children. During the virtual inspection we could see that new flooring had been installed in the bathroom, on the stairs and in the living room.

Procedures had been changed when picking up and dropping off children to help ensure social distancing during COVID-19. The COVID-19 policy set out the changes where parents were to drop off and pick up their children at the door and were not allowed to enter the house. This was confirmed by parents we spoke with.

It had been communicated with parents that children were to remain at home if unwell. The childminder described the correct procedure if any child developed symptoms or became unwell in her service. These measures would help to limit the spread of infection and to keep children healthy and safe.

Enhanced cleaning procedures had been put in place to support a safe environment for children and the childminder. Frequent touch point areas, the kitchen and bathroom were cleaned regularly with a deep clean. No items were taken from home into the setting. Toys were cleaned daily and each child had their own disposable cutlery which was single use.

The childminder stated that the children played outside in the garden daily and regularly visited farm animals such as sheep and horses nearby. The garden had a shelter area with a rug so that the children had more opportunities to be active outside in all weathers. Being outdoors helped to control the spread of COVID-19 and contributed to positive mental and physical wellbeing amongst the children. The childminder was currently working on the garden and outdoor play as an area for improvement. Her plans included developing a mud kitchen and areas for planting activities for the children. The childminder was also putting up a fence in her front garden making it safe and secure for the children to play in.

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

To support children to eat healthily and support their dental health the childminder should ensure that she only provide drinks and snacks which reflect best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning" (HSCS 1.33).

'Setting the Table' - <http://hub.careinspectorate.com/media/177298/nhs-setting-the-table-updated-jan-2015.pdf>

Not assessed.

This area for improvement was made on 4 October 2018.

Action taken since then

Not assessed. However, the childminder has a healthy eating policy.

Previous area for improvement 2

To help keep children safe and ensure she knows how to respond effectively to child protection concerns, the childminder should further develop her child protection policy.

This is to ensure that care and support is consistent with the Health and Social Care Standards which states that "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

This area for improvement was made on 4 October 2018.

Action taken since then

The childminder had an updated child protection policy. It stated she had read the National Guidance on Child Protection 2014. She described a basic knowledge on what to look out for and how to correctly report child protection concerns.

Met

Previous area for improvement 3

To support children's health needs effectively the childminder should put in place an administration of medication procedure taking account of best practice.

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

Management of medication in daycare of children and childminding services

<http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

This area for improvement was made on 4 October 2018.

Action taken since then

There was no reference to the medication guidance. However, the childminder described correct procedures around storing (long term), administering medication, gaining parent signatures and informing when medicine had been given. There was an updated medication policy which should be reviewed 6 monthly or earlier if required

Met

Previous area for improvement 4

To keep children healthy and control infection the childminder should update her knowledge in relation to nappy changing taking account of best practice and update her policy.

This is to ensure that 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).

Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings)

<http://hub.careinspectorate.com/media/726344/infection-prevention-and-control-daycare-and-childminding-settings-2018.pdf>

This area for improvement was made on 4 October 2018.

Action taken since then

The childminder described correct procedure for nappy changing, using the correct PPE, apron and gloves. She included this information in her infection prevention and control policy.

Met

Previous area for improvement 5

To support a homely environment for children and to help keep them protected from infection flooring should be promptly put in place in the stairway and bathroom.

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

This area for improvement was made on 4 October 2018.

Action taken since then

Deborah showed us virtually during inspection that there was new flooring in bathroom and a new carpet on the stairs and floor.

Met

Previous area for improvement 6

To help support children to have fun whilst developing their skills and to encourage them to be creative the childminder should further develop activities for the children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "as a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling" (HSCS 1.30).

This area for improvement was made on 4 October 2018.

Action taken since then

Not assessed.

Previous area for improvement 7

To support children to benefit more from outdoor learning and play the childminder should create more opportunities for children to explore different natural environments within the community.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "as a child, I play outdoors every day and regularly explore a natural environment" (HSCS 1.32).

'My World Outdoors'

<http://hub.careinspectorate.com/improvement/care-inspectorate-programmes,-projects-and-publications/my-world-outdoors/>

This area for improvement was made on 4 October 2018.

Action taken since then

Not assessed.

The childminder said they regularly visit sheep and horses nearby. They go outside to play in her garden and she has a shelter with a rug on the floor so they can still stay out when it rains. She is developing her outdoor area as part of her improvement plan, adding a fence to front garden making it more secure and adding planting activities for the children.

Previous area for improvement 8

In order to provide high quality care and support by keeping her knowledge up to date the childminder should undertake relevant training on a regular and ongoing basis.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 4 October 2018.

Action taken since then

Not assessed.

Deborah is undertaking her SVQ3 and said it has been a great help to her business. She is more confident on how to care and provide stimulating activities for the children. She has recently completed a range of training provided by SCMA on COVID-19, early years, child protection, care plans, community childminder, me2. She is also a community childminder.

Previous area for improvement 9

To support improvement of the service the childminder should further develop the ways in which she evaluates her service and then use this in an effective way.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that "I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes" (HSCS 4.19).

'Your Childminding Journey'

<http://hub.careinspectorate.com/knowledge/useful-links/2017/09/your-childminding-journey/>

'My Childminding Experience'

<http://hub.careinspectorate.com/media/582717/my-childminding-experience.pdf>

This area for improvement was made on 4 October 2018.

Action taken since then

Not assessed.

Deborah mentioned she had questionnaires that she gives out to parents and older children to gain their views.

Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	4 - Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	4 - Good
5.2 Infection prevention and control practices support a safe environment for children and staff	4 - 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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.