

# Cassidy, Carol Ann

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 27 July 2021

**Service provided by:**

**Service provider number:**  
SP2005943355

**Care service number:**  
CS2005086412

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service is provided from the childminder's home in the Paisley area of Renfrewshire.

Current registration allows the childminder to care for a maximum of six children at any one time under the age of 16 years. Of these six children, no more than three shall not yet be attending primary school and no more than one of these three will be under 12 months of age. Numbers are inclusive of family members.

## What we did during our inspection

We wrote this report following an unannounced inspection that took place on 27 July 2021. The inspection was undertaken by one inspector. Feedback was given to the childminder on the same day.

During this inspection process we gathered evidence from various sources, including the following:

Discussion with the childminder and observations of one child who was present during the visit.

We considered the service's:

- aims and objectives
- certificate of registration
- a range of policies and procedures

We took the findings from the above into account for the purpose of reporting.

## Views of people using the service

We chatted with the child who was present during the inspection. He was able to tell us that he enjoyed attending the childminders and that the childminder had purchased toys especially for him and his interests.

During our visit the child played indoors and outdoors and was able to access resources of his choice.

## Self assessment

A self assessment was not requested as part of this inspection visit.

## What the service did well

During the inspection we saw how the childminder made children feel safe and secure through dependable attachments and a trusting relationship.

The childminder's tailored communication methods to suit different family needs, through texts and phone calls. This helped share valuable information to support transitions and the smooth running of the service.

## What the service could do better

The childminder should continue to keep up to date with developments and guidance within the childcare sector.

## 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 was friendly, caring and nurturing in her interactions with the minded child present during our visit. We observed the child taking part in pretend play and other play activities and found these to be relaxed and positive experiences for the child. The childminder supported the children well throughout.

Chats with parents at drop off and pick up times ensured the childminder was familiar with any changes to children's routines, respecting parent's wishes and supporting her in providing good continuity of care. The childminder described how she worked with parents throughout the pandemic to meet the children's needs, this included electronic messages through messenger and regular phone calls.

Personal plans were in place for each of the children as required. These contained children's personal information and care and support needs such as their routines, health and nutritional needs and stage of development. We advised where information should be reviewed more regularly to support the youngest children.

Children's physical and emotional health was promoted as they enjoyed daily access to fresh air and energetic play. Children had regular, daily opportunities to be outdoors. They went for walks in the local community and played a variety of games in the garden.

The childminder was aware of her responsibilities for protecting children from harm and followed the relevant guidance for her service.

### Requirements

Number of requirements: 0

### Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

The childminder had created a pleasant and welcoming environment. It was noted as being bright, attractive and fresh. Children had access to all areas on the ground floor, including a back garden area.

We saw that her home was clean and she described the additional and enhanced cleaning measures she had put in place for toys and other frequently touched points like door handles.

She had introduced other procedures including not allowing parents into her home, physical distancing and wearing a mask when talking to other adults. Hand-sanitiser and personal protective equipment were on hand for the childminder to use.

The childminder's home was well ventilated, and she made sure that children were outdoors as much as possible. The childminder had removed soft furnishings like cushions and throws, which also reduced opportunities for the virus to spread. Children had easy access to a separate downstairs wash room, which meant that they were routinely washing their hands throughout the day. Paper towels were provided for drying their hands. These procedures contributed to controlling the spread of infection during the COVID-19 pandemic.

The childminder told us she carried out a visual check of the premises on a daily basis. The childminder also advised that she had completed written risk assessments for outings and for the premises.

She also confirmed toys and equipment were cleaned regularly with suitable sanitizer. This helped ensure the premises and resources were clean and hygienic for children's use

The childminder knew about the signs and symptoms of COVID-19 and made sure that parents were also aware of them. She had procedures in place if a child should become unwell. She had also provided parents with the relevant information about their children's health and they knew that they should not attend if the child was unwell.

### 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

Parents and carers were kept well informed about the care of their child. The childminder shared information about the care of the children through daily conversations and text messages. The childminder told us parents responded positively to this and often commented on their child's experiences which enabled them to feel included in their child's care.

The childminder understood her responsibility to protect children from harm. She was aware of signs that could indicate children were at risk and knew who to report any concerns to. This contributed to keeping children safe. The childminder should refer to Coronavirus (COVID-19): supplementary national child protection guidance (Scottish Government, March 2020). This guidance can be found here:

<https://www.gov.scot/publications/coronavirus-covid-19-supplementary-national-childprotectionguidance/>

The childminder told us she was keen to participate in training to further develop her skills and keep abreast of current developments in promoting positive outcomes for children. Since her last inspection she had completed paediatric first aid and infection prevention and control. She was awaiting a date to attend Food hygiene training.

The childminder should continue with plans to identify and participate in training that will further develop her skills.

### 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

It is recommended that the childminder develop children's personal plans that:

- reflect her knowledge of the children's individual needs
- show how she will meet children's individual needs
- ensure they are accessible to parents
- ensure the storage of personal plans provides easy identification of each child's plan and maintains confidentiality.

This is to ensure that responsive care and support is consistent with the Health and Social Care Standards which state: 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 recommendation was made on 8 February 2019.**

#### Action taken on previous recommendation

The childminder had purchased and completed SCMA sample paperwork to create a personal plan for each child. Although the information was not necessarily in a systematic order, we could track and evidence how the childminder was providing and meeting individual needs.

#### Recommendation 2

It is recommended that the childminder review hygiene practice in the service in line with national guidance.

This is to ensure care and support is consistent with Health Protection Scotland guidance, Infection Prevention and Control in Childcare Settings (Day Care and Childminder Settings), May 2018 available at -

<http://hub.careinspectorate.com/media/726344/infection-prevention-and-control-daycare-and-childminding-settings-2018.pdf>, and the Health and Social Care Standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice (HSCS 4.11).

**This recommendation was made on 8 February 2019.**

#### Action taken on previous recommendation

During the pandemic the childminder had attended online refresher training specifically relating to infection control. She had reviewed and improved infection control and hygiene practices as a result.

#### Recommendation 3

The childminder should develop systems that enable her to keep up-to-date with developments in the childcare sector and improve her knowledge and skills.

This would ensure care and support are consistent with the Health and Social Care Standards which state: I have confidence on people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes. (HSCP 3.14)

**This recommendation was made on 8 February 2019.**

#### Action taken on previous recommendation

Within the constraints placed on her during the pandemic, the childminder had kept up to date with developments and guidance within the childcare sector. As we move out of the pandemic the childminder should continue to keep up to date with wider childcare developments.

#### Recommendation 4

It is recommended that the childminder review and update all policies and procedures used to direct her practice to make them consistent with current best practice guidance.

The would ensure her practice is in line with the Health and Social Care standards which state: I experience high quality care and support based on relevant evidence, guidance and best practice. (HSCP 4.11)

**This recommendation was made on 8 February 2019.**

#### Action taken on previous recommendation

All policies and procedures had been reviewed at the time of this inspection.

## 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                  |
|-------------|-------------|---------------------------|
| 18 Jan 2019 | Unannounced | Care and support          |
|             |             | 4 - Good                  |
|             |             | Environment               |
|             |             | 4 - Good                  |
|             |             | Staffing                  |
|             |             | Not assessed              |
|             |             | Management and leadership |
|             |             | 3 - Adequate              |

| Date        | Type                     | Gradings   |
|-------------|--------------------------|--|
| 10 May 2017 | Unannounced              | Care and support<br>3 - Adequate<br>Environment<br>4 - Good<br>Staffing<br>Not assessed<br>Management and leadership<br>3 - Adequate       |
| 24 May 2016 | Unannounced              | Care and support<br>4 - Good<br>Environment<br>4 - Good<br>Staffing<br>Not assessed<br>Management and leadership<br>3 - Adequate           |
| 27 Aug 2015 | Unannounced              | Care and support<br>4 - Good<br>Environment<br>4 - Good<br>Staffing<br>Not assessed<br>Management and leadership<br>3 - Adequate           |
| 3 Oct 2014  | Unannounced              | Care and support<br>4 - Good<br>Environment<br>4 - Good<br>Staffing<br>Not assessed<br>Management and leadership<br>3 - Adequate           |
| 21 Oct 2010 | Announced (short notice) | Care and support<br>5 - Very good<br>Environment<br>Not assessed<br>Staffing<br>5 - Very good<br>Management and leadership<br>Not assessed |
| 9 Sep 2009  | Announced (short notice) | Care and support<br>4 - Good<br>Environment<br>5 - Very good<br>Staffing<br>4 - Good<br>Management and leadership<br>Not assessed          |
| 18 Jun 2008 | Announced (short notice) | Care and support<br>4 - Good<br>Environment<br>4 - Good<br>Staffing<br>4 - Good<br>Management and leadership<br>4 - Good                   |



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