

# Lees, Maureen Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 July 2021

**Service provided by:**  
Maureen Lees

**Service provider number:**  
SP2003908531

**Care service number:**  
CS2003014114

## Introduction

This service was registered with the Care Inspectorate on 1 April 2011.

Maureen Lees is referred to as 'the childminder' in this report and is registered to provide a care service to a maximum of seven 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 children of the childminder's family. The parts of the premises not to be used is the upper level of the house. A stairgate should be in place whilst minded children are present. Children should be supervised at all times whilst in the garden. Pre-school children should be accompanied whilst using the external staircase. Overnight service will not be provided.

Maureen provides her childminding service from a detached house close to the centre of Dunfermline town. The premises were clean, warm and suitable for childminding. The designated areas used for childminding included the large living room, hallway, kitchen/diner and bathroom, along with the front garden area. The service is close to local amenities including the schools, shops and parks.

At the time of the inspection there were two minded children in attendance, aged four and six years.

The childminder states her aim for her service are;

"As a registered childminder, I run my business from my own home (a safe, smoke free environment) and I offer care to children from 6 months to 12 years. I offer full-time, part-time or even just a few hours a week spaces to parents. I find this to be beneficial to most parents and most appreciated too. Meals will be available if required and I offer a variety of healthy foods. Children are encouraged to eat fruit whenever they feel hungry."

## What we did during our inspection

We compiled this report following an unannounced inspection, which took place on 19 July 2021. The inspection was continued virtually with documentation requested and communication with the childminder using digital technology. Feedback was given and evaluations confirmed on 23 July 2021. The inspection was carried out by an early years inspector.

As part of this inspection, we took into consideration Key Question 5 - 'Operating Learning and Childcare Settings (including out of school care and childminders)' during Covid-19 with a specific focus on Quality Indicator 5.2: Infection prevention and control practices to support a safe environment for children and staff. We will report on the overall performance of this indicator under Theme 1, Quality of Care and Support.

We sent an email to families using the service, via the childminder, asking them to provide us with feedback about their experience of using the service. Two families submitted a response. During this inspection we gathered evidence from various sources:

We spoke to:

- the childminder
- the minded children present.

We looked at:

- observations of the childminder and her interaction with the children
- observations of the children at play
- discussions with the children
- a sample of children's records of learning
- a sample of other documentation relevant to this inspection
- Certificate of registration
- examination of equipment, resources and the environment.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

## Views of people using the service

The children present were happy, settled and secure. Children were comfortable enough to involve the inspector in their play and observations showed they enjoyed a close and warm relationship with the childminder, as they approached her readily for cuddles when needed and were able to make choices on where to play, which was quickly responded to. A sample of of their comments are shown below.

"We go to the wee park."

No parents were present during the inspection, therefore we sent an email to request feedback in any format they preferred. Two parents responded to this which demonstrated a high level of satisfaction with the service. A sample of comments received is shown below:

"I have received numerous updates from Maureen during this pandemic. Maureen has kept me up to date regarding any changes that may have had to take place. Some being masks, sanitizer and meeting and the doors etc. Maureen has been amazing through this situation. There has been a number of changes to the service through this pandemic, main ones as stated above. Maureen was amazing during a scare. Likewise, I keep Maureen up to date with our tests which also which keeps everyone at ease. I have seen the Covid risk assessment and signed this for Maureen. This was very much enough information. Maureen keeps me up to date with my child's progress and has done so through the pandemic. Maureen has been outstanding. Maureen provides an excellent service. If I needed to I would speak to Maureen and I could almost guarantee changes would be made. I think the service Maureen provides is 100% and wouldn't want her to change, absolutely outstanding service."

"We have been receiving updates on the new rules and measures to be taken since our child came back. Social distancing was introduced for dropping off and picking up our child outside along with mandatory face masks and children's hands sanitised before and after. We have seen the Covid specific risk assessment and all been reassuring. We are contacted by mobile phone to discuss my child's individual needs and development. An update is due soon for my child's information and the last one was in January. We are very pleased with the service. Our child loves spending time with the childminder. They do different activities, art and spending a lot of time outdoors which my child loves. She knows my child very well and has participated in their development ever since starting. We get a message with pictures daily with the information on what they have been doing during the day. We are very happy with the service and no improvements are needed."

## Self assessment

We did not request a self assessment prior to this inspection.

## What the service did well

Children were benefitting from positive relationships within a clean and comfortable home. The childminder's responsive care and the various toys and activities available ensured children were happy and enjoying themselves. Lots of outdoor play contributed to children's overall physical wellbeing. Parents continue to be very satisfied with the service provided.

We found that practice was in line with current Covid-19 guidance as the childminder was aware of the current guidance and practice observed and discussed was in line with this. This contributed to children's continued wellbeing and safety. This is reported on further within the body of the report under Quality of Care and Support.

## What the service could do better

We made no requirements and two recommendations for improved practice during this inspection which has been carried forward from the previous inspection. This focused on the following areas;

- developing use of best practice guidance documents and other training and development opportunities to support the continuous improvement of the service
- review medication forms to ensure all relevant information is recorded.

## 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	3 - Adequate

## Quality of care and support

### Findings from the inspection

Throughout the inspection the childminder engaged in nurturing interactions with the children. It was evident they had developed strong relationships with the childminder and each other. The children were at ease with the childminder, demonstrating their feeling of security and being well cared for. The childminder knew the children very well and described their unique personalities with genuine warmth and compassion. Consistent praise and encouragement promoted the children's self-esteem and inclusion in the minding setting.

Children's emotional wellbeing was supported as the childminder took time to discuss their feelings, especially in relation to the current pandemic. She was sensitive to individual needs and provided comfort and reassurance.

The settling in period was flexible and based on child and parent needs, which ensured that children felt safe and secure in their new environment.

The childminder's calm and sensitive approach with children contributed to the restorative approach used in response to behaviour. This was also reflected in the written policy. This meant children were empowered to manage conflict and validated their emotions.

Although parents provided snacks and meals, the childminder encouraged healthy eating through providing fruit, milk and water. This encouraged positive snacking habits and kept children hydrated.

Information was being recorded and shared on children's daily activities and experiences which kept parents informed about their child's day. Personal care plan information should now be developed further to capture children's next steps and achievements which could be linked to the SHANARRI wellbeing indicators. This would support planning to meet children's needs.

Relationships with parents were well-established, which strengthened sharing of information to help meet children's individual needs. We asked the childminder to enhance information sharing, specifically regarding information from other professionals to further support consistency in approaches. The childminder should also look at specific training and development in relation to additional support needs. This would support a shared approach, enabling children to feel included and support them to achieve.

Children's risk of harm was reduced, as the childminder had a good knowledge of child protection procedures following appropriate training. She was able to fully describe the steps she would take if she suspected child abuse.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and staff during Covid-19. She had considered the risks and taken relevant action to minimise this and communicated this well to families through written risk assessment. Observations of practice demonstrated that measures were in place to minimise risk of cross infection in the home. Children were also being supported well with their personal hand hygiene and cough etiquette. We asked the childminder to develop her Covid risk assessment slightly about items from home, blended placements and recording visitors to the house. We also asked her to be mindful of clutter during re-decoration to ensure continued ease of cleaning.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

The home was clean, hygienic and comfortable. Children could choose to play in the living room or the hallway. The childminder discussed her cleaning procedures which supported provision of a comfortable setting for children.

Children's toys, although reduced due to the current pandemic, were easily accessible to them. These were rotated to continue to provide interest and enjoyment for children and were seen to be in good condition.

The childminder made good use of the garden area, providing a range of appropriate outdoor toys and visiting public spaces. These opportunities enabled children to become familiar with their local community, socialise in open spaces and promoted their overall physical wellbeing.

The childminder discussed steps taken to keep children safe in the home and garden, such as safety equipment and close supervision of children during play in the garden. She maintained a close presence at all times ensuring children felt safe and reducing their risk of harm.

The risk assessments for the home and garden was a daily checklist. We asked the childminder to review the written risk assessments for the home and garden to ensure it details information about the risks and actions taken to reduce these. These should then be reviewed at least once a year or sooner if there are any changes. This would support provision of a safe environment for children.

We asked the childminder to review her accident forms to ensure that all relevant information is captured to support sharing of relevant information for children's continued wellbeing.

## 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

Children's personal plans were detailed and kept under regular review, which was confirmed by parents. This ensured information was up to date in the event of an emergency to support quick communication and continuity of care.

A detailed register of children's attendance was kept, and which provided confirmation that the childminder worked within the terms of her registration and ensured all children would be accounted for in the event of an emergency.

We discussed the aims and objectives of the service and asked the childminder to consider reviewing these to reflect the outcomes she wanted for the children. This would support parents in making an informed choice about using the service.

The child protection policy required further review to ensure that it made clear that suspicions of abuse would be acted on. This would ensure parents were fully aware of the steps that would be taken.

The key question 5 self evaluation submitted to us demonstrated consideration of some aspects of the service for further improvement, such as the garden area which supported continuous improvement for children's experiences. We encouraged the childminder to continually record and reflect on changes made and the impact on children. This would support her in developing reflective practice.

The childminder should further develop her knowledge of best practice documents and guidance and keep a record of any learning and how any of this has impacted on her service. These steps would support ongoing professional development, self-evaluation, reflection and continual improvement within the service. The recommendation made at the last inspection which was carried forward from inspection on 16 October 2018, has therefore been made again. See recommendation one.

The medication form did not capture all relevant information and should be reviewed. Further information can be found in the document 'management of medication in daycare of children and childminding services' which can be found on the HUB section of our website. See recommendation two.

### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1. The childminder should ensure they use relevant best practice documents and tools to inform and improve their practice. Using these to build current knowledge; consider what the service does well and what could be better would help to further improve outcomes for children. Useful documents and websites can be found at <http://hub.careinspectorate.com/>.

This is to ensure 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) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

2. The childminder should ensure they review the medication forms to include information about the first dose of any given medication and confirmation of no adverse effects.

This is to ensure 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).

**Grade:** 3 - adequate

## 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 ensure they use relevant best practice documents and tools to inform and improve their practice. Using these to build current knowledge; consider what the service does well and what could be better would help to further improve outcomes for children. Useful documents and websites can be found at <http://hub.careinspectorate.com/>.



This is to ensure 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) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

**This recommendation was made on 15 October 2019.**

#### Action taken on previous recommendation

The childminder had not yet familiarised herself with the best practice documents on the Care Inspectorate Hub website to support her practice.

This recommendation was not met again and has been carried forward into this report.

## 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	
15 Oct 2019	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
16 Oct 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
31 Oct 2017	Unannounced	Care and support	4 - Good
		Environment	3 - Adequate
		Staffing	Not assessed
		Management and leadership	3 - Adequate
2 Mar 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
6 Feb 2012	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	4 - Good
		Management and leadership	Not assessed
11 Nov 2010	Announced (short notice)	Care and support	4 - Good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
16 Jun 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

Date	Type	Gradings	
22 Sep 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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