

McKenzie, Rhona Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 August 2021

Service provided by:
Rhona Mckenzie

Service provider number:
SP2003900128

Care service number:
CS2003000605

Introduction

This childminding service has been registered since 2002. Rhona McKenzie is registered to care for a maximum of five children at any one time, of whom a maximum of five will be under 12 years of age, of whom no more than three are not yet attending primary school and no more than one is under one year of age. This childminding service is provided from a semi-detached two-storey property situated within a private housing estate in the residential area of Broughty Ferry.

Internally children have access to all rooms on the ground floor consisting of living room, play room, kitchen and downstairs toilet. Externally, to the rear of the house is a large, fully enclosed garden used for outdoor play. The childminder currently cares for four children, all on a part-time basis. There was one pre-school aged minded child present during this inspection.

What we did during our inspection

We wrote this report following an unannounced inspection on 5 August 2021. This was carried out by a Care Inspectorate inspector who gave feedback to the childminder the same day.

During this inspection we spoke to the childminder and the year old child present. We observed the child at play and the interactions between him and the childminder. We looked at several documents including children's information, health and safety records and training certificates. We also spoke to four parents using the service by telephone.

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

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

Views of people using the service

There was one, year old minded children present at the time of inspection. He was seen to be most content and secure within the childminding setting. We spoke to four parents using the service, who all spoke most positively about the service and clearly placed great trust in the childminder. One parent told us that she would not have considered using anyone else to care for her child. Parents told us that the childminder was reliable and flexible and had very good relationships with both them and their children. They told us that communication was good and the childminder often sent photos or texts during the day, letting them know that their children were happy and having fun. All four parents expressed that they were very happy with the service. They said that the childminder was friendly, approachable and caring.

Self assessment

The childminder submitted a self evaluation regarding Key Question 5 when requested. The childminder told us how her service was performing during the pandemic which was further explored during this inspection.

What the service did well

The childminder had created a safe, comfortable and homely environment for the children. She was warm, nurturing and demonstrated a good understanding of children's needs and development. She knew the minded children very well and had established positive and trusting relationships with families using the service.

What the service could do better

The childminder should review and update her policies, particularly those relating to infection control and changes introduced to take account of the pandemic. The childminder detailed good practice in her submitted self-evaluation document but had not updated her risk assessments and policies to reflect this good practice.

The childminder should access a range of training and develop her awareness of key early years frameworks to inform and develop her practice.

She should extend recording for individual children to better support her to plan activities and support their next steps in learning.

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

The childminder knew children very well and was able to talk confidently about the children in her care. She knew their personalities, likes and interests and shared some examples of how she supported their individual needs. Parents confirmed that they had open and positive relationships with the childminder which supported continuity of care for children. She had personalised settling in procedures based on the individual needs of children and their families, which helped children to feel settled and secure and gave reassurance to parents.

One, year old child was present who was seen to be very comfortable and secure in the childminder's care. He had a warm and affectionate relationship with her, he sat on her knee, cuddled into her and regularly approached her for attention and affection. The childminder was calm and gently spoken, she was approachable and had fun with the child. She was nurturing and kind in all interactions. The child was independent in his play and able to make choices from the range of resources readily accessible. He brought books and toys to the childminder, who responded warmly to his requests. She supported his speech and learning through their informal interactions, through counting and talking about colours and shapes. He played with the play kitchen and other role play and small world resources. The childminder should continue to extend the range of resources available to provide greater scope for creativity, including open ended resources and experiences that encourage children to investigate and problem solve. The childminder told us children enjoyed daily outside play in the garden and walks in the local area.

Information was shared with parents during drop off and collection times. This included information about what children had been doing and updates on their progress and achievements. The childminder did not use written or digital methods to share progress and observations with parents, finding that the informal communications were sufficient for parents. Parents told us they were happy with the level of communication and enjoyed receiving texts and photographs which involved them in their child's day. Children's information was gathered using 'All about me' booklets which outlined children's interests and individual needs. The childminder reviewed these with parents every six months as is required by legislation, however one had not been updated within the six month period. The childminder was reminded of her responsibilities to ensure that these were consistently updated (see requirement 1). Children's individual personal plans were quite basic and could be further developed to record more information about the children's development and how their learning and individual interests are being supported. This would help the childminder to plan for individual children and support their play and learning (see recommendation 1).

The childminder had a healthy eating policy and provided healthy snacks, including plenty of fresh fruit.

We discussed where children slept in the service and suggested that the childminder tries alternative options for sleeping children as the child present currently takes his nap in his buggy. The childminder has a travel cot and we also discussed considering using easy clean sleep mats as an alternative to the buggy.

The outcomes for children using the service were seen to be good. The child present was most content and 'at home' in the service; he was cared for in a safe and nurturing atmosphere. However, the childminder must ensure that all children have updated personal plans in place and she should improve recording to support children's care and learning.

Requirements

Number of requirements: 1

1. In order to ensure care and support is consistent, with all information gathered about the child, the childminder must have in place personal plans that are complete with all the necessary children's information by 1 September 2021. Personal plans should be in place within 28 days of the child starting in the service and these plans must be reviewed at least every six months.

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); and

In order to comply with Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, (Scottish Statutory Instrument 2011/210) Regulation 5(1) and (2)(b)(iii) - Personal Plans.

Recommendations

Number of recommendations: 1

1. The childminder should extend her recording and planning for individual children, giving consideration to how she notes children's progress, identifies and tracks some next steps in learning and supports children's play and learning. She should routinely share this information with parents.

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

'My care and support meets my needs and is right for me' (HSCS 1.19).

Grade: 4 - good

Quality of environment

Findings from the inspection

The child present was seen to be very comfortable in the childminder's home. He moved around the playroom confidently, choosing freely from the age appropriate resources available. There was ample space for the child to play, with carpet flooring enabling him to play comfortably at floor level. The childminder told us that the carpet is regularly steam cleaned and that this has been done more often during the pandemic.

Children had daily opportunities to access physical activities and fresh air in the rear garden that was reached directly through patio doors from the playroom. There was a range of outdoor equipment available that supported children's interests and provided opportunities for physical and energetic play. The childminder also provided some trips in the local community but these had been reduced during the pandemic. The childminder wanted to reintroduce community activities gradually as she became more confident that it was safe to do so.

Resources that have been used by children are cleaned each day; soft toys and some materials that were not easy to clean had been removed to ensure that risk of spread of infection or virus was reduced. Regular deep cleaning was carried out to keep the environment safe; very good hygiene standards were observed during this inspection. The home is uncluttered and well maintained. There was a flow of fresh air throughout the house which further minimised the spread of infection.

Good handwashing was observed and we heard the childminder talking to the child as he washed his hands, reinforcing the importance of good hand washing from a young age. The childminding was aware of best practice for nappy changing and had gloves and aprons available. We suggested that she continue to review her policies and procedures to ensure that they accurately reflect her current practice. She had not updated her written policies and risk assessments to take account of the pandemic. She should now do this to reflect the good practice observed during inspection and detailed in her self-evaluation document submitted to the Care Inspectorate (see recommendation 1 under management and leadership).

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

During inspection, the childminder shared paperwork she had in place which included policies, procedures and risk assessments. She should ensure that policies and procedures are regularly updated to reflect her current practice and latest guidance, particularly to reflect the changes introduced during the pandemic. Risk assessments should be more routinely updated to reflect any changes (see recommendation 1).

The childminder told us that she kept up to date with legislation, guidance and best practice documents by accessing provider updates from the Care Inspectorate and information from the SCMA (Scottish Childminding Association). The childminder should make greater use of the HUB to access key early years guidance to inform and develop her practice .

The childminder has previously completed a range of training to develop her knowledge, but no further training had been undertaken since her last inspection. She should continue to update training in key areas and further develop her knowledge of key childhood frameworks and best practice guidance to support her practice (see recommendation 2). She did demonstrate a suitable knowledge of child protection and her responsibility to protect children from harm.

Prior to inspection the childminder had submitted a self evaluation when requested, reflecting on her own knowledge and practice during Covid-19. We were satisfied that this document was an accurate reflection of her current practice and demonstrated that she had kept up to date with early years guidance during the pandemic.

The childminder told us that she had open and positive relationships with parents and informally asked their views and if they had any requests during daily discussions at drop off and pick up times. The childminder should consider how she could develop a more formal approach to evaluating her service that takes good account of the views of children and parents.

The childminder should continue to develop the management aspect of her service through extending training, developing her awareness of key early years frameworks and improving recording to support best outcomes for children.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should update policies, procedures and risk assessments regularly to ensure that children are cared for in a service that is well managed, takes account of latest guidance and accurately reflects the changes to practice during the pandemic.

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

'I have the confidence in people because they are trained, competent and skilled, are able to reflect on practice and follow their professional and organisational codes.' (HSCS 3.14).

2. The childminder should continue to develop her skills and knowledge through broad training, self-directed reading and developing awareness of current good practice guidance to further enhance outcomes for children.

This is in order to ensure that care and support 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).

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 continue to develop her skills and knowledge through broad training, self-directed reading and developing awareness of current good practice guidance to further enhance outcomes for children.

This is to ensure that care and support 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 14 October 2019.

Action taken on previous recommendation

There has been little progress on this recommendation; a further recommendation is made in this inspection report.

Recommendation 2

The childminder should extend her recording and planning for individual children giving consideration to how she notes children's progress and identifies and tracks some next steps in learning. She should ensure that children's personal plans are reviewed at least every six months.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that "my care and support meets my needs and is right for me" (HSCS 1.19).

This recommendation was made on 14 October 2019.

Action taken on previous recommendation

There are personal plans in place for all children and they are reviewed six monthly. There is only minimal recording of children's progress and no next steps in learning are noted. Part of this recommendation will be repeated in this inspection report.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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
23 Aug 2019	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
27 Jul 2018	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
24 Aug 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
15 Aug 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
21 Aug 2012	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed

Date	Type	Gradings	
26 Oct 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate Not assessed 3 - Adequate Not assessed
30 Jul 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good 3 - Adequate Not assessed
28 Sep 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
12 Jan 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 4 - Good Not assessed

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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