

Yvonne's Childminding Services

Child Minding

Type of inspection: Unannounced
Inspection completed on: 20 August 2021

Service provided by:
Yvonne McTaggart

Service provider number:
SP2013984568

Care service number:
CS2013315400

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve.

Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families. There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children. The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

The service was registered with Care Inspectorate on 17 June 2013.

Mrs McTaggart provides a childminding service from her home in Dalrymple, Ayr. The family home is situated close to local amenities, including bus routes, shops and schools.

The service is registered to care for 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. Yvonne McTaggart trades under the name of Yvonne's Childminding Services.

A full copy of the childminder's aims and objectives were available. These included the following statements:

"I aim to provide a range of stimulating activities for children aged 0 - 16 years in a safe and secure environment" and "I will provide a range of activities indoor and outdoor that reflect the child's age and stage of development."

Currently the childminder has 11 children on her register. Three young minded children were attending the service during the inspection visit. The children were settled and relaxed in the childminder's care.

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.

What we did during our inspection

We wrote this report following an unannounced inspection that took place on Wednesday 18 August 2021 between the hours of 3pm and 4.30pm. We provided the childminder with feedback on Friday 20 August 2021.

Views of people using the service

We spoke with three parents of children who attend the service by telephone consultation. All parents confirmed that they were overall very happy with the care and support their child received when attending the service.

Self assessment

The childminder completed a self-assessment prior to our inspection. The childminder had identified strengths and areas for further development for her service.

What the service did well

The childminder had established very good relationships with children and their families, supporting children to feel safe, secure and happy in her care.

What the service could do better

The childminder should review and update her medication processes to ensure permission to administer medication is sought prior to medication being administered.

The childminder should continue to promote children's curiosity and creativity through further developing the use of open-ended and natural materials both indoors and outdoors.

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 demonstrated that she knew the children attending her service well. Interactions were warm and caring, supporting the children to feel secure.

The childminder supported the children's confidence and self-esteem through effective use of praise and encouragement. The children present responded well to the childminder's approach and were happy in her care.

The childminder worked closely with parents to agree how best to support their child. Effective communication through daily verbal consultation and the use of "WhatsApp" and "messenger" supported care decisions to be made in partnership with parents. This resulted in families feeling valued, respected and included within the service.

We found that good opportunities were provided for children to develop healthy lifestyles. This included regular physical activity outdoors and healthy snacks and mealtimes. The childminder did not have a menu or record of the foods provided to children, however, she gave examples of the foods she cooked that were healthy and of good nutritional value. We saw that the childminder shared allergen information of the foods she provided with parents, ensuring children's dietary requirements were met. We observed the children present enjoying a calm, relaxing and unhurried snack which was a sociable experience for children.

The childminder was confident in her role and responsibilities for protecting children and keeping them safe. She spoke confidently of her role and the action she would take if any concerns over a child's health or well-being should arise.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. For example we found that the childminder's home was clean and well ventilated, children were accessing outdoors daily and the childminder spoke confidently of the enhanced cleaning arrangements in place.

We sampled children's personal plans and found that the childminder had reviewed the recording format to ensure plans reflected children's health, welfare and safety needs. Plans were in place for all the children we sampled and had been reviewed with parents every six months or sooner where required. We discussed with the childminder how plans could be developed further to include the strategies in place to support children achieve their identified targets/next steps.

The childminder had reviewed and updated the documentation to be completed when children were requiring medication. However we found that permission to administer medication had not consistently been sought prior to the childminder administering medication and where consent had been sought by text message this did not provide accurate administration details including the name of the medication, the dosage and time this was to be administered. Reviewing medication procedures was a recommendation made at the childminder's last inspection completed in September 2019. We found that this recommendation had not been met and therefore, will be repeated within this report (Recommendation 1).

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should update administration, recording and storage of medication procedures in line with the current health guidance on the "Management of Medication in Daycare and Childminding Services". The childminder should ensure that consent to administer medication is always sought prior to medication being administered to children.

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: 4 - good

Quality of environment

Findings from the inspection

The childminder provided a homely, welcoming environment for minded children, supporting them to feel relaxed. Areas accessed by the children included the living room, kitchen and garden. In the living room children had space to engage in floor play and children could relax on the comfortable sofas. Table top activities and crafts were offered at the kitchen table.

During the inspection, we observed the children present playing with the resources and play materials available to them and some resources were easily accessible promoting children's independence. The childminder's garden provided children with a good space to engage in physical play, however, we have asked the childminder to consider how she stores toys and resources within the garden as we saw some toys which had been damaged by weather conditions. In addition, we found that children would further benefit by the offering of more natural materials both indoors and outdoors. We signposted the childminder to "Loose Parts Play - A Toolkit" and suggested she continue to develop opportunities to support children explore their natural creativity and curiosity.

The childminder was aware of her responsibilities to ensure a safe environment and visual daily checks were carried out. Written risk assessments for the premises and local outings helped the childminder to identify what action to take to limit possible hazards to children. The childminder had pets, two cats and two rabbits, that had limited contact with the children. The childminder had developed a pet policy and risk assessment taking into consideration children's safety and all necessary infection prevention and control measures.

We observed one child having a sleep in a travel cot provided by the childminder and found that the travel cot was not suitable for the child's stage of development. We referred the childminder to safe sleep guidance and asked her to update her policy in line with Scottish Cot Death Trusts' best practice guidance, "Reduce the risk of cot death, early years safe sleeping guide".

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

We considered how the childminder evaluated her service, made improvements and kept informed of best practice guidance and legislation. The childminder was a member of Morton Michel and accessed their training materials and guidance to support her with the daily operation of her service.

The childminder had completed a variety of training which supported her to operate safely during the Covid-19 pandemic and enabled her to meet children's individual needs. Training undertaken included; child protection, Covid-19 and Adverse Childhood Experiences and trauma (ACES). The childminder maintained a detailed training log of all self-directed study and training attended. We have asked the childminder to further reflect on training attended by completing post training evaluations. This will support her to identify skills and knowledge learned, how this has influenced practice and any impact on improving outcomes for children.

Daily discussions with children and parents took place and the childminder told us that verbal feedback influenced improvements within the service. We suggested that the childminder develop a more robust self-evaluation processes that will help her to reflect on her service and identify strengths and areas for improvement. We signposted the childminder to good practice guidance that will support this: Your Childminding Journey available at www.childmindingjourney.scot, My Childminding Experience available at www.hub.careinspectorate.com and The Health and Social Care Standards my support, my life available at www.scot.gov.uk.

We found that information needed to meet statutory requirements, such as public liability insurance and registration with the Information Commissioner's Office (ICO) were in place. We found that the childminder had provided information to parents with regards to how data was collated and stored within the service. This helped to ensure that any data being processed was done so safely and lawfully.

We sampled operational policies and procedures and found that these required to be updated. The childminder should systematically review and update her policies and procedures and priority should be given to child protection and complaints policies to ensure information shared with parents is up to date. All policies should be dated when reviewed to allow the childminder to keep track of any changes made.

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

Requirement 1

The childminder must comply with the conditions of registration detailed on her certificate of registration.

This is in order to comply with: The Scottish Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011: 78(3)(b) Failure to comply and 74(d)(i) Conditions as to Numbers in Childminding. The requirements of the Public Services Reform (Scotland) Act 2010, and The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 and The Social Care and Social Work Improvement Scotland (Applications and Registration) Regulations 2011.

This requirement was made on 16 September 2019.

Action taken on previous requirement

We reviewed patterns of attendance and attendance registers for children attending the service and found that the childminder was operating within the conditions of her registration.

Met - within timescales

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

Previous recommendations

Recommendation 1

The childminder should further develop the personal plans for each child in her care.

These should show how she will meet individual children's health care needs.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal 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 16 September 2019.

Action taken on previous recommendation

During this inspection we sampled children's personal plans and we found that plans were in place for all children registered to attend the service and that plans had been further developed and reviewed with parents and children where appropriate. All plans we sampled clearly identified children's current health, welfare and safety needs.

This recommendation is met.

Recommendation 2

The childminder should update administration, recording and storage of medication procedures in line with the current health guidance on the "Management of Medication in Daycare and Childminding Services".

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)

This recommendation was made on 16 September 2019.

Action taken on previous recommendation

We sampled medication records and found that the childminder had reviewed the storage of medication and the medication recording formats. However, written consent to administer medication had not consistently been obtained prior to medication being administered.

This recommendation has not been met and will be repeated within 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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
26 Sep 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
3 Jul 2018	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 3 - Adequate Not assessed 4 - Good
3 Jun 2014	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good Not assessed 5 - Very good

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