

# Allan, Rhona Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 25 November 2021

**Service provided by:**

**Service provider number:**  
SP2010979296

**Care service number:**  
CS2010271085

## Introduction

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

This service was previously registered with the Care Commission and transferred its registration to Care Inspectorate on 1st April 2011.

Rhona Allan provides a childminding service from her home in the town of Darvel, East Ayrshire. She is registered to care for a maximum of 6 children under the age of 16 years, 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 childminders family.

The childminder was seen to provide a warm, welcoming and homely environment for children in her care. We found her friendly and approachable. We viewed three children who were present during inspection to be relaxed, happy and enjoying their time there.

## What we did during our inspection

We wrote this report following a short notice site visit inspection, which took place on 16 November 2021

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.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and well-being 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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible, and included.

## Views of people using the service

No parents were present during the inspection, therefore we sent an email to families currently using the service to request feedback in any format they prefer. Three families responded to this which demonstrated a high level of satisfaction with the service.

## Self assessment

A self assessment was not requested as part of this inspection process

## What the service did well

The childminder provided a homely, nurturing environment for children. She knew the individual needs, preferences and personalities of each child in her care and ensured children and their families felt welcome, respected and included in her service.

## What the service could do better

The childminder should continue to access training and implement the use of self-evaluation processes to help develop her service further.

## 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 was warm and affectionate towards the minded child present and had developed positive relationships with them. The child was seen to be relaxed and engaged in their play. This suggested they felt comfortable and secure in the childminder's care. Parents all confirmed that the childminder provided a safe, nurturing and stimulating environment and they were happy with the service provided.

The childminder worked in partnership with the families to support them to meet the children's needs. Families were provided with information about the service and new families encouraged to visit, however these visit were planned taking into account Scottish Government guidelines for Covid-19. Children had personal plans in place that provided the childminder with information on their health and wellbeing needs.

The childminder used this information to plan the children's care and support. One parent told us: 'Rhona has let me review my child's care plan and caters for her needs. She is vigilant about potential illness of other kids in her care.'

However during our visit we discussed ways in which the childminder could further support children by using information provided by parents.

There were no children attending the service who required medication, however, we looked at how the childminder would record information if she had to administer medication to children in her care and we found that appropriate documentation was in place.

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 and children were accessing outdoors regularly.

The childminder had registered as a food premises and was providing snacks to children. She demonstrated an understanding of the importance of mealtimes as a social and valuable experience for children. We asked the childminder to provide parents with allergen information for the foods she provides, this was a recommendation at a previous inspection and has therefore been carried forward.

See recommendation 1.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should identify and provide information on food allergens that are contained in the snacks she provides.

This is in order to ensure that the service complies with the Health and Social Care Standards (HSCS 1.37) which states that: 'My meals and snacks meet my cultural and dietary needs, beliefs and preferences'.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The premises were very homely, well maintained and welcoming which allowed children to feel safe and secure. The children played mainly in the kitchen/diner and living room. The rooms contained a range of resources which stimulated the children's interests and supported their play and learning experiences.

The childminder told us that she regularly renewed toys to keep up to date with children's interests. A recent example of this was children attending had shown an interest in making jewellery, the childminder extended this by purchasing resources that would further challenge the children's interests.

At the time of the visit all children attending with the exception of one, were of school age and came to the service on a sessional basis. The childminder and parents told us that the childminder had a good relationship with children and this enabled children to talk about what they would like to do when they were at the service.

Risk assessments, identifying risks and hazards, were in place for the service and reviewed regularly. These were updated as needed to ensure the safety of the children attending the childminding service. However, the childminder conformed cleaning materials were stored under the sink and accessible to children, we have asked the childminder to risk assess the current storage and make changes to ensure children remain safe.

The infection control procedures in place were robust and ensured children were kept safe and healthy. The childminder had access to personal protective equipment (PPE) and was up to date with current practice in relation to infection control and nappy changing. The children knew when to wash their hands and if required were supported to do this by the childminder.

### 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

Effective communication was in place during Covid-19 and as restrictions eased. This enabled relationships with families to be maintained and share information about changes to children's need. This helped the childminder keep up to date with changes that had affected children and plan for their return to her care.

The childminder provided settling-in sessions that helped children to build their confidence and feel secure in the service. Parents spoke positively about the relationships both they and their children had developed with the childminder. The childminder provided a flexible and accommodating service.

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.

The childminder should continue with plans to identify and participate in training that will further develop her skills. We discussed the importance and benefit of accessing professional learning and training. We have asked the childminder to continue to seek training and professional learning opportunities.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

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

There are no outstanding recommendations.

## 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	
2 Jun 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
6 Nov 2012	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
2 Aug 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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