

# McIndoe, Geraldine Child Minding

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

**Service provided by:**  
Geraldine Mcindoe

**Service provider number:**  
SP2019990894

**Care service number:**  
CS2019377711

## Introduction

Geraldine McIndoe has been registered with the Care Inspectorate since 21 April 2020. The childminder is registered to care for a maximum of 6 children at any one time up to 16 years of age, of whom no more than 3 are not yet of an age to attend primary school, and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's family.

The service is provided from the childminder's home in a residential area in Kilmarnock, with local parks within walking distance. Minded children have access to the living area and upstairs bathroom. An enclosed back garden area is also available to allow the children regular access to outdoor play.

## What we did during our inspection

We carried out a site visit to the service on 8 December 2021. We completed observations of the care provided and interactions for two minded children who were present. We observed the childminding environment and we assessed relevant documents that were requested during this inspection. Feedback was given to the childminder on 13 December 2021.

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 under Quality of care and support.

## Views of people using the service

There were two children present at the time of the inspection. We talked to the children about their experiences, and they told us that they enjoyed visiting local parks and taking part in arts and crafts experiences with the childminder.

Three parents responded to our request for feedback indicating they were very happy with the service.

## Self assessment

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

## What the service did well

The childminder had developed positive relationships with children and their families. The childminder had created a welcoming environment and it was clear children were settled and felt secure with the childminder.

## What the service could do better

The childminder should continue to develop infection control practices to support her in meeting children's health and wellbeing needs. Personal plans should be in place for all children registered to attend the service and should include details of how the childminder plans to support individual children.

## From this inspection we graded this service as:

Quality of care and support	3 - Adequate
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 warm and caring in her interactions and was responsive to the needs of the children. Children were comfortable in the childminder's care and parents told us about the lovely relationships the childminder had with their children. This supported children to feel secure and respected.

We observed two minded children decorating their gingerbread men they had made previously. The childminder offered praise and encouragement during the experience and supported the children when needed. This supported children to feel valued.

No children attending the service currently required medication. To ensure children were safe, we looked at the childminder's medication forms and procedures and we were confident in her processes.

The childminder demonstrated, through discussion, that she knew the children in her care well and we found that she had gathered a variety of information from parents to help meet children's needs. However, we sampled children's files and found that the childminder had not consistently outlined how they planned to support children's individual needs. We recommended that to ensure children's emotional, health and wellbeing needs are met, the childminder should develop personal plans. (See recommendation 1.)

We identified areas for improvement in relation to the infection control procedures in place to support a safe environment for children. This included ensuring appropriate ventilation of the childminder's home and ensuring children's individual towels for drying their hands are more clearly marked to help children identify them. During discussion, the childminder suggested using coloured markers as a way of supporting children to recognise their own hand towel.

The childminder offered a variety of healthy snacks and meals. To ensure children's health and nutritional needs were met, the childminder used Setting the Table guidance and took children's allergies into consideration when planning menus. Dinner time was observed to be an unhurried and relaxed experience for children.

During our discussion with the childminder, she had an understanding of her role and responsibility in keeping children safe. To ensure children continue to be safe and are protected from harm we suggested the childminder should further develop her child protection policy in line with the National Guidance for Child Protection in Scotland 2021. (See recommendation 2.)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. To support her in ensuring children's individual emotional, health and wellbeing needs are met and planned for, the childminder should develop children's personal plans to include any planned strategies to support children.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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)

2. To ensure children continue to be safe, the childminder should continue to develop their child protection policy in line with current child protection guidance and best practice.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards (HSCS) 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

## Quality of environment

### Findings from the inspection

The childminder provided a secure and homely environment for children to play. Space for children included soft furnishings to relax, and a floor area to play. This helped create a warm and relaxed atmosphere which contributed to children being happy and confident.

A range of well maintained toys, books and resources was available to children. These were stored in an accessible way for children to access independently. This supported children to choose which play and learning experiences they would like to be involved in

The childminder's home was clean. To ensure children were safe, the childminder discussed the enhanced cleaning procedures that were in place.

The childminder was aware of her responsibilities to ensure a safe environment for children and had devised various risk assessments to support this. However, these risk assessments were not completed appropriately to reflect the hazards in the childminder's environment. We asked the childminder to review risk assessments to ensure they were completed accurately to help keep children safe. (See recommendation 1.)

To ensure children were encouraged to be active, the childminder provided regular opportunities for children to play outdoors. This included walks to local parks and trips to parks in Glasgow. One child told us about a visit to the dinosaur park he had with the childminder and how much he had enjoyed it.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To ensure children are safe and protected from harm, the childminder should review and update her risk assessments. These risk assessments should accurately reflect the childminder's environment and contain details of potential hazards within each area that minded children have access to.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 5.22)

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder engaged well with the inspection process. She was open and responsive to our advice and suggestions throughout the inspection and took some steps to address the areas we identified that could be improved.

The childminder was a member of the Scottish Childminding Association (SCMA). We discussed how she could use her membership along with the Care Inspectorate Hub and Your Childminding Journey online resources, to access guidance and practice documents to support the ongoing improvement of her service.

The childminder had established good relationships with parents. She understood the importance of sharing information with parents and used a variety of different ways to do so. For example, the

childminder used WhatsApp to share photographs with parents during their child's day with her. Parents told us they looked forward to receiving videos and photographs of their child each day. This supported parents to feel included in their child's care.

The childminder showed us the policies and procedures that she shared with families to outline what families could expect from her service. However, some of the policies did not support the childminder to offer a quality experience for children and families and were not in line with current guidance. Prior to completion of the inspection, the childminder had updated most of her policies and procedures to a satisfactory level to help her in improving outcomes for children and families.

Daily discussions with children and parents took place and the childminder told us that verbal feedback influenced improvements within the service. We made some suggestions about how the childminder could gather the views of parents using methods such as an electronic survey or questionnaire. We suggested that the childminder develops a more robust self-evaluation processes that will help her to reflect on her service and identify areas for improvement.

## 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

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the service registered.

Details of any upheld complaints are published on our website [www.careinspectorate.com](http://www.careinspectorate.com)

## Enforcement

No enforcement action has been taken against this service since it was registered.

## Inspection and grading history

This service does not have any prior inspection history or grades.

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