

# Pringle, Lorna Child Minding

Type of inspection: Unannounced  
Inspection completed on: 22 March 2022

**Service provided by:**  
Lorna Pringle

**Service provider number:**  
SP2003903761

**Care service number:**  
CS2003006407

## Introduction

Mrs Pringle provides a childminding service from her property in a quiet residential area of Uddingston. The childminder is registered to provide a care service for a maximum of six children at any one time up to 16 years of age.

The service is close to local primary schools, parks, shops and other amenities. The children are cared for in the dedicated playroom, with access to the kitchen and the downstairs bathroom. The children also have access to an enclosed rear garden.

## What we did during our inspection

This was an unannounced inspection which took place on 21 March 2022 between 15:30 and 17:00. Two inspectors carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- Spoke with two people using the service and three of their family members
- Spoke with the childminder
- Observed practice and daily life
- Reviewed documents.

## Views of people using the service

During the inspection we gathered the views of three parents. All parents told us they were happy with the quality of care their children received. Parents commented that they had not seen their child's personal plan but did receive information on their child's day either verbally or through messages.

Four children were present on the day of inspection and they were happy and settled in the service. The children were keen to interact with us and show us the toys they were playing with.

## Self assessment

We did not ask the service to submit a self-assessment ahead of this inspection. We looked at the service's quality monitoring documents and we have commented on this.

## What the service did well

The childminder provided children with a welcoming, home from home environment which helped children to feel secure and relaxed. She knew children well and treated them with kindness and valued them as individuals. The childminder had developed positive relationships with families.

## What the service could do better

We have asked the childminder to continue to develop her service and self-evaluate in line with best practice guidance. Children's personal plans should be developed and reviewed regularly.

## 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

We made an evaluation of good for this quality theme, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Children were happy and content in the service. To support children to feel loved, safe and secure in their environment, kind and caring interactions were plentiful. The childminder valued children as individuals and created an atmosphere of warmth. She responded to each child with respect and care. One parent told us that the childminder "cares for our children and is genuinely interested in what's best for them".

The childminder was able to speak about all the children in her care and identify their individual needs. Communication with families happened verbally, over the telephone or through text messages. Parents told us "we have constant communication through chats, texts and calls with Lorna, it's all been verbal but we are very happy with that". Although there was some information recorded for children, personal plans were not complete. We reminded the childminder of her responsibility of ensuring all children have a personal plan and this should be reviewed regularly with parents. Therefore, we will continue the previous recommendation. (See recommendation 1).

Mealtimes were relaxed and unhurried with plenty of chatter. To support a healthy balanced diet, consideration should be given to the foods on offer for children. We suggested offerings of fresh fruits and vegetables to be made available to children. This would reflect the healthy eating policy in place within the service.

Toys and materials were offered for children to explore, which supported their natural curiosity. The children often participated in experiences within the local community, helping them to feel included within the local community. For example, toddler groups, local parks and further afield opportunities take place such as going to the beach.

The childminder promotes positive behaviour and a policy was in place. We suggested the childminder review the policy to ensure language used is family friendly and is reflective of current practice. The childminder agreed to review this.

To help keep children protected from harm, the childminder had completed child protection training. A child protection policy was in place and the childminder was confident in knowing how to report any concerns.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1.  
To support children's health, welfare and safety needs, personal plans must be in place for all minded children. Personal plans should include information about the child, their interests and any specific areas being supported. These plans must be reviewed at least once every six months.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We made an evaluation of good for this quality theme, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The service was clean and tidy and there was a warm and welcoming atmosphere helping children to feel comfortable. The children had access to the kitchen, dining, rear sitting area and back garden. The patio doors leading to the rear garden was open for the duration of the children's sessions, providing good ventilation.

There was plenty of light and fresh air within the environment and children naturally free flowed between both indoor and outdoor spaces, supporting their choices and wishes. To support children's emotional development and relaxation, there was a sofa indoors and garden furniture outdoors. The children were able to use these as they wished to do so.

We sampled two accident forms. The information was accurate, signed by the parents and the childminder. At the last inspection, a recommendation was made involving risk assessments. On the whole, there were improvements made. However, to contribute to a safe environment for children, we suggested the childminder develop a brief risk assessment to help identify any risks and the action taken. (See Recommendation 1).

A Covid-19 policy was in place within the service. The childminder promoted good hand hygiene by supporting children to wash hands before snack and after nappy changing. The downstairs bathroom was clean and tidy for children to access. The childminder carried out regular cleaning routines to reduce the spread of infection.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1.  
To contribute to maintaining a safe environment for children, risk assessments should be developed and reviewed regularly. This would identify any risks and the actions taken to minimise these.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My environment is safe and secure' (HSCS 5.19).

Grade: 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We evaluated this quality theme as adequate. While the strengths had a positive impact, key areas need to improve.

The childminder was registered with the Scottish Child Minding Association (SCMA) and had used the Care Inspectorate HUB previously to support practice. To provide opportunities for the childminder to reflect on the service, we suggested to the childminder to continue the use of the Care Inspectorate HUB and SCMA website. We also suggested that creating a small improvement plan would support the childminder to record any improvements identified and the actions taken to enhance the service. The childminder had not completed any recent training and acknowledges that her first aid training expired but she did agree to have refresher training completed.

There were a number of policies in place, for example, medication, child protection, and complaints procedure. The childminder shared these with parents and they were readily available should a parent wish to see them.

Whilst there were no concerns about how care and support was provided, the childminder had not maintained records as required. For example, children's personal plans did not meet our requirements, and risk assessments had not been reviewed or updated. At the last inspection, a recommendation was made relating to record keeping. On the whole, there had been improvements made. However, further improvements were needed, therefore, we have made a recommendation. (See recommendation 1).

To support parents involvement in the care of their children, the children's routines, progress and needs are communicated and kept up to date through daily text, photos, and chats at pick up. Before the report was written, the childminder had registered with the Information Commissioners Office (ICO). The ICO is an organisation that promotes good practice in data protection.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1.

To support and further develop her understanding and responsibilities, the childminder should become more familiar with the legislation that must be adhered to as a registered childminder. This would include, but not limited to meeting requirements such as having personal plans in place for each child.

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

Personal plans must be in place for all children attending no matter the frequency or attendance pattern. These need to reflect the child, their interests and any specific areas being supported if this is appropriate. Personal plans must set out how the childminder will meet the child's health, welfare and safety needs. These plans need to be reviewed at least once in every six months.

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", and "I am fully involved in developing and reviewing my personal plan, which is always available to me." (HSCS 1.15 and 2.17).

**This recommendation was made on 7 April 2021.**

#### Action taken on previous recommendation

Personal plans were not in place for all children who attended the service, as required. We have repeated this recommendation and re-worded it in line with our current report writing guidance.

#### Recommendation 2

The childminder should update her policy on medication to include that she will not administer the first dose of any medicine. She should also ensure that all medication administered is recorded and any consent noted with the administration record.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "Any treatment or intervention that I experience is safe and effective." (HSCS 1.24).

**This recommendation was made on 7 April 2021.**

#### Action taken on previous recommendation

This recommendation has been met. We reviewed an updated medication policy which met the recommendation.

#### Recommendation 3

The risk assessment should be updated when any changes take place. For example, when the new extension was built and access to the back garden was not available. Generally, risk assessments should be reviewed each year outwith major changes.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that "My environment is safe and secure". (HSCS 5.19).

**This recommendation was made on 7 April 2021.**

## Action taken on previous recommendation

This recommendation is partially met, however, we have made a new recommendation in relation to risk assessments in line with our current report writing guidance. This is reported under environment.

### Recommendation 4

The childminder needed to be more familiar with legislation and her responsibilities as a registered childminder. This would include meeting requirements such as having personal plans in place for each child, and notifying the Care Inspectorate as per "Records childminding services must keep and guidance on notification reporting, publication code: OPS-0211-104" (copy sent to childminder). The childminder must forward copies of all relevant paperwork relating to the new extension in the home as well as complete and post a new fire risk assessment to the local fire and rescue service (all relevant forms sent to childminder after the inspection).

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", "I experience high quality care and support because people have the necessary information and resources", and "My environment is safe and secure". (HSCS 4.11, 4.27 and 5.19).

**This recommendation was made on 7 April 2021.**

## Action taken on previous recommendation

This recommendation is partially met, however, we have made a new recommendation in relation to the childminder's role and responsibilities in line with our current report writing guidance. This is reported under management and leadership.

## 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	
17 Jul 2018	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	3 - Adequate
2 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
20 Aug 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
17 Aug 2009	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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