

Rae, Margaret Child Minding

Type of inspection: Unannounced
Inspection completed on: 15 March 2022

Service provided by:
Margaret Rae

Service provider number:
SP2003907983

Care service number:
CS2003008401

Introduction

Margaret Rae's Childminding operates from her detached home in a quiet residential area of Inverness, close to local parks and amenities. The minded children have access to the ground floor only, with use of a bathroom and an open plan kitchen/lounge with direct access to an enclosed garden.

The service has been registered with the Care Inspectorate since April 2011. It provides a care service to a maximum of six 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.

What we did during our inspection

We wrote this report following an unannounced inspection. This took place between 11:45am and 1:30pm on 15 March 2022. Feedback was provided throughout the inspection.

During the inspection we spoke to the childminder and gathered evidence from various sources, including children's files, policies and procedures, records and other documents. We observed how the childminder cared for and interacted with the children.

Views of people using the service

There were three minded young children aged from four months to pre-school present at the time of the inspection. We observed children happy and saw some positive interactions between the childminder and the children. The childminder offered the children praise and reassurance where appropriate, which supported the children to feel safe and secure within her care.

We spoke to two parents via telephone and they both told us they were very happy with the quality of care their children received.

Their comments included:

'My child loves going to Maggie's and I feel really comfortable leaving my child with her'

'Maggie is very flexible and approachable'

'Maggie is amazing with my children, she is very flexible and I am very happy with the care she provides'.

Self assessment

The service had not been asked to complete a self-assessment in advance of the inspection.

What the service did well

The childminder provided a homely environment and interacted well with the children. She knew the children in her care well and had established good relationships with families. She made good use of the outdoors to support children's play and encourage healthy living and active play.

What the service could do better

A requirement and a number of recommendations from the last inspection had not been fully met. The childminder should ensure these are now met to ensure positive outcomes for the children in her care. The care service provided should be evaluated with ideas for improvements identified.

We asked the childminder to review the children's personal plans every six months. Personal plans should also note children's individual progress and development and identify some next steps in learning.

We also asked the childminder to review arrangements for changing children's nappies and sleep, to ensure they reflected best practice guidance.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	3 - Adequate
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

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

On the day of inspection, there were three minded children present. The childminder was caring and had created a relaxed atmosphere. She knew the children in her care well and spoke about their interests and how these were supported within the service. She was cheerful and gave lots of cuddles, praise and encouragement to the children in her care. Two of the children were happy to engage and show us their trucks they like to play with. We looked at the childminder's quality range of resources and found that a previous recommendation had not been fully met. Children would have benefitted from a broader range of activity to support their learning and imagination. This would enhance creative thinking, problem solving skills and new learning through play. **(See recommendation 1).**

We looked at children's personal plans and found that a previous requirement had not been fully met. Where children did have plans in place, these did not always reflect their individual needs and show how children's needs and wishes would be met. The childminder should also consider how she observes and

records children's progress and development. This should include identifying some next steps in learning with links to how she organises play that will challenge children and support their next steps. This would support the childminder to use information about the children to develop strategies to support positive outcomes for children. The childminder must also ensure that personal plans are reviewed every six months or sooner with parents and carers. **(See requirement 1).**

The childminder had established strong and trusting relationships with the families. This allowed for open communication and sharing of information. The childminder stated that she shares information with the parents informally on a daily basis, at drop off and collection times. She provides a flexible and accommodating service for the families she works with. We found she made good use of text messaging service and private social media to communicate with families. This helped to ensure parents were included in their child's care and offered the opportunity to comment and make suggestions for improvement.

We suggested that the childminder works in partnership with families to set goals for children to support them with their development. We looked at children's progress and achievements and found that a previous recommendation had not been fully met. We found little evidence of this in each child's file and we agreed with the childminder that she would review the play experiences and start taking observations of the children attending the service. We suggested these observations should link to the Getting It Right for Every Child (GIRFEC) approach and identifying next steps in development to enhance children's experiences. This will ensure positive outcomes for children and to fulfil their potential through play.
(See recommendation 2).

During the inspection, children did not wash their hands before sitting down to have their snack. We spoke to the childminder about infection control and the importance of hand washing before meals. We discussed the need for a robust approach to hand washing to minimise the spread of infection and to support children to learn good hygiene habits.
(See recommendation 3).

Requirements

Number of requirements: 1

1. By 30 May 2022, the provider must ensure each child receives appropriate care and support and their needs are met.

To do this, the provider must, at a minimum:

- a) ensure every child has a fully completed care plan, created in partnership with children and parents/ carers, within 28 days of starting in her service.
- b) record the child's full name, address, carer details and medical information.
- c) identify the child's needs and wishes and set out how these will be met.
- d) review at least every six months while the child is at the service.

**This is to comply with Regulation 5(1)(2) – (Personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).
(Requirements for Care Services) Regulations 2011, SSI 2011/210.**

This is 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)

Recommendations

Number of recommendations: 3

1. To ensure children have a range of experiences and play opportunities available to support children to learn and reach their potential.

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

'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials' (HSCS 1.31).

2. The childminder should consider how she observes and captures children's progress and development and uses this knowledge to support children's next steps and extend their experiences

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS) which state that,

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

3. The childminder should improve infection control measures to ensure children are kept safe.

This is to ensure care and support is in line 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: 3 - adequate

Quality of environment

Findings from the inspection

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

The childminder's home was warm and welcoming. The children made use of all the available space and confidently moved around the lounge/kitchen area of the house. A range of toys were available for the children to choose from inside as well as the outdoor area. The childminder informed us that she used loose parts such as stones, cones and wood with the children. However, we suggested that she has a look at the loose parts toolkit to develop this further and enhance children's development and learning through loose

parts play. This would support children to develop their problem-solving skills and spark curiosity in their play experiences.

<https://www.playscotland.org/loose-parts-play-toolkit/>

The children had regular access to outdoor play which encouraged them to be active and to develop their physical co-ordination. Children had access to fresh air and energetic play in the fenced off area in the childminder's back garden as well as walks to the large playing fields in the area. This promoted children's general health, well-being, confidence and risk taking.

The childminder told us she changed children's nappies in her living room. We explained that this compromised children's privacy and dignity and was not in line with effective infection prevention and control measures. **(See recommendation 1).**

[https://www.careinspectorate.com/images/documents/4404/Nappy changing guidance for early years and childcare services.pdf](https://www.careinspectorate.com/images/documents/4404/Nappy%20changing%20guidance%20for%20early%20years%20and%20childcare%20services.pdf)

We observed the sleep arrangements for the children under three. During the inspection there was a baby having a nap in his buggy. We reminded the childminder that all children should be able to sleep on a comfortable flat surface. We directed the childminder to good practice guidance including guidance produced by Scottish Cot Death Trust. **(See recommendation 2).**

<https://scottishcotdeathtrust.org/wp-content/uploads/2019/02/early-years-safe-sleep-guide.pdf>

On the day of the inspection, we looked at risk assessments and found that a previous recommendation had not been fully met. We spoke about the importance of risk assessments, that they not only minimise harm but are also a tool to help children recognise and manage their own risk. **(See recommendation 3).**

We suggested that the children should be involved in reviewing the risk assessments for the range of activities and outings they experienced. This would develop their own awareness of managing risk, be responsible and learn about the safety of themselves and others. This would also help them to feel responsible and respected.

The childminder had appropriate reporting forms in place to record any accidents and incidents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. To ensure children's privacy and dignity is being respected, the childminder should review arrangements for nappy changing to ensure effective infection control and prevention measures are in place.

This is to ensure care and support is in line with the Health and Social Care Standards, which state that,

'If I require intimate personal care, this is carried out in a dignified way, with my privacy and personal preferences respected.' (HSCS 1.4).

2. To minimise risks to children when they are sleeping, the childminder should develop her knowledge of safer sleep guidance and apply this in her practice.

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

'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event' (HSCS 4.14).

3. To ensure the environment is safe and secure, the childminder should improve the way she assesses risk to minimise hazards and reduce risk.

This is to ensure the quality of the environment is in line with the Health and Social Care Standards, which state,

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

Grade: 3 - adequate

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

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

We looked at the childminder's documentation and found that a previous recommendation had not been fully met. The childminder kept only minimal documentation to support and underpin her childminding service. We discussed the importance of maintaining and regularly reviewing records, plans and policies to ensure that all documentation is in-line with current legislation and best practice guidance. The childminder had also recognised this as an area for improvement and acknowledged that she had made little progress since her last inspection. We also suggested that the childminder shares her policies with families to support their understanding of what to expect from the service. **(See recommendation 1).**

The childminder had limited knowledge of best practice documents and up to date guidance which impacted on her professional knowledge and skills. This in turn impacted on the ongoing development of her service and the quality of children's experiences. Improved use of training and development opportunities would

ensure high quality outcomes and experiences for children. We directed the childminder to the Care Inspectorate Hub and The Scottish Childminding Association (SCMA) website where she could access best practice documents and get ideas as to how she could develop her service. We also directed her to 'My Childminding Journey' as a way of accessing guidance and practice documents to support the ongoing development of the service.

<https://hub.careinspectorate.com/resources/browse-all-resources/your-childminding-journey/>

Since her last inspection, the childminder had completed a range of training. She had updated her training in First Aid and Child Protection. She had also completed Working together to safeguard children 2018, keeping children safe in Education 2018 and the early years foundation stage: statutory guidance. The childminder had an understanding of the signs and expected responses linked to any child protection concerns that may present themselves in the future. The childminder kept a learning log about other relevant training she had completed online. We suggested that she gather evidence to demonstrate how training attended had impacted on her practice. This will help to identify future training needs and support improvement.

We looked at the childminder's quality assurance processes and found that a previous recommendation had not been fully met. We discussed the value of self-evaluation when developing and improving the service offered to children and families. Parents and carers should be offered more formal opportunities to provide feedback to the service, for example, by using questionnaires. We suggested that the childminder gave questionnaires to parents/carers and children to identify what's working well, to support improvement in the service and the outcomes for children. **(See recommendation 2).**

The childminder should now act on the requirement, recommendations and improvements discussed during this inspection to further develop and improve her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. The childminder should update policies and procedures regularly to ensure that children are cared for in a service that is well managed and takes account of best practice. The childminder should improve systems in place, in order to become more organised.

This is to ensure the quality of the management is in line with the Health and Social Care Standards (HSCS) which state that,
'I use a service that is well led and managed' (HSCS 4.23).

2. To continue to improve outcomes for children, the childminder should become familiar with best practice guidance and use this to support her approaches to self-evaluation and continuous improvement.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

Grade: 3 - adequate

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

Previous requirements

Requirement 1

Every child should have a tailor-made care plan that set out how their needs will be met, as well as their wishes and choices. The childminder must have this in place for every child by 9 November 2018. In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed care plan, created in partnership with children and parents/ carers, within 28 days of starting in her service.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least every six months while the child is at the service.

This is to ensure the quality of the 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).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation Personal Plans - (1), (2) (a) and (b).

This requirement was made on 16 November 2018.

Action taken on previous requirement

Basic plans were now in place of a satisfactory standard. However, documentation had not been dated and there was no evidence that children's plans were reviewed in line with legislation. Therefore the requirement is repeated in this inspection report. New timescale for this requirement is 30 May 2022

Not met

Requirement 2

Every child should have a tailor-made care plan that set out how their needs will be met, as well as their wishes and choices. The childminder must have this in place for every child by 9 November 2018. In order to achieve this, the provider must:

- (i) Ensure every child has a fully completed care plan, created in partnership with children and parents/ carers, within 28 days of starting in her service.
- (ii) Record the child's full name, address, carer details and medical information.
- (iii) Identify the child's needs and wishes and set out how these will be met.
- (iv) Review at least every six months while the child is at the service.

This is to ensure the quality of the 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).

This is in order to comply with The Social Care and Social Work Improvement Scotland (Requirements for a Care Service) Regulations, Scottish Statutory Instruments 2011, 210 Regulation Personal Plans - (1), (2) (a) and (b).

This requirement was made on 2 December 2019.

Action taken on previous requirement

Basic plans were now in place of a satisfactory standard. However, documentation had not been dated and there was no evidence that children's plans were reviewed in line with legislation. Therefore the requirement is repeated in this inspection report. New timescale for this requirement is 30 May 2022.

Not met

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

Previous recommendations

Recommendation 1

Children should be protected from harm. The childminder must have a clear understanding of his roles and responsibilities in relation to child protection.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS), which state that, 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This recommendation was made on 16 November 2018.

Action taken on previous recommendation

The childminder was clear about child protection and has done some updated training in child protection. The childminder was clear on what to do if she had a concern. This recommendation has been met.

Recommendation 2

Children's environment should be safe and protect them from harm. The childminder should ensure harmful chemicals and household products are stored away, out of reach from the children.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS), which state that, 'My environment is secure and safe' (HSCS 5.17).

This recommendation was made on 16 November 2018.

Action taken on previous recommendation

The childminder had moved harmful cleaning materials from children's reach. We were satisfied that this recommendation had been met.

Recommendation 3

Children should experience an environment that keeps them safe, such as the preventing the spread of infection. The childminder should ensure appropriate procedures of infection control are in place within the service.

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

This recommendation was made on 16 November 2018.

Action taken on previous recommendation

We observed hygienic and safe practice during this inspection. Discussions with the childminder satisfied us that this recommendation had been met.

Recommendation 4

Children should feel confident that the service is well-managed. The childminder should improve systems in place, in order to become more organised.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS) , which state that, 'I use a service that is well led and managed' (HSCS 4.23).

This recommendation was made on 16 November 2018.

Action taken on previous recommendation

The childminder had made limited progress in reviewing and reorganising the documentation to support the running of her childminding service. This recommendation has not been met and is repeated in this inspection report.

Recommendation 5

Children, parents and carers should have their views and opinions sought. The childminder should improve her quality assurance practices to ensure evaluations of her service are carried out, and are used to identify strengths and areas for improvement.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS), which state that, 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8).

This recommendation was made on 16 November 2018.

Action taken on previous recommendation

This recommendation has not been met, a further recommendation is made in this inspection report.

Recommendation 6

Children should experience a high quality of care and support. The childminder should continue to identify area of development within her training and use this to improve outcomes for children.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS), which state that, 'I experience a high quality of care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This recommendation was made on 16 November 2018.

Action taken on previous recommendation

This recommendation has not been met, a further recommendation is made in this inspection report.

Recommendation 7

The childminder should extend the range of experiences and play opportunities available to support children to learn and reach their potential.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials' (HSCS 1.31).

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has not been met , a further recommendation is made in this inspection report.

Recommendation 8

The childminder should continue to extend the range of resources available , including the introduction of more natural and open-ended materials , to offer children greater choice and challenge.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'As a child ,my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open-ended and natural materials' (HSCS 1.31).

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has been met, the childminder explained the children have been using open-ended and natural materials in the service. We have asked the childminder to continue this and to also use this indoors

Recommendation 9

The childminder should develop her approach to risk assessment. This should include noting identified hazards and actions taken to minimise risk to children and involving children more directly in managing risk.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'My environment is safe and secure' (HSCS 5.17).

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has not been met, a further recommendation is made in this inspection report.

Recommendation 10

Children should feel confident that the service is well-managed. The childminder should improve systems in place, in order to become more organised.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS) which state that 'I use a service that is well led and managed' (HSCS 4.23).

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has not been met, a further recommendation is made in this inspection report.

Recommendation 11

Children, parents and carers should have their views and opinions sought. The childminder should improve her quality assurance practices to ensure evaluations of her service are carried out, and are used to identify strengths and areas for improvement.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS) which state that 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8).

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has not been met, a further recommendation is made in this inspection report.

Recommendation 12

Children should experience a high quality of care and support. The childminder should continue to identify area of development within her training and use this to improve outcomes for children. We also suggested

that she keeps a reflective log of her learning to note key aspects of her learning and its impact on developing her service and improving children's experiences.

This is to ensure the quality of the management is consistent with the Health and Social Care Standards (HSCS) which state that 'I experience a high quality of care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has been met. The childminder has done recent training to update her knowledge and skills

Recommendation 13

Children should be protected from harm. The childminder must have a clear understanding of his roles and responsibilities in relation to child protection. She should review and develop her child protection policy to reflect a robust approach to managing child protection concerns.

This is to ensure the quality of the care and support is consistent with the Health and Social Care Standards (HSCS) which state that 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has been met. The childminder has completed her up to date training in child protection and is aware on what procedures to take if she has any concerns.

Recommendation 14

The childminder should consider how she observes and captures children's progress and development and uses her knowledge to support children's next steps in learning.

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

This recommendation was made on 2 December 2019.

Action taken on previous recommendation

This recommendation has not been met, a further recommendation is made 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	
9 Oct 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
1 Oct 2018	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed 3 - Adequate
25 Mar 2015	2	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
15 Oct 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good Not assessed Not assessed Not assessed
18 Apr 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good 5 - Very good

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