

McAndrew, Lynn

Child Minding

Type of inspection: Unannounced
Inspection completed on: 26 May 2022

Service provided by:

Service provider number:
SP2010978175

Care service number:
CS2010249620

Introduction

Lynn McAndrew provides a childminding service from a semi-detached property located in the Thornliebank area of East Renfrewshire. The childminder is registered to provide 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. Numbers are inclusive of the childminder's own family members. The upstairs of the premises are not to be used for childminding. The service is close to local primary schools, parks and other amenities. The service is close to local parks and amenities. Children had access to the family lounge, kitchen/diner, toilet and large enclosed back garden.

What we did during our inspection

This was an unannounced inspection which took place on 25 May 2022 between 12:30 and 14:00. One inspector 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:

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- observed the minded children present and asked the childminder to forward an email to parents, requesting their feedback on the quality of the service.
- spoke with the childminder.
- observed the childminding environment and the resources available to support children's care, learning and development.
- reviewed documents.

Views of people using the service

During our inspection visit, the one minded child present was relaxed and happy in the setting and had clearly established a close attachment to the childminder. We could see that the childminder had developed a nurturing relationship with the minded child and was attuned to their needs and preferences.

We invited parents to contact us to share their views about the childminding service. A second request for feedback comments was made however no feedback responses were returned.

Self assessment

The childminder was not asked to submit an up-to-date self assessment prior to this inspection.

What the service did well

The childminder knew children well and planned individual care and support that was responsive to children's needs. The childminder provided a variety of well resourced play experiences both indoors and outdoors that contributed to children's fun, enjoyment and overall health and wellbeing. They made good use of local facilities to ensure children were getting active and energetic play as well as other opportunities in the local community including visits to the large local park.

What the service could do better

The childminder should continue to development her approach to children's personal plans. This will ensure that there is continuity in children's care and that the childminder can track their progress and development through play. The childminder should continually refresh and maintain up to date records of her professional development and training.

From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very 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 very good at providing effective care and support for children. She was warm and nurturing with the child being cared for during our inspection. She knew them well and was responsive to their needs and interests. We saw that children experienced a child centred, relaxed and homely environment with lots of fun and enjoyment. The childminder told us she had very good relationships with parents and communicated with them through informal discussion and text messages to meet their children's individual needs. We could see from the childminder's written records for each child that there was on-going communication with parents about children's progress. The childminder was able to highlight children's individual likes, dislikes, routines and personal preferences.

We discussed observation strategies that would strengthen the link between each child's personal plan and SHANARRI well-being indicators. They discussed how photographs gathered to record children's successes and achievements through play experiences were used to inform parents about play activities. We highlighted and the childminder agreed that the photographs could be used to identify next steps for children's play and development. This will enhance the personal records for children by ensuring they become a forward-looking planning tool that support developmentally challenging play experiences for children (see Recommendation 1).

The childminder did not currently care for any children requiring prescribed medication. She discussed how she safely administered medication and made sure that parents completed consent forms before this was given. This approach was in keeping with our good practice guidance and ensured children's health, safety and wellbeing needs were met.

The childminder was aware of safe food practices, had attended food hygiene training and held a local authority Food Hygiene Information Scheme pass certificate. This provided assurance to parents that any foods were stored and prepared safely. She encouraged parents to provide meals for children that promoted healthy eating. She had additional healthy snack options available to children including fruit such as bananas, sultanas and grapes.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To promote positive outcomes for children through play the childminder should ensure children's personal plans are regularly updated and reviewed. Each plan should identify future play experiences that are developmentally challenging and relevant to children's individual needs and interests.

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" (HSC 1.15) and "My needs, as agreed in my personal plan, are fully met, and my wishes and choices are respected" (HSC 1.23).

Grade: 5 - very good

Quality of environment

Findings from the inspection

We made an evaluation of very good for this theme, as we found major strengths in this area that supported positive outcomes for children.

We found the childminder's home to be a warm, welcoming and smoke free environment for children. The childminder was very aware of the safety of the children and made sure that the rooms used were safe for the children to explore and play. She told us how within her home children mainly played in the family lounge and secure rear garden space. We were able to see that the child was familiar with the range of age appropriate play resources and these were easily accessible and took account of the child's current interests. The childminder was respectful in her interactions and responded positively to the child's verbal and non-verbal communications. This resulted in the children being cared for in a safe and inclusive environment.

The childminder told us that she frequently took the children to local parks for energetic play experiences involving large physical apparatus such as slides, swings and roundabouts. In addition, the childminder told us that she took the children on a wide variety of outings to a local toddler group, soft play centres, a children's farm and the seaside. These opportunities encouraged children to be physically active, to develop their understanding of the natural world and experience regular fresh air and exercise.

Effective systems were in place to record and share information with parents about any accidents or incidents. This meant that parents were kept informed about issues affecting their children. The childminder explained other ways they made sure the environment was fit for the care of children through day-to-day cleaning and risk assessments. The risk assessment had been developed to take account of Covid-19 mitigations recommended by national guidance, which supported a safe environment for everyone.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We made an evaluation of good for this theme, as we found a number of important strengths which, taken together, clearly outweighed areas for improvement.

The childminder had continued her membership of the Scottish Childminding Association (SCMA) and had used their resources to develop their knowledge and understanding of best practice to support children's health, safety and wellbeing. This helped with how the childminder organised information about their service. SCMA is a national umbrella organisation whose main aim is to promote childminding as a quality childcare service. The childminder also attended a local toddler group which gave them an opportunity to discuss practice issues with other childminders.

The childminder was confident about her responsibilities for protecting children and keeping them safe. The childminder agreed that regularly refreshing her child protection training would help her to update her knowledge of current safeguarding issues. The childminder confirmed that she was aware of the need to update her First Aid training. Further professional development in each of these areas would be useful when reviewing practice and help in the promotion of good outcomes for children (see recommendation 1). We discussed options for e-learning, where the childminder could access training online at a time which was convenient to her.

We discussed with the childminder that as she held personal information and photographs about children, she was required to register with the Information Commissioner's Office (ICO). We signposted her to further guidance on registering available at <https://ico.org.uk/for-organisations/>. ICO is an independent public body that helps protect personal information, for example through providing guidance for childminders on sharing information about children both professionally and lawfully.

In the past the childminder had used user friendly questionnaires for parents and, where appropriate, children to find out what the service were doing well or where it could be better. We discussed how this information might be responded to and shared within a newsletter highlighting planned future developments for her service. This will contribute to families feeling respected and included in the development of the service. Self-evaluation enables services to deliver high quality care and support tailored towards children's and families' particular needs and choices.

The childminder had accessed appropriate public liability insurance to support her childminding practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. To support children's wellbeing, learning and development the childminder should consider ways to keep their professional knowledge up-to-date. This should include, but is not limited to, refreshing their skills in child protection and paediatric first aid.

This is to ensure that care and support 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: 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

Recommendation 1

The childminder should ensure that each child's personal plan is reviewed and updated with parents, as required. This is to ensure that accurate records are available and used to support and track the current health, wellbeing and safety needs of each child.

National Care Standards Early Education and Childcare up to the age of 16: Standard 3 - Health and Wellbeing.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

We found that personal planning records for children would be enhanced by ensuring they become a forward-looking planning tool that support developmentally challenging play experiences for children. This recommendation is continued and has been updated to reflect the development of new Health and Social Care Standards (2018). See Quality of care and support - Recommendation 1.

Recommendation 2

The childminder should access training appropriate to her role and responsibilities. This should include first aid, fire safety and child protection training.

National Care Standards Early Education and Childcare up to the age of 16: Standard 6 - Confidence in Staff.

This recommendation was made on 1 March 2017.

Action taken on previous recommendation

The original recommendation is continued and has been adapted and updated to reflect the development of new Health and Social Care Standards (2018). See Quality of management and leadership - Recommendation 1.

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 Feb 2017	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good
22 Jan 2013	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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