

McGregor, Beatrice Child Minding

Glenlea
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DG2 7SB

Telephone: 01387 261 242

Type of inspection:
Unannounced

Completed on:
26 August 2022

Service provided by:

Service provider number:
SP2003905520

Service no:
CS2003010789

About the service

The childminder may provide a care service to a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, 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 grandchildren when she is minding singly.

The childminder has an assistant, when working with the childminder, the care service will be provided to a maximum of 12 children at any one time under the age of 16, of whom a maximum of 12 will be under 12, of whom no more than 6 are not yet attending primary school and of whom no more than 2 is under 12 months. Numbers are inclusive of grandchildren when Mrs McGregor is being assisted.

The childminding service is located in a residential area in the town of Dumfries, Dumfries and Galloway. The service is close to local parks, schools and other amenities. The children are cared for in a dedicated playroom, conservatory, open plan dinning kitchen area and downstairs shower room. Children also have access to an enclosed rear garden.

About the inspection

This was an unannounced inspection which took place on 22 August 2022. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two people using the service and eight of their family
- spoke with the childminder and her assistant
- observed practice and daily life
- reviewed documents

Key messages

Children were cared for in a warm, welcoming, homely environment.

Children had regular access to the outdoors which helped enhanced their play and supported their health and wellbeing.

The childminder should continue to develop the 'what next' section of her personal care plans as discussed during our visit.

The childminder should continue with plans to identify and participate in training that will further develop her skills and her assistant's.

From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

4 - Good

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

1.1 Nurturing care and support

Children were happy and settled in the care of the childminder and assistant. They sought her out for comfort and support, confident their needs would be met. The childminder gave reassurance and offered praise at appropriate times. This helped develop children's confidence and self-esteem. One parent told us "the childminder provides a warm and homely environment for the children".

Children experienced a pleasant lunch that was relaxed and unhurried. Packed lunches provided by families were nutritious and in line with current good practice guidance. Water was available to children in their individual cups throughout the day. To enhance the children's experience and develop life skills, opportunities to help set up or clear away the table and utensils could be considered.

Children's individual needs were supported by a childminder who knew their unique personalities and used this information to support their routines and play experiences. The childminder communicated regularly with families to ensure continuity of care. Information gathered within personal plans supported meeting children's needs. We discussed how plans could be further enhanced by setting out strategies to support the "what next" for children in her care, with input from the parents.

Children's individual sleep routines were accommodated by the childminder in agreement with families. The childminder was aware of safe sleep guidance and discussed this with families.

Children's personal care needs were met by the childminder who demonstrated knowledge of safe nappy changing practice. The childminder had appropriate personal protective equipment (PPE) and changing mat available if required.

We sampled the medication policy and administration forms and found these were in line with current good practice guidance. We suggested the childminder add a section that records signs and symptoms to be aware of. The childminders paediatric first aid certificate had expired but was able to advise how she would respond in an emergency. She advised families are aware she does not hold a valid first aid certificate.

1.3 Play and learning

Children were able to free flow between the rooms indoors and the enclosed garden. This supported child led play and meant the pace of the day was led by the children. A range of toys were available, and reflected the interests of the children attending the service. As a result children were engaged in play and having fun. For example, we observed children playing with a doll house, dinosaurs and jigsaws.

The childminder created monthly picture books which showed children and their families the variety of activities they had engaged in and their achievements. Children were very excited to show us the books and discuss things they had enjoyed. One parent told us "the childminder encourages them to develop life skills, problem solve and celebrates their achievements".

Children were supported to go on walks in the local area, play at the local parks and forest areas. Opportunities to play outdoors enhanced children's play and supported their health and wellbeing. We discussed My world outdoors guidance and the activities the childminder had introduced such as den building and scavenger hunts in the forest. The childminder attended local toddler groups to support children to develop their social skills. All parents commented on the positive experiences their children have accessing the community with the childminder.

Children's language development was supported by the childminder through appropriate conversations and role modelling. Children also engaged in fun activities to support literacy and numeracy such as baking, stories, singings and other games.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, 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 cared for in an environment that was well ventilated, bright and homely. Children had space to play together, relax on a sofa or have time to themselves if they wished. Children were confident free flowing between rooms in the home and the enclosed garden which showed us they felt welcomed and safe in the environment.

Although we discussed activities utilising open ended materials and loose parts play there were no resources available on the day of inspection. The childminder should review what resources are available and consider rotating this on a regular basis to support children to develop their curiosity, problem solving and imagination.

Children were supported in a safe environment as the childminder had appropriate infection prevention and control procedures in place. Such as regular handwashing and a cleaning regime.

Risk assessments were in place for outings, travelling in the car and accessing the community.

The childminder should continue to review regularly to ensure they remain relevant and in line with current guidance. We have asked the childminder to create a risk assessment for areas within the property that children currently access. We also highlighted the Care Inspectorate SIMOA guidance that had recently been circulated.

The childminder had an appropriate privacy notice and storage of information process which was signed by families.

The childminder had valid insurances in place for her service, contributing to a safe environment for children.

Should children have any accidents and incidents, a recording system was in place to ensure parents/carers had all information which supported children's health and wellbeing.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, 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 childminder engaged well with the inspection process. She was open and responsive to our advice and suggestions throughout the inspection.

The childminder had created aims for her service which was shared with families. The childminder engaged regularly with families through telephone calls, messages, questionnaires and a closed Facebook group to gather feedback and use this to develop her service. The childminder had completed a Key Question 5 Covid self-assessment which helped her to identify strengths and some areas for improvement. For example, increased access to the outdoors. The childminder should continue to evaluate her service provision in partnership with children and their families to ensure positive outcomes for all attending.

We noted that the pandemic had prevented the childminder from attending any local training and we discussed the importance of the role of training in ensuring that practice remained up to date with current guidance. She should continue with plans to identify and participate in training that will further develop her skills and her assistant's. For example, we asked the childminder to seek training and professional learning opportunities including child protection training and highlighted the new quality frameworks for early learning and childcare.

The childminder had developed a range of policy and procedures, these were shared with parents, so they knew what to expect from the service. The childminder should continue to review these regularly to ensure they remain in line with current legislation and guidance, including up to date contact telephone numbers.

Parents were welcomed into the service by the childminder and assistant. All families who returned questionnaires felt confident and comfortable engaging with the childminder to discuss any issues, ideas or improvements.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, 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 who attended the service were included as part of the childminder's own family, which helped them feel welcomed and safe in the home. The childminder's husband is a named assistant on the registration certificate. Children were clearly fond of him and actively looked for the assistant to engage in play and fun. One parent told us "it feels like the childminder and her assistant are family, they are honestly amazing and my child cannot wait to get there".

The assistant was deployed to support the day to day care of children including drop off and pickups which ensured children's eating and sleeping routines were not interrupted and the service could offer flexible support to families whilst ensuring continuity of care.

The childminder and assistant were pleasant and respectful in their engagement and communication. They worked well together to agree tasks and roles which meant that children and their families were supported well.

We noted that the pandemic had prevented the assistant from attending any local training and we discussed the importance of the role of training in ensuring that practice remained up to date with current guidance. We encourage the assistant to access ongoing training such as safeguarding and child protection training.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The childminder should refresh her knowledge of child protection, and share this information with her assistant, so that they are both up to date with current good practice for keeping children safe.

This ensures care and support is consistent with the Health and Social Care Standards, 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 area for improvement was made on 26 September 2018.

Action taken since then

The childminder attended relevant training in 2019 following previous inspection and had updated her policy. We were satisfied with progress she had made for this recommendation.

Previous area for improvement 2

The childminder should continue to develop the way she evaluates her service, so that she has a variety of methods of assessing and improving the quality of her work and which involve parents and children.

This ensures management and leadership is consistent with the Health and Social Care Standards, which state that: 'I can be meaningfully involved in how the organisation that support and care for me work and develop'. HSCS 4.6 and 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership'. HSCS 4.7.

This area for improvement was made on 26 September 2018.

Action taken since then

The childminder has introduced a variety of methods such as messengers, face to face discussions and written questionnaires to evaluate her service and highlight areas for improvement. We are satisfied with the progress she has made for this recommendation.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	4 - Good
4.3 Staff deployment	4 - Good

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