

# Gray, Karen Child Minding

Johnstone

**Type of inspection:**  
Unannounced

**Completed on:**  
28 February 2023

**Service provided by:**  
Karen Gray

**Service provider number:**  
SP2004938809

**Service no:**  
CS2004079151

## About the service

Karen Gray registered with the Care Inspectorate on 1 April 2011. Current registration enables them to provide a childminding service to a maximum of six children at any one time under the age of 16 years. No more than three of these children will not yet be attending primary school, and no more than one of these three children will be under 12 months of age. Numbers are inclusive of the childminder's family members.

This service is provided from the childminder's home, which is an end terraced property located in Johnstone, Renfrewshire. Children are mainly cared for within the childminder's lounge, however, the childminder also uses their kitchen, upstairs toilet and rear garden for minding purposes.

## About the inspection

This was an unannounced follow up inspection which took place on Wednesday 22 February 2023. 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, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- spoke with three families of children who attend the service by email
- spoke with the childminder
- observed practice and daily life for two children who attended the service
- reviewed documents

## Key messages

This was a follow up inspection to review and assess progress with requirements and areas for improvement identified at the childminder's previous inspection in November 2022.

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

### Requirements

#### Requirement 1

By 13 January 2023, the childminder must ensure that each child attending the service has a personal plan in place which reflects their current interests and individual health, welfare and safety needs. To do this, the childminder must, at a minimum:

- a) Review and update personal information held for each child to ensure this is relevant.
- b) Consult parents and children (where appropriate) to agree goals and strategies to support children.
- c) Implement a personal plan for every child attending the service.
- d) Ensure plans are reviewed and updated with parents and children (where appropriate) at least once every six months, or sooner when required or requested in line with legislation.

This is to comply with Regulation 5 (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure that 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 requirement was made on 11 November 2022.**

#### Action taken on previous requirement

The childminder had reviewed some children's all about me information with parents. However, they had not developed a personal plan for every child that attends the service, outlining how their individual health, welfare and safety needs would be met.

This requirement was not met. We have therefore extended the timescale to provide the childminder with additional time to make the required improvements. The requirement will now read;

By 31 March 2023, extended from 13 January 2023, the childminder must ensure that each child attending the service has a personal plan in place which reflects their current interests and individual health, welfare and safety needs. To do this, the childminder must, at a minimum:

- a) Review and update personal information held for each child to ensure this is relevant.
- b) Consult parents and children (where appropriate) to agree goals and strategies to support children.
- c) Implement a personal plan for every child attending the service.
- d) Ensure plans are reviewed and updated with parents and children (where appropriate) at least once every six months, or sooner when required or requested in line with legislation.

This is to comply with Regulation 5 (Personal Plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also to ensure that 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).

## Not met

### Requirement 2

By 25 November 2022, the childminder must ensure that medication is stored and administered safely, in line with Care Inspectorate's guidance, 'Management of medication in daycare of children and childminding services'. To do this, the childminder must, at a minimum:

- a) Review and update their medication policy to ensure this is reflective of Care Inspectorate's guidance.
- b) Ensure parental permission is sought prior to administering medication to children.
- c) Ensure that when medication has been administered to children, accurate records are maintained and recording formats include all necessary information as outlined within Care Inspectorate's guidance.
- d) Ensure that medication is stored safely in line with Care Inspectorate's guidance and that the storage space where non refrigerated medication is stored is free from unnecessary clutter and is organised to reduce the likelihood of cross contamination.
- e) Implement a procedure for monitoring medication stored on the premises to ensure medication is suitable for use. For example, ensuring medication has not passed it's expiry date.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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

This requirement was made on 11 November 2022.

#### Action taken on previous requirement

We reviewed documentation relating to administration of medication. This included; parental permissions, records of administration and the childminder's medication policy. We found that the childminder had reviewed and updated the processes for seeking parental permissions prior to administering medication and for recording when medication had been given. The childminder had updated their medication policy, however we made some suggestions on how this could be improved further.

The documentation sampled provided sufficient evidence to demonstrate that the service made improvements to ensure medication could be stored and administered safely.

#### Met - within timescales

### Requirement 3

By 25 November 2022, the childminder must ensure that children are cared for in a safe and hygienic environment in line with Health Protection Scotland's, 'Infection prevention and control in childcare settings (Daycare and childminding settings). To do this, the childminder must, at a minimum;

- a) Review and update the service infection prevention and control policy to be reflective of Health Protection Scotland's guidance.
- b) Ensure all areas of the childminder's home environment accessed by children are safe, clutter-free and clean to allow children to independently access the designated areas.
- c) Devise and implement a cleaning schedule which is reflective of section 4 of the noted guidance.
- d) Review, update and comply with the service nappy changing policy to ensure appropriate personal protective equipment (PPE) is worn during personal care routines.

This is in order to comply with Regulation 4(1)(d) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This is also to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can independently access the parts of the premises I use and the environment has been designed to promote this' (HSCS 5.11) and 'My environment is safe and secure' (HSCS 5.17)

This requirement was made on 11 November 2022.

## Action taken on previous requirement

We observed that the childminder had made improvements to the cleanliness and clutter throughout their home and as the result children could safely access play areas independently. We observed that the childminder had sourced appropriate personal protective equipment and a changing mat to ensure nappy changing routines complied with infection prevention and control guidance and that a more effective schedule for cleaning the premise and play resources had been implemented.

Our observations of the service and the documentation sampled, provided sufficient evidence to demonstrate that the service made improvements to ensure children were cared for in a safe and hygienic environment.

## Met - within timescales

### Requirement 4

By 2 December 2022, In order to ensure the safety and wellbeing of children, the childminder must demonstrate their responsibility to assess potential risks . To do this, the childminder must, at a minimum;

- a) Develop written risk assessments for the premises and areas of the community accessed by minded children.
- b) Ensure that risk assessments identify potential hazards and what control measure/action will be taken to reduce the likelihood of harm to children.
- c) Ensure risk assessments are reviewed at a minimum of yearly, unless circumstances dictate otherwise.

This is in order to comply with Regulation 4(1)(a) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This is also 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 requirement was made on 11 November 2022.**

## Action taken on previous requirement

The childminder had implemented risk assessments for their premises and areas of the community accessed by minded children. We reviewed these risk assessments and found that they mostly identified potential hazards and the control measures implemented to reduce risks to children. We discussed with the childminder how outing risk assessments could be further developed to ensure they consistently outlined control measures applied by the childminder to ensure children's safety. The childminder should continue with their plans to ensure risk assessments are reviewed regularly, and at least once per year.

Our observations of the service and the documentation sampled, provided sufficient evidence to demonstrate that the service made improvements to ensure children were cared for in a safe environment.

## Met - within timescales

**Requirement 5**

By 10 February 2023, the childminder must develop approaches to self-evaluation and quality assurance to ensure the quality of children's care improves. To do this, the childminder must, at a minimum:

- a) Engage in learning that builds capacity for improvement which can be found on Care Inspectorate's 'The hub'.
- b) Evaluate what is going well, what needs to be improved, and how that will be achieved at the service.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also 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).

**This requirement was made on 11 November 2022.**

**Action taken on previous requirement**

The childminder had not made any progress with achieving this requirement, therefore, this requirements was not met. We have extended the timescale to provide the childminder with additional time to make the required improvements. The requirement will now read;

By 21 April 2023, extended from 10 February 2023, the childminder must develop approaches to self-evaluation and quality assurance to ensure the quality of children's care improves. To do this, the childminder must, at a minimum:

- a) Engage in learning that builds capacity for improvement which can be found on Care Inspectorate's 'The hub'.
- b) Evaluate what is going well, what needs to be improved, and how that will be achieved at the service.

This is to comply with Regulation 4(1)(a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is also 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).

**Not met**

## 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

To ensure children experience a broad range of stimulating and challenging play experiences that promote their curiosity, inquiry, and creativity, the childminder should improve their approach to planning for, implementing and evaluating children's play and learning experiences.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 area for improvement was made on 11 November 2022.**

#### Action taken since then

The childminder had not yet made any improvements relating to this area for improvement. The childminder spoke of their plans to implement floor book planning processes and we encouraged them to continue with this plan.

#### Previous area for improvement 2

To protect children's personal information, the childminder should ensure the safe and secure storage of all records. In addition, they should develop a privacy statement outlining how personal information will be collated, stored and shared and register their business with the Information Commissioner's Office (ICO). This will ensure all personal information is managed safely and lawfully.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My human rights are central to the organisations that support and care for me' (HSCS 4.1).

**This area for improvement was made on 11 November 2022.**

#### Action taken since then

The childminder had made some progress with this area for improvement and had purchased a locked cabinet to store children's personal information. We encouraged the childminder to develop a privacy statement outlining how personal information will be collated, stored and shared and to register their business with the Information Commissioner's Office (ICO).

#### Previous area for improvement 3

To ensure the safety of their pet dog and the safety of children, the childminder should;

- a) Obtain written permission for children to have contact with the pet dog.
- b) Develop a pet policy outlining how the childminder plans to meet the pet's health and welfare needs.
- c) Complete a risk assessment outlining all safety and infection prevention and control measures necessary

to keep children safe.

This is also 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 area for improvement was made on 11 November 2022.**

#### Action taken since then

The childminder had made some progress with this area for improvement. They had developed a pet policy and sought permission from some families for children to have contact with the pet dog. The childminder should now ensure they gain permission from all parents for their children to have contact with the dog and develop a risk assessment identifying all possible hazards and control measures that the childminder plans to implement to keep children safe.

#### Previous area for improvement 4

To strengthen relationships with parents and carers, so that they can work together to meet children's needs, the childminder should maximise opportunities to welcome families into their home.

This is also to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My care and support is consistent and stable because people work together well' (HSCS 3.19)

**This area for improvement was made on 11 November 2022.**

#### Action taken since then

The childminder had made some progress with this area for improvement and had offered parents the opportunity to enter their home during drop off and collection times. The childminder stated that most parents preferred to remain at the door and not enter the premises. The childminder should continue to support parents to access their home to ensure opportunities are provided to strengthen relationships with parents and carers, so that they can work together to meet children's needs.

#### Previous area for improvement 5

To ensure children are safeguarded and protected, the childminder should source relevant training and self-directed study relating to child protection and first aid. The childminder should use the knowledge and understanding gained from learning opportunities to review and update the service policies.

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 organisation codes' (HSCS 3.14).

**This area for improvement was made on 11 November 2022.**

#### Action taken since then

The childminder had not yet made any progress with this area for improvement. We encouraged the childminder to make contact with their liaison officer at Renfrewshire council and to contact Scottish Childminding Association (SCMA) to gain support in accessing training.

## 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).

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