

McIntosh, Heather

Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 September 2017

Service provided by:
McIntosh, Heather

Service provider number:
SP2003900126

Care service number:
CS2003000603

The service

Introduction

Heather McIntosh is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, 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 the childminder's children. From 01 September 2017 to 29 June 2018, at the times stated below only*, care service may be provided to a maximum of 6 children at any one time under the age of 16, of whom no more than 4 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's children.

*Wednesdays and Thursdays - 9.00am - 5.00pm.

Minded children cannot be cared for by persons other than those named on the certificate. Overnight service will not be provided.

This service registered with the Care Inspectorate in April 2011.

The childminding service operates from the childminder's family home in the north-west area of Dundee. Minded children have access to the lower level of the premises and the fully enclosed rear garden.

There were two children, aged 3 years and 14 months old attending the service on the day of inspection.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on Monday 18 September 2017 between 9.30am and 12.00pm. A Care Inspectorate Early Years Inspector carried out the inspection. During the inspection, we spoke to the childminder and the minded children present. We observed the care given by the childminder, her interactions with the minded children and looked at a number of documents including health and safety records, personal care plans and training information.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parents to work with the services that can help them. There are eight wellbeing indicators at the heart of Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

There were two children present during the inspection, aged 14 months old and 3 years old. Both children were comfortable in the childminding environment and relaxed around the childminder. They had fun playing with a variety of age/stage appropriate toys throughout the inspection visit. The older child spoke with us, sharing what he liked doing while at the service. We sent out care standard questionnaires to the childminder to distribute to parents. We received three completed questionnaires before the inspection was carried out. The parents strongly agreed that overall they were happy with the quality of care their child received in the service. Additional comments included:

"Some days they go for walks, playgroup. They do arts and crafts."

"Excellent, experienced childminder. My child always comes home happy."

"Heather provides a loving 'home from home' care experience. I used her service with my older child and I could not fault her. My older child is confident, clever and polite, all aspects that Heather has a huge impact towards. With my current child, initially Heather's service was full and we used a local nursery. This was a traumatic situation, which did not suit my clingy, separation anxious child. As soon as a space arose, I gladly moved care providers. With Heather's care and diligence, my daughter settled very fast. Heather also went above and beyond by attending extra first aid and fit management training, following a series of fits that my daughter suffered. Heather was very proactive to support our needs, and by seeking further advice. We are confident that any further issues will be handled with compassion, care and safety for all her service users."

Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included under each heading that we grade the services.

What the service did well

The childminder was warm and responsive to children and had created a safe and nurturing environment to meet their needs.

What the service could do better

The childminder should continue to devise methods of consultation with parents to support her in evaluating and assessing all areas of her service.

The childminder should continue to identify and access a variety of professional development opportunities that will enhance and develop her knowledge, skills and practice.

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	5 - Very Good

Quality of care and support

Findings from the inspection

The childminder had developed very good relationships with children and their families. Settling in visits when children first attended the service and good communication had supported these relationships. Daily discussions

with parents gave the opportunity for the sharing of information on children's individual needs, care and wellbeing.

Information was gathered about each child when they first attended the service. This information supported the childminder in caring for and supporting the children's development and learning. This information was reviewed every six months or sooner to ensure it was relevant and continued to support children. We reminded the childminder to have the personal plans signed and dated by parents on review or update. The childminder had introduced the 'Getting It Right For Every Child' (GIRFEC) wellbeing indicators into the children's plans. We asked her to consider developing the plans further to help support positive outcomes for children.

Children were encouraged and supported to be confident and independent. The minded children present during the inspection were familiar with the toys available and the routine of the service. They independently chose what they wanted to play with and were encouraged to share and take turns during activities. The childminder encouraged, praised them appropriately throughout the morning, and recognised their achievements. She was caring, nurturing and sensitive in her interactions with the children as she sat with them on the floor and joined in their play. The childminder encouraged vocabulary, language and counting through play and singing. The children had fun, with lots of laughing, giggling and cuddles. The childminder knew the children well and discussed children's needs, characteristics, interests and preferences. Activities, resources and outings encouraged children's interests, development and learning.

Healthy lifestyles were supported at the service. The childminder provided healthy snacks and lunches, taking into consideration the children's likes/dislikes and nutritional guidance. The children enjoyed fruit for snack during the inspection. The childminder had registered as a food provider. There were daily opportunities for fresh air and active play, for example, children played in the garden, went to playgroup to meet friends, visited local parks and woods and jumped around at soft play.

The childminder was very aware of her responsibility in keeping children safe and protected. She had refreshed her child protection training and was confident in the procedure she would follow should she have concerns about a child. A written policy was shared with parents and contained contact details for the local child protection team. An appropriate system was in place for the storage, administering and recording of medication.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the childminder's home to be warm, clean and safe. The childminder shared information about her service and childcare topics with parents in many ways including displays around her home. This information ensured parents were informed and included in the service.

A toy cupboard in the hall contained a wide range of resources that were age and stage appropriate for the children. The older child went to the cupboard to choose what he wanted to play with. He told us about the different toys he liked playing with when attending the childminding service.

Daily cleaning chores ensured the childminding environment was clean and tidy for children attending. Visual risk assessments were carried out before the children attended to ensure all risks had been identified and minimised therefore keeping children safe. Through discussion, the childminder shared her good understanding of risk assessing and benefit. Written risk assessments were in place and reviewed regularly to ensure they remained up to date. Safety measures, such as a stair gate and a lock on the kitchen door supported the childminder in keeping children safe.

There was a fully enclosed garden to the rear of the childminder's home which children had access to daily. As we looked through the children's portfolios and we saw photographs of the children enjoying their play in the garden.

Infection prevention and control measures were in place. The children were encouraged and helped by the childminder to wash their hands before eating and after toileting or nappy changing. The children had individual face cloths for drying their hands. Toys/equipment were washed or cleaned regularly and the childminder wore disposable gloves and aprons when nappy changing or dealing with bodily fluids to ensure the spread of infection was minimised.

Accidents and incidents were recorded. Parents were informed by the childminder and signed the record to confirm this information had been shared. Parents received a copy for their own records.

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

The childminder was a member of the Scottish Childminding Association (SCMA) and used their paperwork and documentation in her service.

Regular communications from SCMA along with the Care Inspectorate kept the childminder updated with best practice and legislation. She also received information through childminding forums and met regularly with local childminders, which gave her the opportunity to discuss childminding and childcare topics.

The childminder had accessed a range of professional development opportunities to support her practice and service, such as child protection and first aid refreshers, food hygiene and safety level 2 and epilepsy/febrile convulsion training. We asked the childminder to continue to identify her training needs and access a variety of opportunities that would develop her knowledge, skills, practice and outcomes for children.

As previously said the childminder communicated well with parents and shared information in a variety of ways, for example, daily discussions, texting and seasonal newsletters. She also used these opportunities to seek feedback about her service to support development and improvement. An improvement and comment book contained positive comments from parents. Children had completed child-friendly questionnaires to evaluate activities available. The childminder told us she had distributed questionnaires to parents previously but they were not completed. We discussed creating very brief questionnaires and other methods of encouraging parents to be involved in the evaluation of the provision.

Policies and procedures which underpinned the service were regularly reviewed and updated to ensure they remained relevant to the service and continued to follow best practice guidance. The childminder was aware of the Care Inspectorate Hub where legislation and best practice guidance can be accessed. A complaints policy was in place and shared with parents. The policy contained contact details for the Care Inspectorate should parents wish to inform us of their concern/complaint.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

Previous requirements

Requirement 1

The childminder must develop and implement risk assessments for sand, water and paint play and outdoors. The childminder must record the date when the risk assessment was carried out and reviewed. The childminder must also implement risk assessments for any other relevant activity which aims to maximise the children's safety.

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

The National Care Standards early education and childcare up to the age of 16.

Standards 2 - A safe environment

Timescale - Three weeks from receipt of this report.

This requirement was made on 13 August 2013.

Action taken on previous requirement

Appropriate risk assessments were in place for all areas of the childminding service. The written risk assessments were reviewed regularly and dated on review.

Met - within timescales

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

Previous recommendations

Recommendation 1

The childminder should consider developing learning folders for the children, recording observations and next steps for learning where appropriate.

This is in accordance with:

The National Care Standards early education and childcare up to the age of 16.

Standards 4 - Engaging with children

Standards 9 - Involving the community

Standard 12 - Confidence in staff

Standards 13 - Improving the service

This recommendation was made on 13 August 2013.

Action taken on previous recommendation

The childminder had various documentation in place where children's development and learning was recorded and next steps identified. Portfolios with photographs and artwork, progress reports and required information were shared regularly with parents.

Recommendation 2

The childminder should ensure that she understands and records the reason for administering medication.

This is in accordance with:

The National Care Standards early education and childcare up to the age of 16.

Standards 2 - A safe environment

Standards 3 - Health and Wellbeing

This recommendation was made on 13 August 2013.

Action taken on previous recommendation

The childminder had **an administration** of medication record which she completed when administering medication. This record contained the reason the medication was being administered. The childminder had a good understanding of medication administration.

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
13 Aug 2013	Announced (short notice)	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership Not assessed
11 Dec 2009	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing 5 - Very good Management and leadership Not assessed
5 Jun 2008	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing 3 - Adequate Management and leadership 4 - Good

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