

McKenzie, Rhona Child Minding

Dundee

Type of inspection:
Unannounced

Completed on:
2 August 2024

Service provided by:
Rhona Mckenzie

Service provider number:
SP2003900128

Service no:
CS2003000605

About the service

Rhona McKenzie is registered to provide a care service to a maximum of 5 children at any one time under the age of 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 children of the childminder's family.

Overnight service will not be provided.

This childminding service is provided from a property situated in a residential area of Broughty Ferry, Dundee. Internally, children have access to a living room, kitchen, dining room and toilet. Externally is a large, fully enclosed garden used for outdoor play.

About the inspection

This was an unannounced inspection which took place on 2 August 2024. 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 registration information, previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- observed the children at play and their interactions with the childminder
- spoke with the childminder
- observed practice and daily routines
- received feedback from three families
- reviewed documents.

Key messages

- Children were happy and relaxed in the childminder's care.
- A strong emphasis was placed on accessing the local and wider community.
- The childminder has developed strong relationships with children and families.
- The childminder should broaden children's play experiences and provide more natural and open-ended resources to support their learning and development.
- The childminder should continue to develop the self-evaluation of her service, identifying areas for development and improvement.
- The childminder should continue to identify and meet her training needs to extend her knowledge and enhance outcomes for children.

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?	3 - Adequate
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
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?

3 - Adequate

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

Quality Indicator 1.1: Nurturing care and support

Children were happy and relaxed in the childminders company and benefited from warm and caring interactions. Children were encouraged and praised and enjoyed cuddles with the childminder which supported their self-esteem. Parents shared with us, "Rhona is very loving and caring. She makes me feel at ease and the children love being at her house. They are so at home when at her house and she treats them as if they are her own family" and "It's a small caring and nurturing environment".

Information was gathered for all the children through personal plans and 'All about me' documents to help the childminder care for and support the children. The childminder had made improvements to these since the last inspection. Personal plans now considered the wellbeing indicators, 'SHANARRI' (safe, healthy, achieving, nurtured, active, respected, and responsible). Information held for each child was now reviewed with families every six months to ensure she had the most current information to meet children's needs. The childminder discussed the children's interests and needs and how she supported the children in their play. All parents strongly agreed that they were fully involved in their child's care, including developing and reviewing their personal plan.

The childminder was clear on her role in protecting and safeguarding children. She had attended child protection training to support her to keep children safe. The childminder should now introduce chronologies to record significant events in a child's life that may impact on their health and wellbeing. These would enable the childminder to identify when to contact agencies who may be required to assist in any further investigation and assessment.

Families provided packed lunches and snacks for their children. These were stored safely to ensure food was kept fresh. Children washed their hands prior to eating. This supported their independence and sense of responsibility.

Quality Indicator 1.3: Play and learning

The childminder shared with us the weekly routine that included visits to local toddler groups and playgroups, trips to a local garden centre café and free choice of play inside. Parents were very happy with the play and learning opportunities available for their children. Comments from parents included, "Rhona takes the children to playgroups, does arts and crafts with them and outdoor play. She also has a range of books and toys they can play with" and "My child often comes home with arts and crafts items as this is a keen interest for them".

The indoor environment provided sufficient space for children to play and relax in comfort. The living room was laid out with a range of toys which included a play kitchen and small world toys. Resources were clean, in good condition and appropriate for children's age and stage of development. The childminder should consider how she broadens children's play experiences to extend learning and development opportunities. This should include a review of resources available, more opportunities for children to be explorative, creative and use their imaginations with more varied, natural and open-ended resources provided. A

previous area for improvement around play and learning has not been met and will remain in place (**see area for improvement 6 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

The childminder spoke warmly about the children and listened to them, encouraging and supporting the children's language and vocabulary. However, the television remained on throughout the majority of the inspection. The childminder should consider reducing the amount of screen time and using the television in a more focused and time limited way. This may support children to more fully engage in other play experiences to support their learning and development.

Good use was made of the local and wider community. The childminder told us that they regularly went to playgroups, garden centres and soft play centres. Children shared that they liked, "Playing with other children and going to playgroup" and families shared, "My child speaks fondly of playgroups and is able to describe each one, as well as speak fondly of activities they have completed that day".

The childminder had developmental checklists in place to identify children's milestones, however, these were not always relevant to the age of the children. She was at the very early stages of completing observations of children's progress, achievements and next steps. The childminder should continue to formalise and develop these and ensure children's observations are meaningful with relevant next steps. This will support children to progress and develop a broad range of lifelong learning skills. A previous area for improvement around observations and next steps has not been met and will remain in place (**see area for improvement 5 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

How good is our setting?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Quality Indicator 2.2: Children experience high quality facilities

The childminder's home offered a warm, homely and comfortable environment for children. There was ample space for children and they moved freely around the childminder's home.

The childminder's home was clean, tidy and well maintained. Suitable infection prevention and control measures were in place, such as handwashing by the children and childminder. Personal protective equipment (PPE) was stored safely and within easy reach of the childminder.

A variety of outdoor toys and equipment which were appropriate for the children attending were available. These included trikes, rockers and a playhouse. Children did not play outside during the inspection. The childminder should consider offering the children more free choice as to when they play outside, for example, opening the patio doors from the living room and enabling more free flow play.

The childminder had a range of risk assessments for the environment and outings. However, these were generic and not individual to her service. The childminder should ensure that risk assessments are specific to her service and are routinely reviewed and updated to reflect any changes to minimise any risk to children.

How good is our leadership?

3 - Adequate

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

Quality Indicator 3.1: Quality assurance and improvement are led well

A vision, values and aims were in place which reflected the service provided. These were care and nurture based. These were shared with families when they visited the service in a welcome pack.

The childminder had made some improvements to her service since the last inspection. These included the review of her information held for children. The childminder should now make herself familiar with the Care Inspectorate guidance 'A quality framework for day care of children, childminding and school aged children'. She should use this as a self-evaluation tool to help her identify any improvements required to support positive outcomes for children. A previous area for improvement around quality assurance and self-evaluation has not been met and will remain in place (**see area for improvement 7 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

Policies and procedures were in place which underpinned the service. Some of these policies were generic and not individual to her service. We asked the childminder to reflect the Care Inspectorate's notification guidance in a few of her policies. The childminder should also continue to ensure that all policies and procedures are reviewed and updated to reflect best practice guidance and relevance to her service.

The childminder gathered feedback about her service through informal methods and parent and child questionnaire's. The childminder should continue to collate feedback from parents and use any suggestions to inform improvements to the service.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Quality Indicator 4.1: Staff skills, knowledge and values

The childminder was warm and approachable and had established strong relationships with children and their families. She shared information with parents through daily conversations at drop off/pick up times and used WhatsApp and text as needed. These were good opportunities to ensure parents were included and involved in what their children were doing when attending the service. Parent comments included, "Rhona is great at feedback on how my children are getting on and very approachable if I would like to suggest something" and "Rhona always welcomes myself into her house where she provides child specific in-depth handovers. This allows for opportunities to discuss anything my child is learning and Rhona endeavours to mimic this where possible".

The childminder had attended core training which included child protection and first aid. Some additional training on how children learn had been accessed, however, the impact of this training was not evident during the inspection. The childminder should continue to access training opportunities and professional reading material to enhance her knowledge, skills and practice. Key documents, including 'Realising the ambition' Care Inspectorate guidance 'A quality framework for day care of children, childminding and school aged children' and 'Loose parts play' would enhance how she supports children's play, learning and development.

We suggested the childminder should formally reflect on any training accessed. This would support the childminder to identify the benefit and impact of training accessed and identify any gaps in her knowledge. This would enable her to identify further training or reading of best practice documents to support positive outcomes for children.

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 ensure that all information in personal plans is reviewed at least every six months with families.

This is 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 area for improvement was made on 15 May 2023.

Action taken since then

Personal plans were now reviewed with families every six months.

This area for improvement has been met.

Previous area for improvement 2

The childminder should ensure that medication consent forms are in place for every child who requires medication and these plans and consent forms must be reviewed and updated with parents at least every three months.

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 15 May 2023.

Action taken since then

Medication consent forms were in place for every child who required medication and were now regularly reviewed with families.

This area for improvement has been met.

Previous area for improvement 3

The childminder should review her approach to mealtimes, taking account of relevant guidance, to reduce the amount of processed foods, increase healthy eating and promote independence for children at mealtimes.

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

'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning' (HSCS 1.33).

This area for improvement was made on 15 May 2023.

Action taken since then

The childminder had reviewed her approach to mealtimes. Parents now provided meals and snacks for their children.

This area for improvement has been met.

Previous area for improvement 4

We advised the childminder to review sleeping arrangements to ensure that children are not restricted and can sleep comfortably, with space to move freely to ensure their comfort and wellbeing.

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

'I am able to access a range of good quality equipment and furnishings to meet my needs, wishes and choices' (HSCS 5.21).

This area for improvement was made on 15 May 2023.

Action taken since then

The childminder had reviewed her approach to children's safe sleeping. Children under two years old did not sleep in buggies or prams. Safe sleep guidance had now been shared with families to ensure they were able to make an informed choice.

This area for improvement has been met.

Previous area for improvement 5

The childminder should extend her recording and planning for children, giving consideration to how she notes children's progress, identifies and tracks some next steps in learning and supports children's play and learning. She should routinely share this information with parents.

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

This area for improvement was made on 15 May 2023.

Action taken since then

The childminder had developmental checklists in place to identify children's milestones, however, these were not always relevant to the age of the children. She was at the very early stages of completing observations of children's progress, achievements and next steps. The childminder should continue to formalise and develop these and ensure children's observations are meaningful with relevant next steps.

This area for improvement has not been met.

Previous area for improvement 6

The childminder should extend children's play and learning opportunities to support them to thrive. Daily activities should include wider opportunities for children to explore, investigate, to be creative and use their imaginations.

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).

This area for improvement was made on 15 May 2023.

Action taken since then

There was some progress in this area. Families shared that children had access to arts and crafts. However, there was still some development required to ensure children had opportunities to be explorative, creative and use their imaginations with access to more natural and open-ended resources.

This area for improvement has not been met.

Previous area for improvement 7

The childminder should become familiar with 'A Quality framework for daycare of children, childminding and school aged childcare', to support her in assessing her service and identifying improvements. The childminder should consider creating a simple improvement plan that highlights her plans for development, notes any progress made and the benefits to outcomes for children.

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).

This area for improvement was made on 15 May 2023.

Action taken since then

Limited progress had been made with this area for improvement.

This area for improvement has not been met.

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?	3 - Adequate
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	3 - Adequate
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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