

Duck, Linda Child Minding

Aberdeen

Type of inspection:
Unannounced

Completed on:
21 February 2025

Service provided by:
Linda Duck

Service provider number:
SP2005943206

Service no:
CS2005087749

About the service

Linda Duck provides a childminding service from their property in the residential area of Tillydrone. The childminder is registered to provide a care service for a maximum of five children at any one time under the age of 16.

Care is provided from a first floor flat. Children are cared for in the living room as this is their main play area. Food is provided in packed lunches by parents. Local parks, green spaces and schools are within short walking distances. A bus service provides routes to the city centre and beyond. The childminder has several pets cared for in the home.

About the inspection

This was an unannounced inspection which took place on 11 February between the time of 15:15 and 16:15 and 21 February 2025 between the times of 15:00 and 16:45. 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.

To inform our evaluation we:

- Spoke with children and observed their experiences
- Spoke with the childminder and one parent
- Reviewed documents.

Key messages

- The children were happy and settled, they confidently approached the childminder for support and play.
- The childminder had met the requirements set at the last inspection.
- Areas of improvement were in the very early stages of development.
- Improvement work should continue to ensure the standard of care for children improve.

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

Requirements

Requirement 1

By 16 August 2024, the childminder must support children's individual health, wellbeing, and progress through effective personal plans. To do this, the childminder must, at a minimum:

- Ensure that all children have an up to date personal plan in place.
- Ensure these are reviewed at least every six months with children, when appropriate, and their parents and carers.
- Ensure they represent each child's individual choices, care needs, and wishes and use this information to effectively support children.
- Ensure full medical information and contact details of each child's Dr and health visitors is on record.

This is to comply with Regulation 5(1)(2) – (Personal plans) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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 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 8 July 2024.

Action taken on previous requirement

Each child had an up to date personal plan in place. These held emergency contact details including information such as the child's medical practice details. Children's likes and dislikes were recorded and the childminder was familiar with these. These were used to plan for some activities and play ideas such as craft and construction. Reviews were in place which included a small update of each child's progress and achievements. This helped support children's care and wellbeing. We discussed with the childminder ways in

which to continue to keep these important records up to date and how to further include older children in the process.

Met - outwith timescales

Requirement 2

By 16 August 2024, the childminder must ensure that in order to keep children safe and well, effective arrangements are in place to maintain a healthy environment.

To do this, the childminder must, at a minimum ensure:

- a) Children are cared for in an environment that is clean, well maintained and free from unpleasant odours.
- b) Children are protected from harm by the childminder following safe and robust procedures in relation to pet care and infection prevention and control practice.

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

'My environment is relaxed, welcoming, peaceful and free from avoidable and intrusive noise or smells' (HSCS 5.20); and

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

This requirement was made on 8 July 2024.

Action taken on previous requirement

The children were cared for in a home that was clean and free from unpleasant odours. The childminder explained that the guinea pig cage was now regularly cleaned and checked on a daily basis. Floors and soft furnishings were viewed to be clean, hoovered and free from excessive pet hair and cage debris. The childminder explained that a regular pet plan was in place to ensure cats and dogs received a regular flea treatment and that all pets were now flea free. This supported children to be cared for in a clean and safe environment.

Met - outwith timescales

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 support children's learning and development the childminder should complete suitable professional development and apply their learning to their practice in a way that supports children to learn, problem solve and develop curiosity.

This should include but is not limited to:

- Child development
- How children learn through play
- How to plan for children's learning.

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

'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27).

This area for improvement was made on 8 July 2024.

Action taken since then

The childminder had made some progress in this area however this was very recent and in the very early stages. The childminder was in the middle of completing a course around their understanding of child development for children ages 5-8 years. The childminder was in the very early stages of identifying learning from this. They had signed up for other online courses including STEM (science, technology, engineering and maths). The childminder should continue to sources and complete professional development in this area and use learning to support children to achieve their potential.

This area for improvement has not been met and remains in place.

Previous area for improvement 2

To support children's learning and development, the childminder should develop their skilled interactions with children and use this to observe, record and plan for children's learning and development.

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

'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27).

This area for improvement was made on 8 July 2024.

Action taken since then

The childminder had made some progress in this area however this was very recent and in the very early stages. The childminder had used online resources to find more activity ideas to enjoy with children. Most of these has so far been craft activities which children said they enjoyed. We observed the childminder and child present play together and have fun making up games using construction blocks. The childminder is at the very early stages of reflecting on their own practice and interactions with children. The childminder

should continue to use learning through courses attended. We discussed how using a reflective diary to record how practice has improved may be beneficial.

This area for improvement has not been met and remains in place.

Previous area for improvement 3

To support children's wellbeing and the sense of being welcomed into the homely environment, the childminder should complete decorating works in the hallway.

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

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.24).

This area for improvement was made on 8 July 2024.

Action taken since then

The childminder had now completed decoration in the hallway. This helped to create a more welcoming space for children.

This area for improvement has been met.

Previous area for improvement 4

To improve the quality of children experiences, the childminder should effectively engage with families in a meaningful way. This should include, but not limited to reviewing the aims and objectives, asking for feedback and using this to meet children's needs.

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 8 July 2024.

Action taken since then

The childminder was in the very early stages on engaging with children and families through the use of a questionnaire. This was not well returned by parents. The childminder should now find other ways of engaging children and families to the service provided. We discussed and gave example of different ways to do this which the childminder may find successful.

This area for improvement has not been met and remains in place.

Previous area for improvement 5

To improve practice and outcomes for children, the childminder should develop ways to evaluate their service and then use this information to make positive changes.

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

'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

This area for improvement was made on 8 July 2024.

Action taken since then

The childminder was in the very early stages on engaging with children and families through the use of a questionnaire. This was not well returned by parents. The childminder had begun to ask children what activities they would like to do. We discussed with the childminder and gave examples of how to use this information to now create experiences that children can be more involved with.

This area for improvement has not been met and remains in place.

Previous area for improvement 6

To ensure up to date, quality care for children, the childminder should now take part in continued professional development opportunities and use this to improve practice.

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

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 8 July 2024.

Action taken since then

The childminder had made some progress in this area however this was very recent and in the very early stages. The childminder had completed an online course called Evidence in Practice. This looked at the expectations of being a childminder and the basics of being a registered childminder. The childminder was in the very early stages of identifying learning from this and how to put this into practice. We suggested the childminder revisits course notes and seeks help from SCMA (Scottish Childminding Association) as the childminder is already a paid member.

This area for improvement has not been met and remains in place.

Complaints

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

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