

# Childminder inspection report

**Daly, Pauline**  
**Glasgow**



HAPPY TO TRANSLATE

Service provided by: Daly, Pauline

Service provider number: SP2003910372

Care service number: CS2003016289

Inspection Type: Unannounced

Care services in Scotland, including childminders, cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and set out improvements that must be made. We also investigate complaints about care services and take action when things aren't good enough.

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# 1 Introduction

The childminder provides a flexible service from her home, Monday to Friday, on a full-time and part-time basis. The childminding service operates from the childminder's semi-detached house located within the Mossbank area of Glasgow.

The childminder 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 children of the childminder's family.

Included within the childminder's aims and objectives is " To provide a safe, stimulating, caring and happy environment for children. To provide support for the family as well as caring for the children". A full copy of the statement of aims and objectives was made available to service users.

## What we did during our inspection

During this inspection process, we gathered evidence from various sources, including the following:

- Partnership with parents policy; this is the service's plan for how they will involve parents in the development of the service
- Children's records
- Medication policy and the childminder's understanding
- Risk assessments
- No smoking policy
- Infection control policy and observation of practice
- Parents' Welcome pack
- Complaints policy
- Aims and objectives reflected in the service delivery
- Child protection statement and childminder's understanding and training
- Behaviour policy and observation of promoting positive behaviour
- Insurance and registration certificate.

### Views of people using the service

We visited over two days, the first day the childminder was caring for five children aged from 3 to 10 years old, on our second visit the childminder was caring for one child aged nine years. We saw that all the children were very happy, relaxed and content in the care of the childminder. They clearly enjoyed the time they spent with her and each other. Individual comments are noted within the report.

We received one completed care standards questionnaire and were able to have a telephone conversation with two parents. All three parents had used the childminding service for many years, choosing it for younger siblings also. Their feedback was extremely positive. Individual comments are noted within the report.

### Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

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

The provider identified what it thought the service did well, some areas for development and any changes it had planned. The provider told us how the people who used the care service had taken part in the self assessment process.

### What the service did well

The childminder was committed to providing a childminding service of the highest quality. Each child was seen as an individual and as such recognised for their own uniqueness and special qualities.

Through discussion with the childminder and observation of her practice what stood out was her ability to apply her extensive knowledge of childcare in a common sense, fun way that was individualised for each child.

The childminder had a genuine belief that each child was special and had the potential to achieve much. Based on this, children were nurtured in a way that positively reinforced what they could do and where necessary a helping hand was always there. Family values and cultural backgrounds were respected and throughout the many years of caring for the children the childminder had supported families as changes occurred.

### What the service could do better

We discussed with the childminder some of the changes she planned to make within the entrance area to her home. The childminder has confirmed with us that a new door will be fitted to replace the existing glass door.

The childminder continues to develop the children's personal plans.

## 2 The grades we awarded

We grade the quality of care and support, the quality of the environment and the quality of management and leadership. If the childminder employs an assistant, we also grade the quality of staffing. In each case, we award a grade on a scale from 1 to 6, where 1 is unsatisfactory and 6 is excellent.

Quality of care and support	6 - Excellent
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## 3 Quality of care and support

### Findings from the inspection

We found the quality of care and support was excellent in this service.

The childminder had developed close, respectful relationships with the children and their families. She was kind, caring and responsive to the children's needs. The children were very happy, motivated and safe and secure in her care.

Children were encouraged to make decisions about their day and the activities they took part in. The childminder used this information to help plan the children's day-to-day activities. This approach fostered an environment where children were respected and included in decision making which helped them to take responsibility for planning, organising and completing tasks in a confident and competent way.

The childminder recognised the importance of children being supported and encouraged to express their feelings. She nurtured and supported the children to have a healthy self-esteem and facilitated opportunities for the children to develop their interpersonal skills. This helped the children to become resilient and confident in their abilities.

We saw that the children were considerate of each others' feelings and values. An example of this was how keen the children were to let us know that one of them had progressed to a higher level in their gymnastics. We could see how proud the children were of their friend and wanted to share his achievements with us.

The children told us and photographs evidenced further the many outdoor activities the children enjoyed. We saw that activities were not confined to indoors or outdoors. The children used both environments equally and weather permitting, activities more traditionally based indoors, were experienced outdoors. An example of this was a group painting activity which consisted of a large sheet of paper laid out in the garden.

The childminder was very skilful in managing to provide age appropriate equipment and materials for the varied age range of children that she cared for. On the days we visited the younger child enjoyed playing with his favourite thing, Lego and the older children enjoyed more challenging board games and word puzzles. We saw that the childminder was skilled in spontaneously adapting activities to stimulate and hold the children's interests. An example of this was one of the children had an interest in politics. The child was keen to share his knowledge and was able to do this by the childminder facilitating a "politics quiz". We saw a real sense of achievement on the child's face as he answered the questions correctly.

Children were given positive encouragement and praise for kind and good behaviour.

Behaviour management was based on positive parenting guidelines, common sense and an understanding of the child's personality and individual needs. Time was taken to explain to children and help them to take responsibility for their actions and consequences. Because the childminder had such close links with families any behaviour strategies which were put in place were agreed and applied consistently between home and childminder's.

Parents we spoke with told us how the childminder had played a pivotal role in their child's development and gave personal accounts of where this had happened. We saw examples of where the childminder had helped with changes in family life and prepared children for significant events such as hospital stays and starting school.

The childminder practiced good infection prevention for example, the children were encouraged to wash their hands before eating food and after toileting. The childminder also washed her hands as needed. The childminder had undertaken food hygiene training and had a suitable infection prevention policy.

We spoke with five children during our visit some of their comments included:

- It's really fun
- We get picked up from school and we can play in the garden
- The activities are really good
- We do jigsaws and games
- Lots of fruit and vegetable for snacks
- Lego is my favourite
- We make cakes and go to gymnastics
- Today we are going on a picnic to Pollok park
- I like to play tig in the garden
- I make lots of friends here.

We got feedback from three parents some of their comments included:

- My child loves his childminder
- Childminder is fantastic
- It's like having another adult looking out for my child
- Can really trust my childminder
- My child loves going to the our childminder
- It's great my child can spend time with other children
- I'm there at changeover and see how the childminder is with other children, she is always calm and relaxed

- Our childminder has immense knowledge of childcare
- The childminder helped with language and literacy development
- I cannot speak highly enough about our childminder.

### Grade

The quality of care and support is graded 6 - Excellent

### Requirements

Number of requirements - 0

### Recommendations

Number of recommendations - 0

## 4 Quality of environment

### Findings from the inspection

We found the quality of the environment to be very good in this service.

The childminder had a sound understanding of the importance of a child's environment and how much children learn through having the space and opportunities to explore new things. This was why there was such an emphasis on outdoor play and learning. Parents commented on how important this was to them. The children told us how much they enjoyed being outdoors whether that was playing in the garden, or visiting local amenities such as the outdoor nursery which is based in the park close by. The children experienced environments both indoors and outdoors which allowed their play to be valued and meaningful. The opportunities for active energetic play whether it be structured through gymnastics or just running around playing tig in the garden helped the children gain confidence in and control of their bodies. These opportunities also allowed the children to work together as a team, learning how to plan and problem solve.

We saw that the childminder used observations to inform risk assessments. The childminder told us she had regular discussion with parents as to the progress made by their children and the types of activities they enjoyed.



This meant the childminder had made small, practical adaptations to her home to make sure the children were safe. Examples of this included the use of stair gates where appropriate, locks on cupboard doors. and the use of the front garden.

There was a suitable behaviour management policy in place. Children had been involved in developing the house rules and we saw that they had a good sense of road safety as they left to go to enjoy a picnic in the park.

The childminder had a current first aid certificate and had attended GIRFEC, Getting it Right for Every Child training which included how we safeguard children.

Current childminding insurance was in place.

The parent who completed the care standards questionnaire told us that they strongly agreed that the childminder's home was a safe, secure, hygienic, smoke free, pleasant and stimulating environment. There was enough space for the children to play and get involved in a range of activities. They said that the childminder makes good use of resources in the community, for example the library and parks and were confident that the childminder would protect their child from harm, abuse, bullying and neglect. One of the parents told us that "the childminder created an environment that mirrors the values we hold as parents..she promotes fairness, sharing, respect, tolerance and a healthy lifestyle".

### Grade

The quality of environment is graded 5 - Very Good

### Requirements

Number of requirements - 0

### Recommendations

Number of recommendations - 0

## 5 Quality of staffing

We only assess this where the childminder employs an assistant.

## 6 Quality of management and leadership

### Findings from the inspection

We found the quality of the management and leadership to be excellent in this service.

The childminder made use of a variety of ways to continue her professional development. This included accessing online publications to keep up to date with best practice in childcare examples of this were, the Care Inspectorate website, Scottish Childminding Association, Care News and Learning Teaching Scotland. The childminder was enthusiastic about learning new approaches and keeping her skills and knowledge in line with current best practice. Over the past year the childminder's professional development included training in Safeguarding children, GIRFEC, Getting it Right for Every Child, First Aid and Food Hygiene. The childminder is a qualified childcare practitioner and holds a SNNEB (Scottish Nursery Nurse Examination Board) and HNC (Higher National Certificate) in Childcare and Education.

The childminder had a suitable range of policies and procedures which underpinned her practice. These were accessible for parents and were regularly reviewed. Record keeping was organised and a combination of formats which included, registration records, all about me profiles, children's folders and planning and achievement records showed us how the childminder was meeting the health, welfare and safety needs of the children in her care.

Parents told us how much they trusted the childminder who they were confident kept information confidential and although friendly and approachable was always professional and discreet.

The childminder had good evaluation processes in place which encouraged children and parents to comment on the quality of the service she provided. Parents told us that the childminder regularly discussed their children's care, support and development needs with them.

They told us that their childminder was very supportive of the families she cared for and listened to the ideas and feedback given from the children and parents to help improve the service. All three parents agreed they were very happy with the quality of care provided.

Some of the comments from parents included:

- We are confident that our children receive the highest standard of care
- Couldn't be more impressed with the quality of care
- Outstanding, fabulous childminder
- She is so good at knowing what to do and what our children's developmental needs are
- We are told about the training that our childminder attends
- She has a vast knowledge of childcare - has worked in childcare all her working life.

### Grade

The quality of management and leadership is graded 6 - Excellent

### Requirements

Number of requirements - 0

### Recommendations

Number of recommendations - 0

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

### Previous requirements

There are no outstanding requirements.

### Previous recommendations

There are no outstanding recommendations.

## 8 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).

## 9 Enforcements

No enforcement action has been taken against this care service since the last inspection

## 10 Other issues

None.

## 11 Inspection and grading history

Date	Type	Gradings	
31 Aug 2011	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good Not Assessed Not Assessed
29 Apr 2009	Announced (Short Notice)	Care and support Environment Staffing Management and Leadership	5 - Very Good 5 - Very Good 5 - Very Good Not Assessed
15 May 2008	Announced (short notice)	Care and support Environment Staffing Management and Leadership	4 - Good 4 - Good 4 - Good 4 - Good

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