

Childminder inspection report

Daly, Irene
Falkirk



HAPPY TO TRANSLATE

Service provided by: Irene Daly

Service provider number: SP2003905601

Care service number: CS2003011291

Inspection Type: Announced (Short Notice)

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.

Please get in touch with us if you would like more information or have any concerns about a care service.

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1 Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Irene Daly provides a large childminding service. Details of registered numbers of children can be found on the certificate of registration for the service. We observed the certificate displayed in the service and confirmed with the childminder that the detail was accurate. However, the childminder indicated that she no longer required the number of children she was registered for so would consider completing a variation to become a small childminding service. We chatted with the assistant discussing his role in the service. Parents and children told us that they welcomed the input from the assistant bringing another dimension to the service.

At the time of the inspection five children were attending the service on a part-time basis. Three children were school age children and two children were two

years old. We met three of the minded children during our visit.

The childminder provides her childminding service from her home in Polmont. She used the downstairs of her home to provide a range of stimulating activities and to meet children's individual needs. During the inspection the minded children enjoyed playing with a range of appropriate toys, craft activities and outdoor play. They enjoyed a healthy lunch of lentil soup, bread and yogurt. Children attended groups that enabled them to socialise with others and enjoyed a variety of outings and outdoor activities including outdoor walks, playing tennis at local tennis courts with the childminder and assistant and trips to local parks.

What we did during our inspection

We wrote this report following a short notice announced inspection. This was carried out by one inspector on Wednesday 14 October 2015 from 10am until 1pm. We chatted with the three minded children, two parents, the childminder and the assistant. We examined some records and observed the children present as they involved themselves in a range of activities. We gave feedback to the childminder at the end of the visit.

As part of the inspection, we took account of the annual return and self assessment that we asked the childminder to complete and submit to us. We sent five care standards questionnaires to the childminder to distribute to parents. Four parents had returned a completed questionnaire before the inspection visit.

During the inspection we observed the areas used for childminding confirming that the environment was clean, safe and secure, we examined children's care plans that showed us how children's health, wellbeing and safety needs were met and sampled some of the systems that the childminder had in place showing how she managed the service and developed her knowledge and understanding of childcare issues.

Views of people using the service

The minded children present were confident and happy in the service. The childminder responded to the needs of each child including comforting and distracting a child when their parent left the service after meeting with us. The older children told us how they were consulted about the toys and activities and told us about "loads of nice things" they do in the service including building

with 'Lego' and 'Octigons' and going to Zetland Park and Auchengarrich wildlife centre.

Four care standards questionnaires were returned at the time of the inspection. A parent provided positive feedback about the childminder including her child who has additional support needs in the service. They said that "...the other children she looks after all respect each other, play and share together." Other comments included "...There has been noticeable developments that I am sure have come from the great care and development Irene offers... Overall I can't ask for more, the level of care is first class." "Irene is very encouraging to both the children and has met with me to help deal with some challenges we have had with them. She also greatly encourages both children in their outdoor play... activities such as tennis or football..."

We talked with two parents who were enthusiastic about sharing their experiences of using the service. They told us about support the childminder had given following for example, a family bereavement. They said children enjoyed craft activities in the service and that communication effectively kept them informed about the progress of their children in the service. Parents appreciated the provision of healthy snacks and meals and felt their children were supported to achieve through, for example, reading stories developing speech and language and concentration and were encouraged to be active through the range of outdoor activities provided.

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 childminder submitted her self assessment giving information about how she worked with families to meet children's individual needs, how she provided a safe environment and how she managed her service. We would encourage the service to include how parents and children's views have influenced care or improvement in the service.

What the service did well

The service promotes the involvement of parents and children in the service to a very good level including their involvement in the development and review of the personal plan.

The service should be commended for the support provided to families when asked for advice around the care and support of their children. Examples given by parents included family bereavement and support with aspects of their progress and development.

The service supported children to make healthy lifestyle choices through for example, extending their knowledge of healthy foods through very good opportunities to learn about growing, preparing and tasting various fruit and vegetables including potatoes, tomatoes and raspberries.

What the service could do better

In the self assessment the childminder identified the following areas for improvement:

- I intend to develop the healthy eating project by expanding the use of the greenhouse and vegetable plot to grow a bigger variety of fruit and vegetables.
- I plan to have the children more involved in cleaning toys and keeping their environment tidy.
- I have identified that I would like to renew my First Aid training.

We would support the childminder to take the areas she has identified for improvement forward.

We discussed with the childminder how she could review and develop the personal plan for each child to minimise the amount of information that needs to be recorded to show how the service meets the health, wellbeing and safety needs of the children in her care. For example, we discussed how she could use SHANARRI wellbeing indicators to evaluate the quality of the service rather than using the wellbeing indicators for individual children.

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	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

3 Quality of care and support

Findings from the inspection

Following our inspection we concluded that children had been provided with very good care and support. We came to this conclusion after speaking with the childminder and the assistant, observing how children were cared for, through feedback from parents and children and through examining records that the childminder kept.

The childminder communicated effectively with parents and children involving them in the service so that it met their needs. She found that questionnaires, daily verbal discussion, one to one meetings and a service notice board were the most effective methods for sharing information and gathering feedback. Consultation with parents that had effected change was mainly in relation to children's development. These changes ensured children's changing health, wellbeing and safety needs were met. The childminder supported families through listening and responding to their needs. Children were consulted about the toys and activities available. They told us that the childminder involved them and included their suggestions in the plan of activities. They told us about "loads of nice things" they do in the service including building with 'Lego' and 'Octigons' and going to Zetland Park and Auchengarrich wildlife centre.

The childminder met the health, wellbeing and safety needs of the children she cared for. She showed us how she did this through developing personal plans and reviewing them regularly in consultation with parents to ensure they were up to date. We could see how the childminder responded to children's changing needs through working with parents. She had highlighted through personal plans, for example, next steps for individual children using the SHANARRI wellbeing indicators that had been agreed with parents and how the

childminder would support children as a result. We discussed with the childminder how she could reduce the amount of recording and detail held within the personal plan.

The childminder managed the service to a creditable level to ensure positive outcomes for children. She demonstrated strong practice when encouraging children to make healthy lifestyle choices. She provided healthy snacks and meals and involved children in growing healthy fruits and vegetables including cucumbers, tomatoes, beetroot, carrots, raspberries, strawberries, onions, potatoes and leeks. Children enjoyed cooking and eating the foods. For example, the children used the vegetables for juicing and tasting. She used research into best practice and training to reflect on and improve practice. Recently she used 'Management of medication in daycare of children and childminding services' to review and update the management of medication policy, improve the procedure when administering medication and sharing information with parents raising their awareness. She had found child protection helpful to enable her to reflect on what steps to take if concerned about a child.

A culture of respect was encouraged through adults and children listening to one another, children taking turns and very good manners being used in the service. The childminder provided a service where children felt secure trying new experiences resulting in increased confidence and self-esteem.

Grade

The quality of care and support is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

4 Quality of environment

Findings from the inspection

A range of evidence was sampled and the performance of the service was found to be very good. Examples of evidence and outcomes for service users which

supported this included:

Children had the use of the downstairs areas to access a range of stimulating activities that supported them in their development. They had a sense of belonging in the service through having a space to store their belongings and were warmly welcomed into the service by the childminder. The planning of the space was first rate allowing younger children the space to move around and play on the floor and older children space to be involved in various activities or to chill after a busy day at school. Mealtimes enabled children to be sociable and to taste and enjoy healthy foods. The childminder provided a safe outdoor space and various activities in the local community that allowed them to be active and access fresh air. Children were cared for in a warm and relaxed environment that contributed positively to building confidence and self-esteem.

Children were kept safe and healthy through the environment being clean and toys and equipment being well maintained. The childminder's security arrangements included the doors being locked and the garden being fully enclosed. The childminder regularly checked that safety measures were in place to minimise hazards and meet children's individual needs and stages of development. For example, a safety gate was in place to prevent children having access to the kitchen.

The service used very good infection control practices having reflected on best practice including 'Infection Prevention and Control in childcare settings (day care and childminding settings).' Children and adults used effective hand washing practices preventing the spread of infection. Best practice was used when nappy changing and supporting children with toileting. As a result, children's individual needs were met taking account of their privacy and dignity. The childminder had registered her service with Food Standards Agency and practised safe food handling practices when preparing food or baking with children.

Children were learning about becoming risk aware keeping themselves and others safe through practising road safety and discussing the consequences of not following the rules in the service and when out in the local community.

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.

Findings from the inspection

The childminder had a professional attitude managing the assistant in the service to a very good level. We came to this conclusion after speaking with the childminder about how the assistant supported her in her work to meet the health and wellbeing and safety needs of the children, through speaking with the assistant, through feedback from parents and through examining records that the childminder kept.

The childminder clearly identified the roles and responsibilities of the assistant through a job description that was shared with parents. The assistant told us about his interest in supporting the childminder in the service to care for the children meeting their individual needs. Parents told us that children were fond of the assistant and that they enjoyed when he read them stories or played tennis with them.

The childminder ensured that the assistant had a knowledge and understanding of how to meet the individual needs of the children in the service through involving them in professional dialogue. They worked together to reflect on the quality of the service using their individual strengths and ideas to develop the service. The childminder enhanced her knowledge and understanding of childcare through access to training and research into best practice. She involved the assistant by sharing her learning and sign posting them to relevant best practice guidance. The childminder uses robust vetting procedures to ensure that the assistant is suitable to work with children in the service. For example, Protecting Vulnerable Groups (PVG) checks were carried out for both the childminder and her assistant.

Grade

The quality of staffing is graded 5 - Very Good

Requirements

Number of requirements - 0

Recommendations

Number of recommendations - 0

6 Quality of management and leadership

Findings from the inspection

The childminder manages her service professionally and to a very good level. We concluded this through speaking with the childminder, the assistant, examining a sample of her records and through feedback from parents and children.

The childminder ensured continuity of care for children through an effective level of partnership working between the childminder and the assistant. The childminder worked with parents to support children's individual care and support needs.

Parents told us that the service was well organised, that it was flexible to meet their needs, that communication was effective in informing them about their children's progress and that they received a high level of support and advice from the childminder in the care and support of their children. The childminder was aware of her responsibilities as a registered service.

As highlighted in Quality of Care and Support the service worked with parents and children to agree the care and support needed to meet children's individual needs. This resulted in the service meeting the changing needs of children. We could see how the childminder responded to comments and suggestions and how the service was improved as a result.

The childminder has a professional attitude to her continued professional development and sharing best practice with others in the service. She uses research into best practice to reflect on the quality of the service and identified her training needs, for example a need for a First Aid refresher. She reflected on outcomes for children using SHANARRI wellbeing indicators. She informed parents about best practice through displaying information on the notice board. Professional dialogue through facilitating a childminding group enabled the childminder to further reflect on practice as part of a group.

The childminder has a complaints policy and procedure that she has shared

with parents informing them of how to raise an issue with her. There had been no complaints made at the point of this inspection.

Grade

The quality of management and leadership is graded 5 - Very Good

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.

9 Enforcements

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

10 Other issues

No other issues were identified at the inspection.

11 Inspection and grading history

Date	Type	Gradings	
22 Oct 2013	Unannounced	Care and support	5 - Very Good
		Environment	5 - Very Good
		Staffing	5 - Very Good
		Management and Leadership	Not Assessed
2 Nov 2011	Announced (Short Notice)	Care and support	5 - Very Good
		Environment	6 - Excellent
		Staffing	Not Assessed
		Management and Leadership	Not Assessed
9 Mar 2009	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and Leadership	Not Assessed

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