

## **Dodds, Helen** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 12 October 2017

**Service provided by:**  
Helen Dodds

**Service provider number:**  
SP2003901756

**Care service number:**  
CS2003003451

## The service

### Introduction

This service has been registered with Care Inspectorate since 1 April 2011.

Helen Dodds provides a childminding service from her family home in the town of Galston, East Ayrshire. She is registered to care for a maximum of 6 children under the age of 16 years, 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.

Minded children cannot be cared for by persons other than those named on the certificate.

At the time of the inspection, three minded children were present.

A full statement of aims is available from the service.

### What we did during our inspection

We wrote this report following an unannounced inspection that took place on Wednesday 11 October 2017 between the hours of 14:00 – 15:45.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting It Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com).

During this inspection process, we looked around the areas of the childminders home used by the minded children and we gathered evidence from various sources, including the following:

We spoke with:

- The childminder
- Three children present during inspection.

We looked at:

- Children's information records
- Children's personal plans
- Service policy and procedures
- Risk assessments
- Parental permissions
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Self-assessment

- Training records
- Annual return.

## Views of people using the service

We sent out three care standards questionnaires and asked the childminder to give them to families who used her service. Prior to inspection, we received two completed questionnaires. Parents comments included:

"Childminder has good daily routine in place and activities are readily available. Toys and equipment are well maintained and are age appropriate to the children in her care."

"Helen always takes time at beginning and end of each day to ask/answer any relevant questions regarding care of my child."

"A wide variety of toys and games for all ages are available as well as outdoor play."

## 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 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.

## What the service did well

The childminder provided a warm, welcoming and homely environment for the children she minded. She was friendly and approachable and the child present was seen to be relaxed and comfortable in her care throughout our inspection. The childminder knew the child well and she planned and delivered good play experiences for them.

## What the service could do better

During this inspection we have made six recommendations to the childminder and asked her to address these.

1. The childminder should expand the personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months.
2. The childminder should update administration, recording and storage of medication policy in line with the current health guidance.
3. The childminder should carry out written risk assessments for her home environment, this should include her back garden and the family pet dog.
4. The childminder should obtain written parental permissions for minded children's contact with her pet dog.
5. The childminder must keep an accurate register, detailing times of minded children's attendance.

6. The childminder should access child protection training. She should use the learning gained to develop her skills and keep up-to-date with current child protection best practice.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

## Quality of care and support

### Findings from the inspection

The childminder gathered a range of information on each child. This information was used to plan how she would care for each child in her care. We found the childminder used this information to plan her daily routines around the individual needs of the children. Parents contributed to this through discussion with the childminder. We discussed how the childminder should further develop the children's personal plans to ensure that they reflect the current legislation. To provide guidance on developing personal plans we emailed the childminder a copy of SSI210 (see recommendation 1).

Healthy lifestyles were promoted with regular opportunity for physical play, both indoors and outdoors, contributed positively to children's health and well-being. Children who were unwell did not attend the service.

The childminder had daily discussion with the minded children's families to ensure that their child's needs were properly met. This meant that important information was considered and care decisions made in partnership with families. The parent who returned our care standards questionnaire told us they agreed that the childminder asked for their view about how they wanted their child to be cared for.

The childminder had registered her service with the Food Standards Agency. She used 'Setting the Table' best practice guidance to direct her practice. This told us that the childminder supported children to make healthy choices regarding food.

We asked the childminder to tell us what she did when she had to administer medication to a child in her care. The childminder showed us her medication policy and her recording procedure which she had shared with parents. We felt that the childminder had considered how she would manage the administration of medication to the minded children. However, this did not reflect the current best practice 'The Management of Medication in Daycare and Childminding Services' (see recommendation 2).

### Requirements

Number of requirements: 0

## Recommendations

### Number of recommendations: 2

1. The childminder should further develop the personal plans for each child in her care. These should show how she will meet individual children's health care needs. They should also be reviewed at least once every six months.

National Care Standards, early education and childcare up to age 16 - Standard 4.4: Engaging with children.

2. The childminder should update administration, recording and storage of medication policy in line with the current health guidance on 'The Management of Medication in Daycare and Childminding Services'.

National Care Standards, early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We found that the childminders home environment was child-friendly, clean, warm and welcoming for children attending the service.

The childminder used her living room which had a good range of resources appropriate for the children attending. The childminder also used her dining kitchen for minded children to eat, messy play, do homework etc. We saw that the bathroom was clean with adequate resources provided. The childminder had considered the layout of her rooms creating a warm, nurturing environment that made good use of the space available. We saw that children could choose to play by themselves or with others. There was space for children to eat and rest when they wanted to.

To ensure that she provides a safe environment for the children, the childminder told us she cleans her home environment on a daily basis. The childminder told us how she used daily visual checks to make sure her home was hazard free, safe and child-friendly. We asked to see the childminders written risk assessments for her home environment. The childminder was unable to provide us with written risk assessments. We discussed that she should complete written risk assessments for her home environment, this should include back garden and the family pet dog (see recommendation 1).

A procedure for recording accidents and incidents was in place and shared with parents.

The childminder told us she used outdoor play to encourage children to be active and to develop their physical co-ordination. We found this promoted children's general health, well-being, confidence and risk taking. Children had regular access to fresh air and energetic play. The childminder told us the children mainly used her back garden for outdoor play. We found the garden to be securely enclosed with a very good range of toys and equipment suitable for the children's use.

During our inspection, we saw that the childminder had a pet dog. We asked the childminder how she ensured the children's safety whilst in contact with the dog.

She told us that the dog is very tame, but that she never leaves the minded children alone with the dog. We asked to see the written permission from parents for their child's contact with the dog. The childminder told us that all the parents knew she had a dog, but she did not have written permission for children's contact with them. We then asked to see the service risk assessment for the dog we found that a risk assessment for how the childminder managed the children's contact with the dog had not been completed. We asked the childminder to complete a pet risk assessment (see recommendation 1) and get parental permission for minded children's' contact with her pet dog (see recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The childminder should carry out written risk assessments for her home environment, this should include her back garden and the family pet dog. The risk assessments should include identifying potential hazards and the safety measures she will put in place to minimise risk.

National Care Standards, early education and childcare up to the age of 16 - Standard 2: A safe environment.

2. The childminder should obtain written parental permissions for minded children's contact with her pet dog.

National Care Standards, early education and childcare up to the age of 16 - Standard 2: A safe environment.

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with best practice and legislation. The childminder told us she keeps up-to-date with best practice through a variety of ways, including her membership of the Scottish Childminding Association (SCMA), she receives regular newsletters and updates from them, including a childminding magazine which she saves as a reference. She also kept in touch with her local childminding development project.

The childminder evaluated her service on a regular basis. She consulted with parents and children through regular discussion with them. We saw that the childminder had purchased new resources to accommodate children's interests. This ensured that the children were actively involved in planning the service they received.

During our inspection, we asked the childminder to show us her daily attendance register. The childminder told us that she did not keep a written daily attendance register. We discussed with the childminder that she needed to keep a daily register detailing times of minded children's attendance (see recommendation 1).

During our inspection, we asked the childminder if she had undertaken any training since her previous inspection. The childminder told us that she had attended first aid training, she told us she had used the knowledge gained to update some of her policy and procedures. We discussed the benefit of continuing accessing relevant professional learning and training with the childminder.

During this inspection the childminder told us that on occasion the minded children were sometimes left in the care of her partner. We have advised the childminder that she cannot do this as it means that she is not adhering to the conditions of her registration.

At her previous inspection, we made a recommendation that to support her knowledge and understanding of current child protection guidance, the childminder should access child protection training at the earliest opportunity. During this inspection, we saw that the childminder had not yet undertaken child protection awareness. To ensure that she follows current best practice we have asked the childminder to undertake some child protection awareness training (see recommendation 2).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. The childminder must keep an accurate register detailing times of minded children's attendance.

National Care Standards, early education and childcare up to the age of 16 - Standard 14: Well-managed service.

2. The childminder should access child protection training. She should use the learning gained to develop her skills and keep up-to-date with current child protection best practice.

National Care Standards, early education and childcare up to the age of 16 - Standard 6: Support and development.

**Grade:** 3 - adequate

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

### Previous requirements

There are no outstanding requirements.

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

### Previous recommendations

#### Recommendation 1

The childminder should expand the personal plans for each child in her care. These should show how the children's health, welfare and safety needs are to be met and must be reviewed at least once every six months.

This is in order to comply with SSI 210 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011.

Regulation 5 - Personal Plans.

**Timescale - within 28 days of the date the child starts using the service.**

**This recommendation was made on 16 January 2014.**

#### Action taken on previous recommendation

During our inspection visit on 12 October 2017, we saw that the childminder had a range of basic information available for minded children. We discussed ways that the childminder could further develop these to create personal plans for the minded children. We emailed a copy of Scottish Statutory Instruments 210 for guidance.

This recommendation is: not met and is therefore, repeated.

#### Recommendation 2

The childminder should update administration, recording and storage of medication policy in line with the current health guidance on The Management of Medication in Daycare and Childminding Services.

National Care Standards, early education and childcare up to the age of 16 - Standard 3: Health and wellbeing.

**This recommendation was made on 16 January 2014.**



**Action taken on previous recommendation**

During our inspection visit on 12 October 2017, we saw that the childminder had an administration of medication recording system in place. However, this did not reflect the current best practice The Management of Medication in Daycare and Childminding Services.

This recommendation is: not met and is therefore, repeated.

**Recommendation 3**

The childminder should update her child protection policy and procedure. To ensure that her information sharing procedures are in line with current legislation and best practice guidance.

National Care Standards, early education and childcare up to the age of 16 – Standard 3: Health and well being.

**This recommendation was made on 16 January 2014.**

**Action taken on previous recommendation**

During our inspection visit on 12 October 2017 we saw that the childminder had not updated her child protection policy. To ensure that she follows current best practice, we have asked the childminder to source some child protection awareness training.

This recommendation is: not met and is therefore, repeated.

**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).

**Enforcement**

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

**Inspection and grading history**

Date	Type	Gradings	
2 Feb 2010	Announced (short notice)	Care and support	5 – Very good
		Environment	5 – Very good
		Staffing	5 – Very good
		Management and leadership	Not assessed

Date	Type	Gradings	
21 May 2008	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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