

Dewar, Karen Child Minding

Type of inspection: Unannounced
Inspection completed on: 16 February 2018

Service provided by:
Dewar, Karen

Service provider number:
SP2003900078

Care service number:
CS2003000552

The service

Introduction

Karen Dewar is registered to care for a maximum of five children at any one time under the age of 16 years, of whom a maximum of five will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminding service is provided from a detached bungalow in a quiet residential area of Dundee. Minded children have the use of the sitting room, kitchen and bathroom. There is a well-kept, fully enclosed garden to the rear of the house which children can easily access from the kitchen.

The overarching aims of the childminding service are: to provide a safe, happy, warm, clean environment and for children to be happy, healthy individuals.

What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by an inspector on Friday 16 February. Feedback was given to the childminder at the end of the inspection.

During this inspection we gathered evidence from various sources, including observing the children present, an inspection of the premises, the relevant sections of policies, procedures, records and other documents. We reviewed questionnaires returned from parents.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

For this inspection, two parents/carers returned a completed Care Standards Questionnaire (CSQs). The responses from these demonstrated that both parents strongly agreed that they were happy with the quality of the care provided. Additional comments included:

'We feel Karen really cares and that we could speak to her about anything.'

'Very pleased with the service provided. Would definitely recommend.'

During the inspection, there were two minded children present. Both children were seen to be happy and at home in the service. They were keen to have us join in on their play and show off the different resources they had on offer to them.

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 child minder had submitted a self assessment as requested. There was minimal information about the service, the use of the self assessment as an evaluation tool to reflect on the service, identifying strengths and areas for improvement. Further information on any improvements or changes which may have occurred in the service, along with the impact they have had on the service, would provide a more reflective practice.

What the service did well

The childminder had successfully created a relaxed, home from home environment for the children in her care. This enabled the children to feel safe and secure.

During the inspection, one of the children present was very eager to show off all her achievements. It was clear that the childminder had a strong role in encouraging the child and identifying her potential.

The childminder had maintained a good amount of training, and would regularly communicate with other childminders in order to keep up to date.

What the service could do better

The childminder should review her policies to ensure the best reflect her individual practice and the most up to date guidance.

By creating clear links to SHANARRI and the children's development will better track development, in turn, provide more opportunities for children to progress.

From this inspection we graded this service as:

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

Quality of care and support

Findings from the inspection

The performance in this quality theme was found to be very good. Particular strengths were seen in the childminders natural ability to recognise children's potential, and act on their needs.

During the inspection, children were playing in the living room. One child was too young to express their views on the service, but was very content and relaxed in the service. Another child was very eager to show us their favourite toys and chose to write in a workbook. The childminder showed us that she had a very good understanding of each child's individual likes, interests and needs. She worked with the families to decide how to best support the children.

Parents supported this:

'Very good communication on a daily basis.'

It was noted how confident both children were, showing that they felt respected enough to express their views in a way that suited them. The childminder celebrated individual achievements, both from home, nursery and at the childminders. This helped children feel nurtured and they gain a great sense of pride in their achievements.

The childminder told us of a variety of ways in which she encouraged children to be included in their local community, such as days out to soft play and playgroups. We found this to be important in developing children's confidence and parents spoke highly of these experiences. By doing the children were also kept active and healthy.

Children's experiences were recorded in folders, individual to them. These were found to be well detailed, with evidence of developmental tracking. We discussed having folders for all the minded children in her care. We discussed how they could be strengthened by linking with SHANARRI, this would help track the children's individual progress and provide further opportunities for more tailored experiences.

Medication was well managed. She told us how she ensured the children are kept safe when administering medication. She gave us an example of one occasion when she collaborated with child's parents and nursery in order to ensure the child received the best care. We found this to be very good practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

We found the performance in this quality theme to be very good.

The 'home from home' feel was evident in the service and the children enjoyed being in an environment where love and respect were important. The children were given free access to the living room, kitchen and toilet.

Child led play meant children felt respected and included in their day with their childminder. Throughout the premises, we found it to be smoke free, very clean and tidy for the children using the service.

The environment was found to be responsive to the children's needs. They had the choice to access to a full range of toys and play equipment, which were carefully selected for their age and stage. During the inspection, children would know where to find the toys they wished to play with. We found this promoted their independence, encouraging them to feel responsible for their own choices.

Children were encouraged to be active through regularly outings and outdoor play. One child was keen to show us around their childminders house. While we were outside, they told us about the large variety of experiences they could have in the garden.

'This is where we have picnics when it's sunny. These are all our cars and scooters. This is our mud kitchen too.'

We found the outdoor area to be safe and secure. This enabled children to have the freedom of the whole garden, to use as they wished. The childminder had very good measures in place to ensure the environment was safe for the children using the service.

The kitchen was newly decorated, clean with a lot of natural light. There was no dining table in the kitchen, the childminder told us she would bring out a small table and chairs when the children needed it, and this was in line with best practice guidance. The parents provided all food - lunch and snacks. The childminder encouraged healthy foods to be brought in each day. We found the childminder had very good knowledge of food hygiene.

The childminder minimised the spread of infection through a regularly cleaning programme detailed in her policies. We also looked at the nappy changing policy, which demonstrated good practice here as well.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

We found the performance in this theme to be very good.

The childminder engaged with parent's regularly through face to face discussion or by text messages. Parents supported this in the parent questionnaires and strongly agreed that the childminder involves them and their child when making improvements or changes to the services. One parent commented:

'She will regularly check with us if we are happy with everything and always listens if we have made any changes.'

This ensured everyone feels included and respected within the service.

The childminder had a system in place for regularly reviewing policies. We discussed the importance of keeping up to date with best practice, and amending policies accordingly. The Care Inspectorate Hub provides services with a range of up to date best practice. We discussed which changes were to be made, and how she could tailor policies unique to her service of care.

The childminder told us that her first aid is to be refreshed soon and she was organising this. We also discussed child protection as part of the inspection. We found the childminder had a good understanding of how to keep children safe.

During the inspection, we discussed some guidance in place. The childminder told us she was familiar with Safe Sleeping guidance. We introduced the childminder to Your Childminding Journey as a tool to self evaluate her practice and keep up to date with best practice.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

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

There are no outstanding recommendations.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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	
9 Jan 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
31 Jan 2012	Unannounced	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
14 May 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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