

Dawny Lou's Daycare Child Minding

Type of inspection: Unannounced
Inspection completed on: 13 June 2018

Service provided by:
Sharp, Dawn Louise

Service provider number:
SP2013984502

Care service number:
CS2013315036

The service

Introduction

Dawny Lou's Daycare is provided by Dawn Louise Sharp. The service has been registered since December 2013. It is registered as a childminding service which can be provided to a maximum of six children under the age of 16 of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. These numbers are inclusive of children in the childminder's family. The service is provided Monday to Friday flexibly to meet the needs of families.

The service is provided from the childminder's home within a residential area of Motherwell close to local shops, school and parks. The childminder has designated space within her home to help children feel welcomed and valued in her service. She uses the downstairs level of her home and the safely enclosed rear garden.

The childminder aims to "Provide a safe, welcoming and secure environment for Parents/Carers and children", and "I will ensure each child will learn new things, develop and have fun while participating in a range of age appropriate planned and stimulating activities."

What we did during our inspection

We compiled this report following an unannounced inspection which took place on Monday 11 June 2018 between the times of 12.15pm and 2.40pm. The inspection was carried out by a Care Inspectorate Early Years Inspector.

During this inspection we spoke to the childminder and both minded children present. We also received comments written by older children two days after the inspection. We observed care given by the childminder and looked at a number of documents including children's personal plans, medication records, risk assessments, activity records, and certificates of training.

We check services are meeting the principles of Getting it Right for Every Child (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 services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible, and included, also known as the SHANARRI wellbeing indicators.

Views of people using the service

We sent three questionnaires to the childminder and asked her to give these to parents using her service. We received three completed questionnaires before the inspection. In these, parents indicated that overall, they were happy with the service. They indicated that the childminder consulted with them regularly and listened to their views. Parents particularly liked the range of activities provided as well as the home environment and safety measures in place. Comments included:

"The childminder makes excellent use of the community events and will share ideas with me that I can discuss with my child myself. Dawn is approachable and professional at all times and I have never had any concerns. I am more than happy to leave my child in Dawn's care. My child has a fantastic relationship with Dawn."

"A lot of time and work is made by the childminder to arrange different activities based on various topics. She regularly asks for my views or to discuss feedback."

"Dawn has been taking my child out regularly to a good variety of activities throughout the week such as soft play, the farm and park. Dawn also teaches my child colours, Chinese New Year, birds and arts and crafts."

Two minded children were present during our visit. Both were young and reluctant to engage with us. However, we saw that they were confident with the childminder and happy with her family and home. One child told us they liked being with the childminder and enjoyed "drawing". Children played well together and we saw that very good relationships were in place between children and between the children and childminder. Two older children were attending after school the day after our visit so we asked the childminder to arrange for them to give us some feedback via email. We received those comments on Wednesday 13 June 2018. They wrote:

"I like going to Dawn's because she always comes up with fun things to do and I have a great time. We do different topics like birds, Harry Potter, Easter, Chinese New Year and the Hungry Caterpillar. Dawn is an amazing childminder. Dawn is very funny and kind. She is so helpful and lots of fun."

"I like Dawny because we get to go to the forest and park. I like coming because I have people to play with. Dawny is an excellent childminder."

Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder. The childminder identified what they thought they did well and gave some examples of improvements made through training attended. The self-assessment was a reflective account of the work the childminder did and how that impacted on children's enjoyment at her service.

What the service did well

The childminder took pride in the work she did with children. She was committed to providing an excellent service where children could grow in confidence and learn new skills. The childminder routinely involved children and their parents in evaluating her service and actively sought ways to make improvements that would impact positively on outcomes for children.

What the service could do better

Although personal plans were in place for all children, these did not always set out how the childminder would meet the child's health, welfare and safety needs. We discussed how these could be improved. Medication consent records could be improved by adding dates and dosage, and asking parents to sign the consent form before administering the medication.

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 childminder worked closely with parents/carers to establish a personal plan which would meet the needs of the child. She worked in partnership while evaluating her service and before making any changes to the way care and support was provided. Feedback from parents and children confirmed that their views were taken into account which made them feel valued in the service. The childminder provided very good opportunities for children to settle into her service, and carried out an evaluation with them about how effective the process had been. We checked some records of these evaluations and found them to be very positive, with children writing how much they enjoyed attending the service.

From the information gathered, the childminder developed a personal plan for each child. These were well organised and included any health details as well as consents for outings, observations, and the use of the trampoline and paddling pool. Personal plans were linked to the SHANARRI wellbeing indicators, which helped the childminder identify appropriate next steps. The childminder reviewed these plans with parents every six months. However, these plans did not always "set out" how the childminder would meet children's health, welfare and safety needs, and they did not flow between topics planned and aims set. We discussed this with the childminder and reminded her of the requirement for these plans to be in place for every child no matter their age or attendance pattern. We were confident that the childminder knew children very well, and planned for each child as an individual. She gave us examples of how her work with parents had led to better outcomes for children. For example, she had agreed some language to manage behaviour, and agreed actions to support toilet training as well as eating and sleeping routines. One parent wrote about the help the childminder had given them around setting routines for their child so that there was consistency between the home and service. The childminder also displayed current "targets" set for children where these had been discussed and agreed with parents. These were used as a prompt to remind the childminder to observe a child's development in that area and plan next steps.

The childminder was aware of the current nutritional guidance and used this to plan healthy snacks for children. Although children brought their own food to the service, the childminder had shared her knowledge with parents to ensure snacks and lunches were healthy. She also planned topics around health, and encouraged group discussions among the children around health and self-image including the SHANARRI indicators. This would help children understand their Rights, as well as give them a good understanding of what they could do to maintain a healthy body and mind.

The childminder had completed training on child protection and was confident in her procedures. She shared her policies with parents, and discussed safety with children in a way that was appropriate to their age. Since completing outdoor training, the childminder felt she was taking a risk/benefit approach to activities, and discussed risks with children to help them manage their own safety. Rules for the house and garden were in place and agreed with children which gave them safe boundaries where they could make mistakes and learn from them. The childminder had created a respectful and nurturing environment where children were happy and felt safe.

Records of medication were in place. However, the consents for the administration of medication could be improved. It was not always clear that parents had given consent for a specific medicine and at times no dosage

noted. The consent on a form we checked had not been signed by the parent, although they had signed the administration part of the form. We asked the childminder to amend the format of this form so that it clearly showed that consent was in place for each medicine before it was administered.

A strength of the service was the wide variety of activities planned and carried out. These included growing and learning about the life cycle, dinosaurs and fossils, world festivals, visits to the zoo and museums, and forest activities. Visits were linked to topics covered and displays around the playroom reflected these. The childminder was seeking training on forest schools to help her use this with minded children as she was confident this would impact positively on their health and wellbeing. Some topics were not dated which made it more difficult to track why the topic was carried out and its impact. We asked the childminder to consider how she recorded information so that it helped her evaluate and track the impact of her work. The childminder used the local community very well and helped give children an understanding of their role in the community. Children chose fundraising events each year and had established a "caring and sharing society" discussion group when planning fundraising events. These had included Children in Need and the local food bank. Children had also visited the local care home for older people, and through her membership with the local childminding group, the childminder also took minded children to a care home with a larger group of children to take part in intergenerational games. The childminder said this had helped children understand their community better. Overall, we evaluated this theme as very good.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The environment was very well planned and provided a wide selection of games and toys which were appropriate for all children attending. Since the last inspection, the childminder had changed the environment to allow children more space. They now had their own area in the large dining/kitchen. This was resourced very well, with appropriate furniture and storage. Children's work and appropriate development posters were displayed around the walls which helped the children feel valued and welcomed into the house. We saw that although younger children were shy around us, they confidently used the environment and resources.

Very good use of the space available was made. One parent wrote, "Dawn is using her home space very well. There are lots of toys in her back garden". The lounge was used as a quiet area where children could have short naps or play quietly, while the dining room area was used for arts and crafts, games, construction and role play. This area led directly out to the garden which was safely enclosed and fitted with physical play equipment including a swing, climbing frame and trampoline. Children were aware of the safety rules and risk assessments had been developed for the house and outdoors. These were reviewed each year and discussed with children to help them understand how they could keep themselves safe.

We saw good infection control measures, including nappy changing and hand washing. Children could easily access the toilet and knew to wash their hands after using it. The childminder recorded any accidents and incidents and shared this information with parents, working with them where appropriate to manage any behaviour issues. The childminder regularly kept up to date with any changes to infection control or health guidance.

The ethos of the environment was friendly, relaxed and welcoming. Children felt "at home" in the service and happy to approach the childminder with any questions. The childminder focussed on helping children feel at ease and confident in her service and knowing that they could trust her and approach her with any worries. Overall, we evaluated this theme as very good.

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

The childminder was currently completing an SVQ level three Early Years and Childcare. As part of this, she had completed a reflective account of how her business was meeting the new Health and Social Care Standards.

Through this evaluation, the childminder had also identified where she could improve her service. The childminder actively sought the views of children and parents to help her identify improvements and was committed to developing her service to ensure she was meeting all children's needs. She used questionnaires and a closed Facebook page to engage with parents using her service. Daily diaries were being used for younger children or where parents requested these, and regular discussions with parents took place before any changes to care took place.

The childminder evaluated her settling-in procedures with parents and children a short time after a child started her service, and feedback we saw from these was very positive. The childminder also used exit questionnaires for any families leaving her service so that she could take on board any changes requested. All feedback we sampled was positive. These opportunities for feedback meant that parents could easily and regularly make suggestions about the service. Parents wrote in our questionnaires, "Dawn has been using parent questionnaires as well as regular discussions to get our views", and "Always involves me, liaises with me looking for input to support my child." Information sharing was very good, and newsletters were used to support this.

The childminder was a member of the Scottish Childminding Association and also a committee member of her local group. She felt this was a supportive way to share information and discuss new guidance and legislation. The childminder also used the Care Inspectorate HUB regularly to ensure she was up to date with any changes. She gave us examples of where she had used this website to develop her own service, for example for outdoor play and activities. The childminder was committed to her own professional development. She had applied for a place on a child development course and was seeking forest school training to help her plan and carry out exciting outdoor activities. Since becoming a childminder, she had completed training on Infection Control, Outdoor Play, Child Led Planning, First Aid, Nutrition, Food Hygiene, Child Protection, and Building the Ambition. The childminder had also completed training on the Solihull Approach, which promotes emotional health and wellbeing in children and families. All of this training had helped the childminder reflect on her practice and the impact she was having on children's development. This meant that the childminder was open to new approaches and eager to continue to develop her service. Overall, we evaluated this theme as very good.

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	
30 Jul 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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