

Doig, Pauline **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 22 May 2018

Service provided by:
Doig, Pauline

Service provider number:
SP2004935351

Care service number:
CS2004079611

The service

Introduction

This service has been registered since 2005.

Pauline Doig is registered to provide a service to a maximum of 6 children at any one time under 16, of whom a maximum of 6 will be under 12 years, of whom no more than 3 are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the children of the childminder's family.

Mr Derek Doig is employed as an assistant. Mr Doig may have sole charge of minded children for up to two hours in any one day.

Currently there are 8 children on the register. These children attend the service at different times and on different days of the week. Two minded children and Mr Doig were present when we visited.

The childminder provided the service from her first floor flat, which was situated in a quiet residential area of Kelso in the Scottish Borders.

The aims and objectives of the service included:

'To provide a friendly, caring, happy and safe environment for the wellbeing of your children in my care, with varied and fun activities to help expand and stimulate young and healthy minds'.

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 the 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. GIRFEC 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 GIRFEC. 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. Information on SHANARRI can be found at <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

What we did during our inspection

We sent the childminder three Care Standard Questionnaires to give to parents who used the service. All three were returned before the inspection. Comments are included in this report.

During the inspection we gathered evidence from various sources including talking to the childminder and her assistant, talking to and observing the children, looking at key information kept to ensure that children's needs were met. We also looked at resources, equipment and the environment.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

Views of people using the service

During the inspection we observed the minded children to be happy, actively occupied and comfortable in the care of the childminder. We saw that the childminder supported all the children well. They listened to them and allowed them to make their own choices in deciding what they wanted to play with.

We received very positive comments from parents about the service. Some of the comments are included below and some are written within the body of the report. All parents strongly agreed with the statement 'Overall, I am happy with the quality of care my child receives at this service'.

"My children are always there and we as a family are blessed to have them."

"Pauline and Derek have been a big part of our children's lives and I couldn't ask for a more gentle, kind, fair and accommodating couple."

Self assessment

The Care Inspectorate received a fully completed self assessment document from the childminder. We were satisfied with the way that they had completed this and with the relevant information they gave us for each of the headings we grade them under. It was evident she had given a lot of thought as to what to write and it gave us a real flavour of the service she provides.

What the service did well

Children were being cared for in a safe, warm, happy and nurturing environment. The childminder responded gently and reassuringly to the children and was able to meet their needs. The childminder and her assistant offered children a very good range of experiences which supported their development and encouraged independence and self-esteem. It was evident that she had very good relationships with the parents.

What the service could do better

The childminder should continue to access training courses in order to promote the best outcomes for the children she cares for. We asked the childminder to update some of her knowledge by looking at the new Health and Social Care Standards.

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

Quality of care and support

Findings from the inspection

Parents were kept informed of what was happening on a daily basis and this included the relevant care information. A parent told us their childminder was "a great communicator and listener". I have always been made to feel welcome in her home therefore giving me the confidence to express my views". Another commented "Pauline takes care to understand my child's needs and is very supportive". The childminder told us she valued what parents and children had to say and she encouraged conversation about next steps in development. A parent told us "we have a daily record book and use this for two-way communication". The childminder gave us an example of how she had worked with a parent to ensure consistency with the child's home in relation to eating habits.

We saw the childminder had a lovely nature with the children. They were warm, kind and supportive. She listened to and observed what the children wanted to do. The childminder told us of the fun she and the children had together and the importance of children socialising and making friendships with their peers.

Parents supplied all meals and snacks and the childminder encouraged the supply of healthy eating options. The childminder was supportive of children's eating patterns and on occasion supplied food when necessary.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

Children were being cared for in a comfortable family home. The range of toys and equipment the childminder had for children of all ages encouraged curiosity, conversation, confidence and development. A parent told us their child "enjoys being stimulated through play and using their imagination with toys".

Children were able to choose what they would like to play with and the childminder described ensuring she had resources which matched children's interests. A parent commented that their child "has their favourite toys and they are ready for them to play with on arrival".

There was ample space for them to be active as the garden to the front and rear of the property was used for play. The childminder described playing with balls, bats and skipping ropes and that bubble blowing was one of the children's favourite pastimes. The childminder recognised the importance of fresh air and exercise for

children in order for them to grow and develop. She took them on outings to local places of interest where they could have fun and learn about the wider world. For example outings to the playing fields where they would have races and children were able to win medals.

The childminder described to us how she was managing any potential risks to ensure her home was safe and secure. A parent told us "they have great safety measures with the stairgates and when the snow was really bad they made sure the path was clear. They even went to the length of digging a car space out so our car could get in". The childminder encouraged children to become risk aware themselves as they practised road safety when they were out and about.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

Findings from the inspection

The childminder's husband was named as an assistant on the registration certificate. The childminder told us how they were involved in the service. This included dropping off and picking up from a local primary school, ensuring the home and resources were clean and organised and helping out at meal and snack times. The assistant played with the children and on occasion gave them some one to one time if needed.

We saw that the minded children were fond of the assistant and were happy and comfortable in his company.

The assistant had attended first aid training and the childminder shared with him information from training she had attended. The childminder told us that they worked well together to support everyone's needs.

Parents told us:

"Pauline's husband Derek sometimes collects my child from nursery which I am more than happy with as he is so good with my child."

"Pauline's husband helps in most areas. My child is especially fond of him."

"My child feels safe and happy in their (the assistant) company."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 – very good

Quality of management and leadership

Findings from the inspection

The childminders commitment and enthusiasm to her job was a major strength of her service. Her reassuring and friendly manner was conducive to providing a quality service which was supportive and caring toward the children and their parents.

The childminder continued to develop her service by accessing relevant training opportunities and keeping up to date with current best practice and childcare legislation. She told us that she enjoyed training and updating her knowledge. We suggested that on-line training may be most suitable to her needs. As a result of training the childminder was confident and knowledgeable.

We looked at the comprehensive information shared with parents. The information the childminder shared with parents made it clear that she had their child's best interest at heart and made a commitment to working with and involving them and their child in all aspects of the service. Parents confirmed to us that they would speak "directly" with their childminder should they have concerns.

A parent told us that they were "very happy" with the way the service was run.

The childminder had developed strong links with childcare and health professionals in her area.

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

Recommendation 1

The childminder should develop an infection control policy, including nappy changing procedures. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 - a safe environment, Standard 3 - health and wellbeing.

This recommendation was made on 19 May 2014.

Action taken on previous recommendation

She had written infection and health and safety procedures. She agreed that these could be combined into one policy. She had a nappy changing policy which she agreed to amend to reflect current best practice.

This recommendation had been met.

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	
19 May 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	4 - Good
		Management and leadership	5 - Very good
28 May 2010	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
17 Jul 2009	Announced (short notice)	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
23 May 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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