

# Hay, Donna Child Minding

Type of inspection: Unannounced  
Inspection completed on: 9 May 2018

**Service provided by:**  
Hay, Donna

**Service provider number:**  
SP2003907527

**Care service number:**  
CS2003013875

## The service

### Introduction

Donna Hay is registered to care for a maximum of six children at any one time under the age of 16 years, of whom a maximum of six 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 the childminder's family.

On a Wednesday and Thursday from 15:00 until 16:30 from Wednesday 2 May 2018 until 31 July 2019 or sooner if a child leaves the service, the childminder may provide a care service to a maximum of seven children at any one time 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 old. Numbers are inclusive of the childminders family.

Other conditions unique to the service:

- The parts of the premises not to be used are the master bedroom.
- Overnight service will be not be provided.
- Minded children cannot be cared for by persons other than those named on the registration certificate.

The childminding service was provided from the family home, a detached bungalow in a quiet residential area on the outskirts of Inverness. Minded children had free access to a large garden area from the dedicated playroom or the spacious kitchen/dining room. The childminder told us the children predominately used the outdoor space, but did have access to the sitting room if they requested quiet time.

The overarching aims of the childminding service are:

- to provide a safe, secure, loving environment catering for the child's social, physical, intellectual, communication and emotional needs
- all children will be treated equally and with total respect.

### What we did during our inspection

We wrote this report following an unannounced inspection. This was carried out by one inspector on Wednesday 9 May 2018. Feedback was given to the childminder at the end of the inspection.

During this inspection, we gathered evidence from various sources, including the inspection of premises, the relevant sections of policies, procedures, records and other documents. We also 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:

'I would give Donna five stars for her childminding and I am glad we found her.'

'Always something for the children to do. They are never bored.'

'Meals and snacks are always varied and she always makes sure the children have plenty fruit and veg.'

'She is very easy to talk to and we discuss any needs most days.'

During the inspection, three minded children were present. They were all seen to be relaxed and at home within the service. Comments included:

'I like playing with my babies.'

'I want to stay in now.'

'It's quite cold outside today. I hate the wind, I like when the sun is here.'

'I want that back again, please.'

## 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 Care Inspectorate received a fully completed self-assessment from the childminder. The childminder identified what she thought her service did well and gave examples of improvements she had made to the environment, patio doors were installed so that the children could have free access to the outdoors from their playroom. The self assessment clearly identified some key areas that the childminder believes can be improved and showed how the service intends to do this. The childminder told us how the parents and children had taken part in the self assessment process and how their feedback directed the development of the plans for improving the service.

## What the service did well

Children received outstanding access to outdoors. The childminder skilfully constructed various areas so the children had endless opportunities to explore their natural curiosities. The indoor environment complemented the outdoors perfectly, it was equipped to support children have a unique balance of freedom and support in their play and learning. The design of the service reflected this individual flow, and enabled children to have their choices sought and respected.

Children and families were found to be entirely supported as a result of the childminder's responsive care. She used her excellent skills and abilities to recognise the children's individual needs and support families to achieve positive outcomes for children using her service. This partnership with parents was echoed throughout the whole service, enabling children to be healthy, included and respected.

## What the service could do better

The childminder showed a very high level of professionalism and understanding of her responsibilities. We discussed continuing to communicate with us in relevant situations.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## Quality of care and support

### Findings from the inspection

The performance in this quality theme was found to be excellent. The childminder showed an outstanding ability to identify the individual needs of the child and work in partnership with families to find the best way to meet the child's needs.

On the day of inspection, the three minded children were seen making full use of their time outdoors. The childminder showed the children she respected and trusted them by giving them the responsibility to manage their own risks whilst they enjoyed climbing and playing on the climbing frame and swings. The childminder gave them the freedom to explore their limits. Children were recognised as experts in their own experiences, and as a result empowered to explore their potential in a safe and stimulating way.

Children and families received a high quality of support, as the childminder understood the importance of working well with others to ensure children's needs were met. Parents and children were highly involved in following their progress and identifying next steps. The childminder expertly used SHANARRI wellbeing indicators to help capture an overview of children's achievements. Parents supported the great communication and involvement throughout the completed Care Standard Questionnaires. Children using the service took great pride in showing all their work and reflected in great detail about their experiences. The childminder told us they used regular discussions to reflect on the play and learning that had taken place. She skilfully used this natural communication to identify next steps for the children, encouraging them to achieve at a pace that was right for them.

Children were very nurtured and appreciated at the childminder's. They were highly supported during significant changes in their lives. The childminder made sure each child was treated equally, with love and respect. We found that the childminder sensitively established her role depending on the individual needs of the family, enabling children to receive a very high level of care and support.

Children were enabled to feel empowered and valued due to the inclusive ethos in the service. It was evident through interactions the children had with their childminder that they were used to a high level of choice and respect. On several occasions, the children expressed their wants and needs, to which the childminder responded to in a very nurturing and attentive way.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of environment

### Findings from the inspection

The performance in this quality theme was found to be excellent. The level of free access to outdoor play that was available to the children was seen to be of a very high quality.

The children were found to be engaged and happy in a variety of play. The children had access to a large garden area that had a variety of textures and features that the children could use to explore their natural curiosities. The main space used on the day of inspection was a barked area, which included a range of play equipment that promoted climbing and positive risk taking. Another large area contained grass, flowers and small trees, children could use as they wished. We observed them running around and watering the flowers. To the opposite side of the house, the childminder had a patio surface on two levels for children to use as required. Parents commented fondly on the outdoor space:

- 'She has lots of toys and equipment including a climbing frame, slide, swings and trampoline, scooter and ride on toys.'
- 'The children are always out playing when possible. Planting seeds, watering flowers. Inside, they enjoy puzzles, jigsaws, reading and role play. Donna is excellent at mixing it up and introducing new things.'

The different levels and ground enabled children to be active and explore a range of outdoor play. We found that this provided them with an outstanding amount of opportunities. The childminder told us she recently installed patio doors in the children's playroom following discussions with the children and realising this would be a great opportunity to provide further independent access to the outdoors. We found they complemented the environment for the children excellently.

The space from the outdoors to the indoor space flowed exceptionally well. The children were able to be independent in organising themselves, depending on what they wished to do. The childminder ensured children's safety was high priority within the service, and designed the environment in a way that enabled her to see all areas. The home was full of exciting photographs and artwork by the children, to celebrate and nurture their achievements, and gave them ownership of their space.

The childminder also made great use of the local community, allowing children opportunities to explore their natural world and meet new people. She had organised many trips with families to places such as Dolphin Spirit and Urquhart Castle.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The performance in this quality theme was found to be excellent. The childminder showed such enthusiasm and commitment to providing a service, which positively influenced children's lives.

The inclusive ethos within the service ensured that children and their families were highly involved in the service. Parents told us:

- 'She is very easy to talk to and we discuss any needs most days.'
- 'She is very approachable and always has time to listen.'

By valuing open communication, the childminder enabled children to receive care that was unique and supportive in their lives. Policies and procedures contributed to an open relationship with parents as they were a very honest and true reflection of the service.

Children were actively encouraged to be involved in improving the service, in the spirit of genuine partnership. We had a lengthy discussion on the childminder's vision of what improvements she identified, it was clear that the children were at the heart of these decisions. Community was an integral element of the service. As well as including children in the local community, the childminder told us how she would use local professionals to improve her practice. This included regular meetings with other childminders to share and discuss practice as part of a support group. The childminder showed great professionalism and valued this sharing of practice. She used her expert skills and knowledge to continually improve and evolve her service.

Children and families could be confident that the childminder was highly competent and skilled due to the level of training we found. The childminder valued on-going professional development, attending and occasionally revisiting training in order to keep up to date with best practice and legislation. The level of reflection met a very high standard, to which the childminder measured what impact her learning had on the children and families using the service.

Throughout the inspection, the childminder expressed a commitment to the children and families she looked after. It was clear that the service ran in an authentic partnership, which respected everyone as individuals. The childminder implemented her experience, knowledge and skills to ensure children were given a very high quality experience. We found this service to be a leader in this sector.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

**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](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	
11 Aug 2014	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
26 Aug 2010	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	6 - Excellent
		Management and leadership	Not assessed
19 Jan 2009	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed

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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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