

Debbie's Daycare Child Minding

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

Service provided by:
Taylor, Deborah

Service provider number:
SP2011982880

Care service number:
CS2011301440

The service

Introduction

The Care Inspectorate registered Deborah Taylor, trading as Debbie's Daycare on 6 April 2012.

Ms Taylor can provide care to a maximum of 7 children at any one time under the age of 16, of whom no more than 6 are 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 childminder's family.

Any other conditions unique to the service:

2. Minded children cannot be cared for by persons other than those named on the certificate.
3. The part of the premises not to be used is the first floor.
4. Overnight childcare will not be provided.

The childminder provides the service from her home which is close to local schools, parks and the beach.

What we did during our inspection

We wrote this report following an announced inspection by one inspector on Tuesday 22 May 2018 from 12.30 to 15.00. We provided feedback to Ms Taylor during the inspection visit.

Ms Taylor completed an annual return, as required.

We asked Ms Taylor to issue questionnaires to the parents of the minded children, to allow them to comment on the service. None were returned to us. We received letters and phone calls from two parents.

During the inspection visit we gathered evidence from various sources, including:

- discussion with the childminder
- sample of children's records
- observation of the interaction between childminder and minded children
- observation of the childminding environment and toys.

We took account of all of the above information when writing this report.

We assessed practice through looking at how the childminder provided positive outcomes for children using the SHANARRI (Safe, Healthy, Achieving, Nurtured, Active, Respected, Responsible and Included) wellbeing indicators which were developed by the Scottish Government. (Information on SHANARRI can be found at www.scotland.gov.uk/topics/people/young-people/gettingitright.)

Views of people using the service

On the day we visited, Ms Taylor was caring for two preschool-aged children. The children were very comfortable with Ms Taylor and at ease in her home. They could choose from a good selection of toys and craft materials and we saw them playing happily throughout our visit. Parents who wrote letters and phoned us said they were extremely happy about the level of care and support they and their children received.

Self assessment

Due to personal circumstances, Ms Taylor had not taken the opportunity to submit a self assessment. She agreed to complete a self assessment document, in future, as this would support her to evaluate what she does well and identify areas for improvement. This should help her maintain and further develop the quality of her service.

What the service did well

The childminder enjoys childminding and offers the children and their parents a good standard of service in a relaxed and friendly manner. She knows the families very well and has established effective relationships with children and parents. Children are given access to a wide range of indoor and outdoor activities to support their learning.

What the service could do better

We asked Ms Taylor to familiarise herself with relevant guidance including the new Health and Social Care Standards. Using this should help her to further improve outcomes for children. She should also review and update her service's policies and procedures to ensure parents receive accurate information.

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	4 - Good

Quality of care and support

Findings from the inspection

Ms Taylor provided a flexible service which met the needs of the families she worked with; for example, she was willing to collect/drop off children from nursery and home. The children were very happy and relaxed and clearly enjoyed being in Ms Taylor's care.

Ms Taylor had gathered relevant personal information about the children. We asked her to ensure that children's plans including consents are reviewed and updated no less than every six months. Daily discussions took place with parents and this meant that up to date information, from home and the childminder, was shared.

The children were confident in approaching Ms Taylor. Free play was promoted with the children having access to a good range of activities. We saw children choosing what they wanted to do. Ms Taylor chatted to the children as they played, taking an interest in what they were doing and providing support when needed. Ms Taylor extended the children's learning by reinforcing language, repeating words and reading stories to extend their vocabulary and foster an interest in books. Ms Taylor promoted positive behaviour, showing by example how to behave and reminding the children to be kind to each other and have good manners.

Regular trips to Leven beach and parks supported the children to be active and have fun. We signposted Ms Taylor to the Care Inspectorate's 'My World Outdoors' document which she may wish to use to further develop this aspect of her service.

Ms Taylor told us she worked in consultation with parents regarding meals, snacks and drinks which she was willing to provide. The minded children enjoyed mugs of hot chocolate during our visit.

Parents told us they were extremely happy with the service provided.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Ms Taylor was very aware of the safety of children and made sure that the areas used for childminding purposes were safe and clean for them to play. Children had access to the lounge, kitchen/diner and toilet facilities on the ground floor. They were free to move around and there was sufficient space for them to play and enjoy snack/meal times.

The rear garden was fully enclosed and provided space for children to be active. The minded children played outdoors during our visit and had fun running around and playing with balls. The minded children were well supervised and reminded of ways in which they could keep themselves safe while playing.

Ms Taylor was aware of the importance of following appropriate infection prevention and control practices; for example, she encouraged children to wash their hands when required. The toys and play materials were clean and well maintained.

Ms Taylor was a qualified first aider. She stated that none of her minded children had been involved in an accident while in her care. Any accidents or incidents would be recorded and parents informed.

Ms Taylor provided details of her public liability insurance and told us she also held car insurance, incorporating business use of her car. This may provide some protection to Ms Taylor and to families, in the event of any accidents.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Ms Taylor provided a consistently good quality service to families, which promoted an ethos of respect. She was enthusiastic and committed to providing the best for children and the families she worked with. Experience and a relevant qualification provided her with an understanding on how to provide the best outcomes on caring for children, supporting them to achieve and be kept safe.

To help keep up-to-date, we told Ms Taylor about the section of the Care Inspectorate's website called 'The Hub'. This is an information section which provides care service providers including childminders with access to the new national Health and Social Care Standards (HSCS) and good practice documents. Ms Taylor may wish to look through this website as part of her personal development.

The written policies and procedures contained some helpful information for parents; however, these should be further developed as appropriate. There was no complaints procedure to inform parents how they could raise a concern should they wish to do so. Ms Taylor acknowledged the need to develop one. The procedure should include the Care Inspectorate's contact details. Ms Taylor should also display her Certificate of Registration for parents to see.

See recommendation 1

Ms Taylor was aware of the need to follow up on any concerns about the children's health and well-being. She knew who to contact for further advice. Ms Taylor's approach to child protection was outlined in a statement that she shared with parents. This helped ensure they understood her role and responsibility to ensure their child's safety and wellbeing. We asked Ms Taylor to update the contact details for the social work service and Police Scotland.

We provided information about the Information Commissioner's Office (ICO), the independent body set up to promote access to official information and protect personal information. Ms Taylor agreed to contact the ICO for clarification about whether there is a need for the service to register or not.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should improve her knowledge of the Health and Social Care Standards and current best practice. She should also review and update her service's policies and procedures, as appropriate. In particular, she should develop a complaints procedure.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that service users experience high quality care based on relevant evidence, guidance and best practice. (HSCS 4.11)

Grade: 4 - good

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

Previous requirements

Requirement 1

Children's information must include a written plan on how the service users' health, welfare and safety needs are being met. This information along with registration information must be reviewed at least once every six months.

This requirement was made on 10 July 2018.

Action taken on previous requirement

The childminder had taken the required action.

Met - within timescales

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

Previous recommendations

Recommendation 1

The childminder should make herself familiar with the regulations and access guidance such as "Records registered care services must keep".

This recommendation was made on 10 July 2018.

Action taken on previous recommendation

The childminder had not taken the recommended action.

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 May 2014	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good
19 Apr 2013	Announced (short notice)	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed

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