

# Dyer, Jean

## Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 26 July 2018

**Service provided by:**  
Dyer, Jean

**Service provider number:**  
SP2003903684

**Care service number:**  
CS2003006272

## Introduction

Jean Dyer has been registered with the Care Inspectorate since 2011 to provide a care service to a maximum of 6 children at any one time, under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's own family members.

The service is provided from the childminder's family home located within Cardonald, Glasgow. The accommodation is on two levels, minded children have access to the ground floor living room, dining room, kitchen and a secure back garden. The service aims include: to "provide a safe and stimulating environment for the children."

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. There are eight wellbeing indicators at the heart of Getting it Right for Every Child. 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.

## What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 9.15am and 11.15am on 26 July 2018. A Care Inspectorate Early Years Inspector carried out the inspection. During this inspection we spoke to the childminder, a parent and a minded child aged 20 months who was present. We discussed the care given by the childminder and looked at a number of documents including service policies, planning tools and risk assessments.

## Views of people using the service

It was clear that the minded child was happy and content in the care of the childminder. The childminder was observed to be caring and supportive in her approach demonstrating a good knowledge and understanding of the individual needs of the minded child present.

Three parents returned questionnaires to us. The responses from these demonstrated that they were happy with the quality of care their children received. Comments included:

"I can't recommend Jean highly enough. When I had to return to work my daughter was going through a phase of separation anxiety and had never been looked after by anyone other than me and my husband. Jean gave us plenty of settling-in time within a couple of months my daughter was completely comfortable and happy to be going to Jean's two days a week. Now she is happy and socially confident and her development has come on leaps and bounds. I am very proud of everything she is learning and put a lot of it down to how much she enjoys being with Jean. She comes home telling me everything she has done during the day and her vocabulary is always a bit bigger when she's been there."

"My son has been in this childminder's care for over four years now. We have a good relationship and she is very approachable. If I were to have a complaint or concern I would easily bring it up in conversation. I am kept informed of any ideas/suggestions the childminder has and any feedback I have is welcomed."

"She will communicate any changes to me well before they happen and involve my children. She always gives thorough information as to how little changes will affect us, always putting us and safety first. She also asks my opinions and I feel involved."

"Our daughter loves playing with the other children, but also enjoys days with one to one time. There is a good mixture of outdoor activities (walks, trips to the park or playing in the garden) and quieter time at home. Jean has loads of ideas for crafts and we have had cards made for us on special occasions. Jean has lots of interactive and learning toys at her home. Outside the garden is fenced off and safe for her to play. There are lots of suitable toys and Jean provides different toys for different levels of ability and age."

"Jean keeps us informed about how information is stored and reasons for updating this information. She regularly asks us about any changes happening - in her speech and physical development, potty training etc."

"Jean's husband Pat helps with some of the routine such as driving Jean and the children to and from places, and is available around the home when Jean is looking after several children."

## 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 childminder did not submit a self assessment despite being asked to do so. The self assessment also supports the inspection processes. Through discussion it was clear that the childminder had used feedback from parents and children in a responsive manner to support developments within the service.

## What the service did well

The childminder knew the care and support needs of the children in her care very well and had developed positive relationships with parents who used her service. She had established effective systems for talking to and listening to parents and used a variety of communication approaches to keep them up-to-date with minded children's needs. She provided a well-equipped garden space and made effective use of trips and outings to extend children's play opportunities.

## What the service could do better

The childminder should continue to develop her approach to planning for children's all round development based around SHANARRI indicators (safe, healthy, achieving, nurtured, active, responsible, respected, included). The childminder should take forward plans for the continued development of her service and ensure her assistant completes child protection training.

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

## Quality of care and support

### Findings from the inspection

The childminder was very good at providing effective care and support for children. She was warm, nurturing and positively engaged with the child being cared for during our inspection. She knew them well and was responsive to their needs and interests. We saw that children experienced a child centred, relaxed and homely environment with lots of fun and enjoyment.

The childminder had very good relationships with parents and communicated with them through diaries, daily discussions as well as a secure smart phone app to meet their children's individual needs. One parent commented: "I am regularly contacted by text, phone call or in person when dropping off or picking up my son. This gives the childminder the opportunity to let me know of her plans and ask me for any input. She takes lots of photos and gives my son his work (for example, drawings, baking) home for me to see what he has been doing."

We saw that each child had a personal plan and these were updated regularly. The childminders showed us how they used photographs to record children's successes through play experiences. This helped to promote parents' awareness of children's achievements and contributed to children feeling nurtured and secure. We highlighted approaches to planning for children's all round development based around SHANARRI indicators (safe, healthy, achieving, nurtured, active, responsible, respected, included). We discussed how the photographs could be used to enhance her personal plans for children. The childminder agreed that this would help foster meaningful discussion with parents about children's play and development. The childminder had registered with and followed guidance for storing children's photographs from the Information Commissioner. This helped to protect children's personal information and to assure parents that it was shared appropriately.

The childminder had a good knowledge of nutrition and used this to provide snacks and meals for children that promoted healthy eating. The childminder had undertaken training in food hygiene and had registered as a food business with Glasgow City Council. This helped to ensure that the service was complying with legislation and gave further assurance to parents that food was stored and prepared safely. One parent commented: "My son is provided with breakfast, lunch and a snack each day he is in the childminder's care. I am happy that he is provided with whole-grain cereals and bread, milk, water and plenty of fresh fruit and vegetables, which my son loves."

The childminder discussed how she safely administered medication and made sure that parents completed appropriate consent forms before this was given. This meant that children who had particular health needs were included in the service and that their health and wellbeing were promoted.

The childminder had accessed child protection and training and showed confidence in telling us about the steps that she would take if they had any concerns about a child's welfare. We highlighted the need to ensure that this training was regularly refreshed. This can help to update her knowledge of key issues in child protection and continue to promote the wellbeing of all children, including those who are most vulnerable.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of environment

### Findings from the inspection

The childminder provided a very good environment. Children enjoyed playing in a clean, well maintained home. We found that regular energetic play activities including walking, baby yoga, ball games, climbing, swings, wheeled toys, and planting were provided in the garden area and local larks. In addition, the childminder told us that she took the children on a wide variety of outings to soft play centres, museums, libraries, beaches and a swimming pool. One parent commented: "My son regularly visits the local library to borrow books and take part in activities. He often goes swimming and visits a variety of parks that are local to us. The childminder is always aware of upcoming events such as funfairs in the area."

We found the wide range of games and imaginative group play experiences offered the children opportunities to have fun and play and work together co-operatively. We discussed with the childminder strategies for supporting children to take forward their own play ideas through self-chosen projects. The childminder agreed that further opportunities to engage with open ended play materials and den making activities could extend children's enjoyment and sense of challenge outdoors.

The childminder was very good at helping children to learn about how to keep themselves safe, for example, she talked with children about how to manage risks when they were at the park. This helped the minded children develop personal responsibility and promoted health and safety.

Effective systems were in place to record and share information with parents about any accidents or incidents. This meant that parents were kept informed about issues affecting their children. The childminder had accessed Paediatric First Aid training. This helped to reassure parents that she was equipped with the necessary skills to cope with a medical emergency involving a minded child.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of staffing

### Findings from the inspection

Since March 2015 the childminder had employed her husband as an assistant who helped her in the care of the minded children. The childminder told us that she ensured that her assistant has clear guidance on his role within the service. The childminder said that she did this through regular discussion, where she shared the information the assistant may need to be involved in looking after the children. This helped equip the assistant to meet the children's ongoing care needs. One parent commented: "Jean's husband Pat helps with some of the routine such as driving Jean and the children to and from places, and is available around the home when Jean is looking after several children."

A parent told us how the childminder and the assistant worked in partnership with each other, complementing each other's skills to meet the individual needs of the children. This resulted in the children being cared for in a responsive and nurturing environment.

We highlighted to the childminder the need to develop systems to identify the assistant's training needs, discuss practice issues and review the service in general. She told us that she planned to reinforce and extend the assistant's learning about child protection, GIRFEC and developmentally appropriate play opportunities for young children. This will help ensure parents can be confident the assistant has the skills and knowledge to deliver the planned care and respect the needs of children attending the service. (See recommendation 1).

The childminder's assistant had approved Disclosure Scotland checks and Protecting Vulnerable Groups (PVG) upgrade in line with current legislation.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminding assistant should undertake a child protection awareness course at the earliest opportunity.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities" (HSCS 3.20).

**Grade:** 4 – good

## Quality of management and leadership

### Findings from the inspection

The childminder stated that she kept up-to-date with best practice and legislation through Care Inspectorate and SCMA (Scottish Childminding Association) websites, magazines and publications. She also met with other local childminders to share ideas and good practice.

Since the last inspection in October 2014, the childminder had successfully completed a wide range of training courses. These included: Children's Rights: Participation in Practice; Pre-Birth to Three; Community Childminding Service Training; Outdoor Play; Working with ADHD and the Autistic Spectrum; Building The Ambition; Epilepsy Awareness. The childminder's commitment to professional development and training helped to assure parents that their children would receive appropriate support if and when they needed it. We discussed the value of undertaking loose parts training that would support children's autonomy and encourage them to use their imagination, problem solve and be creative. Loose parts are materials that can be moved, carried, combined, redesigned, lined up, and taken apart and put back together in multiple ways. This can help to enhance existing play opportunities and further stimulate children's curiosity and motivation to explore the environment.

She used an annual questionnaire to gather parents' views about potential improvements. These focused on specific areas of the service such as current routines and activities, meals and snacks, behavior management and communication approaches. One parent commented: "We have time to chat at drop-off and pick up, and we also communicate via our daughter's daily diary. Jean uses this information and implements any changes/calls we have asked for."

The childminder told us how children made decisions about the service such as outings, snacks, games and activities. The children were also involved in developing house rules and choosing new equipment. Overall, her approach ensured that parents and children were included in making decisions about the service and that their views were respected.

The childminder had accessed appropriate public liability insurance to support her childminding 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

#### Recommendation 1

The childminder should expand the personal plans for each child in her care to ensure they are reviewed at least once every six months with parents. This is in order to comply with SSI 210 The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 Regulation 5 - Personal Plans. Timescale - within 28 days of the date the child starts using the service.

**This recommendation was made on 15 October 2014.**

#### Action taken on previous recommendation

We found that children's personal plans were regularly reviewed by parents and within 28 days of the date the child started using the service. This recommendation has been met.

#### Recommendation 2

The childminder should update administration, recording and storage of medication policy in line with the current health guidance on the Management of Medication in daycare and childminding services. National Care Standards for Early Education and Childcare up to the age of 16: Standard 3 Health and Wellbeing.

**This recommendation was made on 15 October 2014.**

#### Action taken on previous recommendation

The childminder had reviewed and updated the service medication policy in line with current national guidance. This recommendation has been met.

#### Recommendation 3

The childminder must ensure that children in her care are supervised at all times. NCS Early Education and Childcare up to the age of 16: Standard 2.2 A Safe Environment.

**This recommendation was made on 6 January 2018.**

**Action taken on previous recommendation**

The childminder has employed an assistant to support the delivery of the service. This helped to ensure that the children in her care were supervised at all times. This recommendation has been met.

**Complaints**

Please see Care Inspectorate website ([www.careinspectorate.com](http://www.careinspectorate.com)) for details of complaints about the service which have been upheld.

**Enforcement**

No enforcement action has been taken against this care service since the last inspection.

**Inspection and grading history**

Date	Type	Gradings
15 Oct 2014	Unannounced	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>5 - Very good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>5 - Very good</div>
10 Aug 2011	Announced (short notice)	<div>Care and support</div> <div>6 - Excellent</div> <div>Environment</div> <div>6 - Excellent</div> <div>Staffing</div> <div>6 - Excellent</div> <div>Management and leadership</div> <div>Not assessed</div>
30 Apr 2010	Announced (short notice)	<div>Care and support</div> <div>5 - Very good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>5 - Very good</div> <div>Management and leadership</div> <div>Not assessed</div>
15 May 2009	Announced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>

Date	Type	Gradings	
27 May 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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