

# Docherty, Jillian Rose

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 30 August 2018

**Service provided by:**  
Jillian Rose Docherty

**Service provider number:**  
SP2007966320

**Care service number:**  
CS2007158986

## Introduction

Mrs Docherty provides a childminding service from her family home in Barrhead, East Renfrewshire.

The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, 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 children of the childminder's family.

At the time of the inspection, Mrs Docherty was caring for two school age children and a younger child, all on a part time basis.

## What we did during our inspection

We compiled this report following a short notice announced inspection, which took place between 9.30am and 11.30 am on 30 August 2018. The inspection was carried out by a Care Inspectorate Early Years Inspector. During this inspection we spoke to the childminder and the child present and two parents when they arrived to pick up their children. We observed the care given by the childminder and looked at a number of documents including health and safety records, planning tools and certificates of training.

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.

## Views of people using the service

Three parents returned questionnaires to us. Their responses showed that they were very happy with the quality of care their child received.

"I'm really happy with the service my children receive at Jill's. She treats them like her own and I know they are in safe hands. They always look forward to going."

"I could not be happier with the service that is provided for my children. My kids love going to their childminder."

The child present enjoyed playing with the toys available to them in the living room and were secure and confident in the childminder's care.

## Self assessment

The Care Inspectorate received a fully completed self assessment from the childminder. She had identified strengths within her service also changes she had made following professional development opportunities she had accessed and how these had enhanced her service. Through the inspection the childminder shared how she planned to evaluate and develop her service further.

## What the service did well

The childminder offered a welcoming, caring setting for children. She varied the routine and activities each day to take account of children's different interests. The childminder maintained very good communication with parents to ensure she was updated with information on children.

## What the service could do better

The childminder was very familiar with the SHANARRI indicators and how they supported children's wellbeing. She agreed to introduce them further into children's paperwork.

## 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

We found that the quality of care and support offered by the childminder was very good. She had established very positive relationships with parents which enabled her to share valuable information each day. Parents who wrote to us told us "Every night when I collect my child Jillian informs me of the activities, behaviour and how their day went."

Some children had settled into her care quite recently and we learned that the childminder made good use of settling visits to gather initial information from parents. The childminder displayed a clear understanding of each of the children she cared for. She described their different needs, interests and personalities and how she met these within her service. As children attended mostly on a part time basis, the childminder was able to spend time with them individually, doing what they enjoyed. Either playing with their favourite toys at her home or visiting the local park. The childminder had collated all of the information into a personal plan for each of the children.

The childminder volunteered at the local primary school. She described how this experience had influenced her care for children. She had accessed information on topics such as raising children's self-esteem, the adult role in supporting children to resolve their differences both of which had benefitted her service. The childminder was keen that children had regular opportunities to play outdoors in the fresh air, as well as playing in her garden she took them to a local park where they enjoyed active play and sports.

The childminder had a clear understanding of her role in keeping children safe. She had attended child protection training and benefitted from further discussions through her voluntary role in the school. At the time of the inspection the childminder was not involved in giving medicine to children. We found that she had suitable paperwork in place to record consent from parents and administration.

The childminder was familiar with the best practice document "Management of Medication in Daycare and Childminding Settings." She agreed to develop her written procedures to include how she would respond if a child refused medicine.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of environment

### Findings from the inspection

The childminder's home provided a clean, homely and welcoming setting for children. She told us how she used risk assessments and daily visual checks to ensure the safety of children in her care. The childminder had a written infection control statement which described her cleaning and nappy changing procedures. She encouraged children to wash their hands at key times during the day.

The child present during our visit was very relaxed and comfortable in her home throughout our visit. He had free access to a range of suitable toys and activities. The childminder used her lounge and hallway to create different areas where children could play and enjoy different activities, including imaginative play and arts and crafts. Children also had access to her back garden where they could play on the deck, a large climbing frame and playhouse.

The childminder made very good use of a local park. She had a bag of outdoor play resources that she took with her as some of the children enjoyed playing different games. The childminder had suitable procedures in place for recording any accidents or incidents and sharing these with parents or carers.

The childminder had made some changes to her home creating an open plan area. This meant she could observe the children from the kitchen when making lunches or snacks. She agreed to seek advice from the fire officer regarding these changes.

## 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 had been active in developing her skills and knowledge in different ways. She had attended training on First Aid, Child Protection and accessed an online course on additional support needs.

The childminder had accessed additional learning opportunities through her voluntary work in a local school. She had used this knowledge to enhance her service and outcomes for children in her care.

The childminder accessed the 'Hub' on the Care Inspectorate Website and the Scottish Childminding Association website to keep up-to-date with best practice guidance. She was familiar with the document "Building the Ambition" and recognised the value of the guidance in relation to the service she provides.

The childminder actively encouraged feedback from parents and children. Parents who wrote to us told us that she listened to their views when establishing care for their children. Parents were clear about how they would raise any concerns they had. They agreed that they could approach the childminder in person and that she would address any issues. The childminder also had a formal complaints procedure in place which she shared with parents.

### 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](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
16 Jul 2014	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
31 Aug 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
20 Aug 2009	Announced	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

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