

## Calder, Dionne Child Minding

Type of inspection: Unannounced  
Inspection completed on: 18 December 2018

**Service provided by:**  
Calder, Dionne

**Service provider number:**  
SP2007967084

**Care service number:**  
CS2007162711

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

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 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. Getting it Right for Every Child 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 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.

The childminder provides her service from her home in the coastal town of Saltcoats in North Ayrshire. She can care for up to six children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months.

At the time of this inspection she was providing her service to a total of two minded children.

She aims to offer a service to parents "where children would have safety, security, comfort and fun in a clean, warm, friendly environment, which was a place children wished to come and be cared for by a carer whom they could trust".

## What we did during our inspection

We wrote this report following an announced (short notice) inspection that took place on the morning of 18 December 2018. The inspection was carried out by a Care Inspectorate Inspector.

As part of the inspection we took account of the completed annual return that we asked the provider to complete and submit to us.

We sent the childminder questionnaires to give to parents/carers using her service. One was completed and returned to us before the inspection.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Parent questionnaires
- Information update request
- Newsletters
- Children's information folders
- Medication policy/recording/consent
- Food hygiene certificate
- Risk assessments
- Accident/incident recording
- Training certificates
- Complaints procedure
- Policies/procedures
- Information Commissioners Office (ICO) registration
- Registration certificate
- Insurance certificate.

We spoke with the childminder and observed interaction and relationship between her and the young child present.

We also looked at the children's environment.

## Views of people using the service

One child under 1 year old was being cared for during our visit. He was very contented and happy in his surroundings. The childminder readily met his needs throughout the morning.

One parent returned our Care Standards questionnaire giving us their views of the service. They were very happy overall with the quality of care their child received.

## Self assessment

Following discussions the childminder agreed to update her self assessment.

## What the service did well

The childminder had continued to maintain her very good quality service. She kept up to date with current best practice and changes to legislation through various methods to update her knowledge and understanding. Her home provided children with a very safe, welcoming and nurturing environment and she ensured the children enjoyed activities in the community. Positive, trusting and caring relationships had been built up between the childminder and the families using her service.

## What the service could do better

The childminder should continue to maintain and develop the quality service she provides and keep up to date with any changes in legislation and good practice.

She should further develop the children's personal plans (see Quality of Care and Support).

She should familiarise herself with her responsibilities under the General Data Protection Regulation (GDPR).

## 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

The childminder provided very good opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices. She exchanged information on a daily basis. In addition to verbal contact the childminder messaged photographs of their children taking part in various activities to keep parents informed. Children were provided with choices and the childminder was well aware of their likes/dislikes and preferences. Parent feedback indicated that the childminder communicated regularly with them, sharing information and asking for their feedback. This told us that parents and children felt included, respected and involved.

Throughout our time in the childminder's home we observed the young child to be settled and contented and to enjoy a positive, caring relationship with her. She knew the children using her service well and was able to discuss how she catered for their individual needs and preferences and to support them in their daily routines. Parents were fully involved in their child's care which told us that they were respected and included. They told us the childminder reviewed the information held on their children and ensured it was up-to-date. Following a recommendation made at the previous inspection each child had an individual personal plan based on the 'Getting it Right for Every Child' wellbeing indicators. We discussed further developing these to ensure they detailed how each child's health, safety and wellbeing needs would be met whilst in her care. She supported the children's health needs in consultation with their parents. Her policy met current good practice guidelines and permission/ recording facilities were available should the need arise to administer medication.

The childminder provided a nurturing environment and promoted healthy lifestyles. Regular active play opportunities helped the children to develop their physical skills and enjoy being in the fresh air. Parents told us about the places in the community their children visited outwith the childminder's home. Attendance at toddler groups helped them socialise, make new friends and encouraged them to share and co-operate with their peers. The childminder provided healthy choices when providing snacks/lunches. These were varied and included fresh fruit, toast, pancakes, soup and pasta.

The childminder took steps to ensure the children in her care were kept safe and had updated child protection training since her last inspection to help raise her awareness and inform her practice. All adults within her home had undergone Disclosure Scotland checks.

## 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 the children with a very safe, clean, warm and inviting environment. There was adequate space for the children to play both indoors and out. The children had access to the playroom where they could choose from a range of age appropriate toys, lounge, conservatory and kitchen/dining area.

To ensure the environment was safe for the children the childminder carried out risk assessments covering a range of potential hazards to the children and the steps taken to reduce any possible harm. These took account of her home, garden, equipment, car and venues in the community. Accident/incident recording facilities were available should the need arise. The childminder had applied to update her first aid training to refresh her knowledge and understanding in dealing with any incidents.

The childminder's garden was fully enclosed and provided the children with a safe space to enjoy physical activities in the fresh air.

The childminder was well aware of the child's daily routine and he slept comfortably under her supervision during our visit.

To help reduce the spread of infection the childminder encouraged the children to wash their hands at certain times including prior to eating. She provided paper towelling for hand drying to help reduce the risk of cross infection. Appropriate changing facilities were available for younger children. She operated policies and procedures which informed her practice with regards to the prevention of infection and shared these with parents.

## 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 kept up to date with best practice and changes to legislation since her last inspection. She accessed our on-line Hub and attended training provided by the local authority to keep her informed. She was aware of the new Health and Social Care Standards and we provided her with a paper copy to further raise her awareness. She had also registered with the Information Commissioners Office (ICO) with regards to data protection and we provided her with details of the General Data Protection Regulation (GDPR) and her responsibilities which she agreed to act on.

In addition to accessing websites, training and updates via her membership with the Scottish Childminding Association (SCMA) she kept in contact with childminders in the local area, sharing information which helped inform her practice in providing positive outcomes for the children in her care.

Her complaints policy was shared with parents, providing information on her procedure should any concerns arise. The parent we consulted with was aware of how to make a formal complaint but told us "we would always talk to Dionne about any concerns".

Formal evaluation of her service was sought through annual questionnaires. Parents were asked for their feedback on various aspects and those we viewed were positive. Any suggestions for improvement such as more arts/crafts activities were taken into account and action taken fed back to parents. Parents agreed that they were involved in putting forward their views and making any improvements to the service. The childminder consulted with the children daily, including them in choosing resources and activities to take part in. Through observations and talking with the young children she could assess what they enjoyed taking part in and make any changes as required.

### 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

Mrs Calder should further develop the information she gathers on the children in her care to form personal plans as required by Regulation. National Care Standards 'Early Education and Childcare up to the age of 16', Standard 6 - Support & development.

**This recommendation was made on 10 December 2014.**

#### Action taken on previous recommendation

The childminder had developed individual personal plans for the children in her care. We discussed the further development of these and she agreed to review them to ensure they reflected how the children's needs would be met whilst in her care. This recommendation was met.

## 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
5 Nov 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
8 Mar 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed
2 Mar 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
15 Sep 2010	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership Not assessed
12 Jan 2010	Announced	Care and support 5 - Very good Environment Not assessed Staffing 5 - Very good Management and leadership Not assessed
27 Jan 2009	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed



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