

# Callaghan, Sharon

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 4 February 2019

**Service provided by:**  
Callaghan, Sharon

**Service provider number:**  
SP2007965710

**Care service number:**  
CS2007155504

## 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 to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. The Care Inspectorate has an important role to play in supporting this approach in inspecting care services for children.

The Getting it Right for Every Child (GIRFEC) approach is underpinned by the principles of prevention and early intervention. It's a consistent way for people to work with all children and young people. The approach helps practitioners focus on what makes a positive difference for children and young people – and how they can act to deliver these improvements. Getting it right for every child is being threaded through all existing policy, practice, strategy and legislation affecting children, young people and their families.

In Scotland, the Getting it right for every child (GIRFEC) approach puts wellbeing at the very heart of its approach. The eight 'indicators' of wellbeing that form the basis of GIRFEC are – safe, healthy, achieving, nurtured, active, respected, responsible and included – often referred to as 'SHANARRI'.

Sharon Callaghan provides a childminding service from her home in the town of Kilmarnock, East Ayrshire. She is registered to care for a maximum of six children under the age of 16 years, 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. Overnight service will not be provided.

The childminder provides her service from her home, which has a large secured back garden. The childminder's home is within walking distance of local schools, nurseries, shops and parks.

On the day of the inspection, there was one young minded child present. The child was relaxed and settled in the childminder's care.

The childminder's aims for her service included:

"Children in my care will be welcomed into a clean, safe and caring environment that will be centred around meeting the needs of each individual child".

## What we did during our inspection

We wrote this report following an unannounced inspection that took place on Monday 4 February 2019 between the hours of 09:30 and 12:20. Feedback was provided on this date.

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

- Children's records and folders

- Policies and procedures including child protection, complaints
- Photographs
- Observations of how the children interacted with one another and with the childminder
- Observations of how the children used the toys, and the space in the childminder's home
- Examining equipment and the environment
- Talking to the childminder, parents and the children.

## Views of people using the service

We posted out four questionnaires to parents of children who used the service and three of these was returned prior to inspection, showing that parents were overall, very happy with the quality of care and support provided. Comments included:

"Sharon is an excellent childminder who takes time to get to know the children. She takes time to speak to the children and listen to them".

"I am extremely happy with our childminder and wouldn't change her. She cares deeply for the children she looks after, she knows their personalities inside out. As a parent this is all I can ask for".

## Self assessment

The Care Inspectorate received a completed self-assessment document from the service provider. We were satisfied with the way the provider had completed this. The provider identified what they thought they did well, some areas for improvement and any changes they had planned.

## What the service did well

The childminder has developed trusting relationships with children and families and has created a warm inclusive environment for all. The childminder has used information gathered about individual children to plan for their care needs and offer experiences based on their interests.

The childminding environment was bright, spacious, clean and welcoming which provided opportunities for children to play and explore as well as rest and sleep when required.

## What the service could do better

We have encouraged the childminder to continue to update her knowledge of best practice guidance for childminders. The childminder should continue with her plans to update her knowledge on safeguarding children and complete 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	not assessed
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

We found the childminder was providing very good care and support to the children using her service. Relevant information was gathered for all children and by reviewing this timeously and sharing with parents, this meant the childminder had key information to effectively meet each child's daily care needs. Detailed personal plans were in place for all children and were reviewed with parents in line with legislation. This ensured children were receiving the right support at the right time.

The childminder had considered ways to routinely capture the views of children and parents using her service. The childminder shared information with parents through the effective use of daily diaries for younger children, parental questionnaires and daily verbal communication. The recent introduction of talking and thinking floor book planning supported the childminder to capture and record children's views. The childminder should continue to embed this into her practice to ensure the experiences offered to children are reflective of their current interests.

The childminder had implemented strategies to support children and parents with verbal communication barriers such as where English was not their first language. By utilising technology successfully, the childminder shared photographs and information with parents in a format relevant to their needs. The implementation of pictorial 'what I would like to do' boards supported the childminder to capture the likes and dislikes of all children. These strategies contributed to an inclusive environment and a sense of belonging for children and families attending the service.

We asked the childminder to tell us what procedures she had in place to keep the children safe. We felt that the childminder had considered how she would store and administer medication safely. The childminder spoke confidently of the processes in place, and of her role in safeguarding children. We have encouraged the childminder to continue with her plan to complete child protection training at her earliest convenience to ensure she is aware of current best practice in relation to safeguarding children.

### 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 for children. The home was welcoming, safe and well organised to provide space for children to relax and play within. The children had access to a well resourced playroom and a living room with large table for meal times and creative activities. The playroom provided opportunities for personalisation and choice as children could independently access a range of resources which caters for all ages and stages of development.

The childminder had completed appropriate risk assessments, gained parental permission and had implemented an appropriate policy in relation to having a pet dog. During this inspection, the childminder advised that children were not currently accessing the secured back garden as she could not fully guarantee appropriate infection control measures within this area. The childminder had implemented appropriate short term alternative measures by utilising the local community daily for physical activity. The childminder has appropriate plans in place to ensure children will resume access to the garden which will support children's health and wellbeing.

Parents told us "My child attends local parks and activities at the local leisure centre on a regular basis" and "Sharon takes my child to local parks, toddler groups and soft play areas often". We sampled photographs of children actively exploring outdoors and recognised the childminder provided very good opportunities for children to access their local community.

## 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 has created good links with East Ayrshire's childminding development officers and is aware of the Care Inspectorate's 'Hub'. The childminder is proactive in developing her knowledge and skills; she has attended many training events, including first aid and GIRFEC, and is currently studying to achieve an HNC in Childhood studies. The childminder should keep a log of any changes to policies, procedures or practice as the result of self-study or training attended. This supports the ongoing development and improvement of the service and enables enriched experiences for children.

We considered how the childminder evaluated her service, made improvements and kept informed of best practice guidance and legislation. We gathered evidence through viewing records and discussions on training and development opportunities. We have encouraged the childminder to expand her system of service evaluation by keeping up to date with best practice guidance, such as 'Your childminding journey' and 'My childminding experience'. This would provide opportunities for increased self-evaluation and promote positive outcomes for children.

Parents who returned the care standards questionnaires 'strongly agreed' they and their child had been involved when making improvements or changes to the service. Daily discussions with children and parents directly influenced improvements of the service. This told us the childminder values contributions from children and their families, which allows them to feel respected and included within the service.

The childminder has registered with the Information Commissioner's Office and has shared a GDPR privacy statement 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	
30 Sep 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good
1 Oct 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	Not assessed
		Staffing	Not assessed
		Management and leadership	Not assessed
19 Jan 2010	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
15 Jan 2009	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed



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