

McNulty, Donna Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 21 May 2019

Service provided by:
McNulty, Donna

Service provider number:
SP2009973798

Care service number:
CS2009196732

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com

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

Donna McNulty operated this childminding service on her own without an assistant. The childminder is registered with the Care Inspectorate to provide care 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 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. These numbers are inclusive of children of the childminder's family.

Six children aged from one year to eight years attended the service with various times and patterns of attendance over the course of the week.

The service is provided from the childminder's family home in the Baillieston area of Glasgow East. Minded children have access to the living room, kitchen, toilet and enclosed garden to the rear of the property.

The childminder's aims and objectives were in line with good childcare practice and were available to people who use the service. These stated:

'I aim to develop each child socially, intellectually and physically through activities and walking to and from school. Provide healthy snacks and lunches, taking into account parent's wishes and cultural back grounds. Provide a warm safe and secure home from home environment. Update and progress on my Continued Professional Development.'

What we did during our inspection

An early learning and childcare inspector carried out a short notice announced inspection on Tuesday 21 May 2019.

As part of this inspection we spoke with the childminder and two minded children present. We observed the care given by the childminder, interactions between them and the minded children. We looked at relevant documents including children's personal plans, risk assessments, training records, policies and procedures, registration certificate and insurance certificates.

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 parents to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

Two children aged one year were present throughout the inspection visits. We observed that the childminder was very loving and nurturing in her approach. Children had clearly developed a very strong attachment to the childminder and we could see positive friendships were formed between the children and the childminder. Children's comments included:

'Bubbles (child washing hands).'

'Toast, pop, all done.'

'Yummy.'

'Mummy, daddy.' (Childminder reassures child of parents return).

Four parents completed and returned care standards questionnaires issued prior to the inspection. Parent's comments included:

"Donna provides a great service and is great with my child. Donna's home is well equipped in regards to safety, has baby gates etc. Donna takes my child to local parks and toddler groups which is great. I like that she gets out when I'm at work. Donna always has a great variety of meals and managers to get my daughter to eat things that I can't get her to eat in the house."

"Choosing Donna to childmind my second child was one of the best decisions I've made as a parent. Donna's house is a nurturing, welcoming 'home from home' environment and my child absolutely loves going there. There is clearly mutual respect and love, which makes for a very happy baby."

"Since my son has started with Donna he has become more sociable, aware he has to share and has become confident at trying new activities. I am happy with everything Donna has to offer and I know I don't have to worry about him the two days he is there. She is the Mary Poppins of this century."

"I cannot fault Donna's after school service in any way. My children love going and look forward to it. My two children's confidence has grown massively. She has such a positive, happy, outgoing personality and we are lucky to be able to use her after school care. I cannot recommend her highly enough. She offers brilliant value for the money and I'd pay more if I had to."

Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing.

The Care Inspectorate received a fully completed and well documented self-assessment as requested. We discussed using the new Health and Social Care Standards, My support, my life as part of her assessment.

What the service did well

The childminder demonstrated an excellent understanding of children's needs and had effectively worked with parents to set out how each child's needs were planned and assessed. Children received loving and nurturing care and support tailored to meet their individual needs, interests and choices. Parents praised the high level of communication, welcoming family environment and support their child and family had received.

What the service could do better

The childminder should continue as planned to develop loose parts play resources. The childminder shared her intention to update her knowledge and understanding of the new Health and Social Care Standards and 'My childminding journey' to inform future assessment of her practice and outcomes for children and families.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
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

Throughout our inspection visit we observed that the childminder provided excellent care and support to the two minded children present.

We could see that the childminder knew the needs of each child very well and that loving relationships and positive friendships had formed between the childminder, children and their families. Parents praised the positive communication methods used and supportive, nurturing care their child and family received.

Since the last inspection the childminder had moved house. Planned settling in visits were very child centred and afforded parents time and opportunities to share meaningful information. Personal plans were agreed with parents and clearly set out how each child's individual health and wellbeing needs, routines and preferences were planned, met and assessed.

Children who may require additional input received nurturing, responsive care tailored to meet their individual health and wellbeing needs. In line with parent's wishes, guidance from other professionals and through attending relevant training, support and outcomes for children were very positive. In addition, we found that developmental progress and learning outcomes were well documented in line with the GIRFEC health and wellbeing indicators. This approach had enabled the childminder to show actions taken when changes to children's needs were identified and to track progression.

Effective storage and administration of medication policies and procedures were in place. The childminder explained that she had worked in partnership with parents to agree detailed medical plans and personal risk assessments. This had resulted in the childminder attending certified training to support the specific health and wellbeing needs of children who may require medication to be administered whilst in her care. We found that through agreed communication methods and identified emergency procedure, parents were reassured and well informed of actions taken to support their child's health needs.

The childminder supported children and parents to make healthy lifestyle choices. We observed that children had a very pleasant, inclusive snack time. The childminder consistently supported children's language development and had used snack time as an opportunity to extend children's vocabulary and social skills. We saw children had fun repeating words and anticipating what happens next. For example, saying pop when the toast popped out the toaster and thank you when served.

The childminder was observed to be very responsive, caring and sensitive when supporting the dietary needs and personal care needs of younger children, in line with parents' wishes. The childminder respected children's privacy and dignity when toileting and nappy changing. Appropriate resources were available to maintain effective hygiene and infection controls and we saw children were developing good hand hygiene practice and were becoming independent in caring for themselves.

The childminder explained that through her role as a community childminder she had attended local authority child protection training. A detailed child protection policy and procedures was in place, and shared with parents. The childminder confidently explained actions she would take and who she would contact if concerns were identified. We were confident the childminder was very aware of responsibilities to safeguard and protect children in her care.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

Since moving to new premises the childminder was very aware of the need to maintain a safe, secure and hygienic environment for children in her care. General safety precautions and risk assessments were well documented to maximise the safety of minded children. The childminder was very vigilant and had taken appropriate action to reduce potential and actual hazards identified.

We found that the calm, nurturing, homely environment was a major strength of this service. Children were very relaxed, happy and content in a welcoming, safe environment. The childminder had utilised the space within her home and garden very well. She explained that consideration was given to the layout of resources to promote children's choice; independence and to support the health and safety needs and developmental stages of each child. We saw that children therefore had sufficient space to safely participate in a wide range of planned and free flow activities both indoors and outside in the secure garden.

The childminder valued and promoted opportunities for children to develop healthy active lifestyles, within her home, garden and local community. The childminder explained that she did not drive and through walking and using public transport children had opportunities to regularly attend various venues and events, including library, parks, soft play and socialising at toddler groups.

The childminder was very knowledgeable and had effectively used her learning to promote active outdoors play experiences using a wide range of loose parts play resources, some of which were donated by parents.

Resources were age appropriate and had captured children's interests, as well as supporting their physical development, language development, creativity, imagination and learning style (SCHEMA). We saw children had opportunities to assess their own personal safety and clearly enjoyed balancing and climbing on bread boards and tires with a helping hand available if needed.

The childminder had used the Scottish Childminding Association (SCMA) accident and incident forms and maintained written records of actions taken. This information was shared with parents. We saw appropriate information and consent from parents was also recorded in personal care plans to enable children to safely participate in the wide range of learning experiences provided.

The childminder shared her plans to continue to develop loose parts play, outdoor play and risky play to support children's curiosity, enquiry learning and all round development.

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 was very pro-active and committed to her continuous professional development. She currently held an SVQ 3 in children's care, learning and development and had used her previous experience of working in early education and childcare establishments to inform her aims and objective; support her practice and outcomes for children and families. For example; we could see very good examples of how children's experiences were enhanced through the provision of loose parts play materials and early literacy and numeracy resources available both indoors and out.

The childminder explained that she was a member of the North East Childminding Group and welcomed the opportunity to discuss and share best practice guidance with parents and local childminders. She had attended relevant local and national training events and had consistently sought ways to update her knowledge and understanding of early education and childcare practices and legislation.

She explained that she had completed local authority 'Community Childminding' training in 2017, although as yet had not been allocated partnership children. The childminder welcomed the opportunity to provide blended childcare placements to meet the needs of parents currently attending her service as part of the Scottish Government's Blue Print for the 2020 expansion programme in Early Education and Childcare,

We noted that the childminder was very well organised. She spoke confidently about her learning and development and how this had impacted positively on improving outcomes for children and families We noted that training was planned to meet the individual needs of children, the needs of the service and her own continuous professional development. For example: 'Epilepsy - Emergency Medication', 'Pre- birth to three' and 'Building the Ambition.'

The childminder had consistently engaged children and their families in assessing all aspects of her service. She had used a wide variety of ways to share information and receive feedback from parents/carers. This included 'What's App' text/video and photo updates. The childminder recognised the benefits of 'What's App' and in agreement with parents had used this as a three way communication method. This approach had reassured parents and had immediately kept them up to date with their child's health and medical needs.

We therefore found that childminder had a very good understanding and knowledge of early learning and childcare practices and consistently strived to promoted positive outcomes for children and families. To support improvement, we directed the childminder to best practice guidance 'Your Childminding Journey,' available on the Care Inspectorate Hub and the 'Health and Social Care Standards, my support, my life' as a means of reflecting on her practice as part of her assessment.

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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
29 Apr 2015	3	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	5 - Very good
17 May 2011	Announced (short notice)	Care and support	6 - Excellent
		Environment	Not assessed
		Staffing	5 - Very good
		Management and leadership	Not assessed
20 May 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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