Callaghan, Dorothy
Child Minding

Type of inspection: Announced (short notice)
Inspection completed on: 26 August 2019

Service provided by: Callaghan, Dorothy
Service provider number: SP2004938564

Care service number: CS2003053379
Introduction

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

Dorothy Callaghan is registered 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 one is under 12 months. Numbers are inclusive of children of the childminder’s family.

The childminder is currently caring for three children from the same family on a flexible and part-time basis, to meet the family’s needs.

The childminder operates her childminding service from her home which is an upper cottage flat in the Coatbridge area of North Lanarkshire. The service is close to schools, parks and shops with public transport links nearby.

The children have access to the living room, kitchen/dining area and bathroom. There is an enclosed back garden which the children access.

The service aims include:

“To promote a safe, welcoming and purposeful atmosphere. Every child will be encouraged to reach their full potential, and where individual needs will be catered for”.

What we did during our inspection

We compiled this report after a short notice announced inspection, which took place between the hours of 2pm and 3.45pm on 23rd August 2019. Feedback was provided on Monday 26th August. At the time of the inspection, three minded children were present. The inspection was carried out by one Care Inspectorate inspector.

Throughout the afternoon, we spoke with the childminder and children present. We also checked some documents, which included, children’s files, policies and children’s work.

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, active, nurtured, achieving, respected, responsible, included.

Views of people using the service

We spoke with the three older children attending the service. They spoke very positively about their experience. Some of their comments are noted below:

“We always get good dinners like macaroni cheese”.
“If we are upset after school Dorothy asks us what’s up”.
“On Saturday’s we do lots of activities like Tinto hill and gardening”.

“We do a lot of art, like marble painting and calligraphy”.
“The meditation corner makes me calm”.
“We do yoga on a Friday, like the downward dog”.

**Self assessment**

The childminder did not submit a self-assessment prior to this inspection. The childminder was keen to develop the service and spoke about the strengths and areas for improvement.

**What the service did well**

Children were motivated to play and learn through a variety of fun, interesting and age appropriate experiences.

The childminder made good use of the local and wider community to enhance children’s experiences.

Children were very happy at the service. They had very good relationships with the childminder who was caring and responsive to their needs.

Children accessed outdoors for a variety of experiences which supported their curiosity about the natural world.

**What the service could do better**

The childminder should continue developing her knowledge of current good practice guidance, with a particular emphasis on child protection and first aid.

Accidents and incidents should be appropriately recorded, in line with good practice guidance.

**From this inspection we graded this service as:**

<table>
<thead>
<tr>
<th>Category</th>
<th>Grade</th>
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</thead>
<tbody>
<tr>
<td>Quality of care and support</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>4 - Good</td>
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</tbody>
</table>

**Quality of care and support**

**Findings from the inspection**

Children attending the service were confident, settled and very happy to be there. The three children we spoke to rated their experience in the childminder’s care as being ten out of ten.

Children participated in a variety of play experiences which were fun, stimulating and promoted their creativity, thinking, investigation and understanding. For example, bird watching, crafting and baking.
Outdoor play and learning was a key feature of the experience for children in Mrs Callaghan’s care. The children excitedly told us about their visits to the park, hill climbing, playing football and walking. Children had a positive attitude to being outdoors, contributing to good health and wellbeing.

Children participated in regular experiences which helped them develop a positive view of themselves and support good mental wellbeing. For example, yoga and meditation. Children explained that medication encourages them to focus on the positive aspects of their day and take a “glass half full, not empty” approach.

The childminder actively sought the views of children and respected their suggestions. For example, when children asked to try making omelette’s, the childminder facilitated the experience. This contributed to children feeling valued.

The service had a child protection policy which detailed the procedure that the childminder would take if she suspected any child in her care were being abused. At the last inspection, the childminder was asked to update her child protection training. This had not yet been done, therefore this recommendation will be repeated and followed up at the next inspection. Regular child protection training ensures that children are protected from harm, neglect and abuse.

Each child attending the service had a file which contained their name, date of birth, emergency contact details, doctors details and special requirements. This information was updated annually to ensure information was accurate and relevant. Children also had folders containing their own work. One child shared their work with us and enjoyed discussing memories of when they made things. This contributed to children feeling a sense of achievement.

We asked the childminder to extend the information she recorded about children by creating personal plans which set out more clearly how children’s needs would be met.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 5 - very good

**Quality of environment**

**Findings from the inspection**

Children experienced a homely environment where they felt welcomed and included.

The spread of infection was minimised through good handwashing procedures. Children told us that they washed their hands before eating, after visiting the toilet and after playing outside.

The childminder was aware of other good practice guidance which promoted the health and safety of children. For example, appropriate nappy changing procedures.
The living room contained a comforting cosy area for children to relax. The space was set up like a den with netting and soft furnishings. Children told us that they meditated in the space. This supported good mental wellbeing.

The childminder made use of the local and wider community to enhance experiences for children. For example, going to the library, shops, parks and lochs. Children told us that they had fun doing lots of different things.

Outside, the children had been involved in gardening and growing food. They told us about the successful growing of gooseberries, potatoes, strawberries, mint and lettuce. The childminder used these foods within cooking experiences. This helped children adopt a positive attitude to sustainability and healthy eating.

The home was well stocked with toys and materials that were suitable to the age and stage of children attending the service. The children were particularly interested in crafting, and showed us the art cupboard which was packed with interesting and challenging art materials.

At the last inspection, the childminder was asked to participate in first aid training. As this had not been done, we have repeated this recommendation to ensure children's safety. We also asked the childminder to record accidents and incidents in line with good practice guidance.

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 experienced in caring for children. She was early years trained and as such, had a good understanding of how to meet the needs of children.

Since the last inspection, the childminder had participated in some training that had extended her knowledge. For example, the Solihull approach training had highlighted early intervention strategies, to support meeting children’s needs.
The childminder had cared for three children from the same family for a number of years, and as such, had fostered open and trusting relationships with the family. Mrs Callaghan told us that she operated an open door policy and ensured that she engaged in meaningful conversations with parents to meet children’s needs.

Mrs Callaghan used an online messaging app to safely share photographs and videos of children with their parents. She told us that parents responded positively to this and it prompted conversations around children’s interests, capabilities and needs.

The service had appropriate policies and procedures in place. These contributed to the health, welfare and safety of children.

Mrs Callaghan had opted for insurance which included online training. We discussed with the childminder the benefits of accessing this to develop her knowledge of current relevant guidance. We also signposted the childminder to the Care Inspectorate Hub, to gain further information that would support the development of the service.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 4 - 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 source and attend paediatric first aid training and child protection training, to support the health and wellbeing of the children in her care and to refresh her own skills and knowledge in these areas.

The childminder should identify her training needs and devise a training plan each year, evaluating the impact any training has had on her own personal development, outcomes for children or the service as a whole.


This recommendation was made on 19 January 2016.

Action taken on previous recommendation

Since the last inspection, the childminder had participated in a few training programmes that had supported her development. We evaluated however, that further training was necessary to ensure the childminder had a sound knowledge of current guidance. The childminder had not attended either child protection or first aid training since the last inspection. Therefore, this recommendation is not met and will be followed up at the next inspection.

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

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
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<td>Unannounced</td>
<td>Care and support</td>
</tr>
<tr>
<td>Date</td>
<td>Type</td>
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<tr>
<td>18 Nov 2011</td>
<td>Announced (short notice)</td>
<td>5 - Very good</td>
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<td></td>
<td></td>
<td>4 - Good</td>
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<tr>
<td>10 Jun 2010</td>
<td>Announced (short notice)</td>
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<tr>
<td>29 Jun 2009</td>
<td>Announced</td>
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<td>10 Sep 2008</td>
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<td>4 - Good</td>
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Kayashar, brac na h-aithne, div, fiol, a bhàidh a lealladh, a bhàidh a lorg.

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