

## Daly, Pauline Child Minding

Type of inspection: Unannounced  
Inspection completed on: 22 August 2019

**Service provided by:**  
Daly, Pauline

**Service provider number:**  
SP2003910372

**Care service number:**  
CS2003016289

## Introduction

Pauline Daly is registered to provide a care service to a maximum of six children at any one time under the age of 16, 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.

The service is provided from a semi-detached house located within the Mossbank area of Glasgow. Children had access to the ground floor of the house, and back garden only. The service aims include: "to provide a safe, stimulating, caring and happy environment for children. To provide support for the family as well as caring for the children."

## What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 1.15pm and 2.45 pm on 22 August 2019. A Care Inspectorate Early Years Inspector carried out the inspection.

During this inspection we spoke to the childminder and three minded children aged 22 months, two years and four years who were present. We discussed 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 and included.

## Views of people using the service

It was clear that the minded children were happy and content in the care of the childminder. The childminder was observed to be caring and supportive in her approach demonstrating a good knowledge and understanding of the individual needs of the minded children present.

Five parents returned a questionnaire to us. The responses from this demonstrated that they were happy with the quality of care their child received. Comments included:

"I am extremely delighted with the service Pauline provides. She is always reliable, enthusiastic and approachable. My son is always happy going to Pauline's house and I am just as happy about leaving him in her care."

"Pauline provides the most amazing and caring experiences for my son. She is a fantastic role model and makes leaving your child much more bearable. I cannot praise her enough for the care, love and support she has shown my child over the past two and a half years."

"Pauline is an incredible childminder and person! She has looked after our daughter from the age of eight months and from the moment we met her she has always been warm and caring. Pauline provides an amazing amount of resources, equipment and play opportunities. She has created a routine for our daughter with our guidance and together we have got a very happy and content toddler. I honestly do not know what I would do without Pauline. I also wanted to note that Pauline provides us with daily updates of pictures and texts to let us know how our daughter is doing."

It is clear from the excitement that my little girl shows when she arrives at Pauline's house and all the other children's excitement too that Pauline is exceptional at her job. I would highly recommend Pauline!"

"I've used my childminder for almost eight years and have never had any concerns. My girls are treated like a family member and are always shown great affection and respect. There is clear and consistent communication. Important events are always celebrated. The importance of healthy eating, exercise and being outside has always been at the forefront of everything she does."

## Self assessment

Every year all care services complete a 'self-assessment' telling us how their service is performing. We check to make sure this is accurate

We received a fully completed self-assessment document from the childminder before the inspection. We were satisfied with the way this was completed and with the relevant information under each of the themes that we grade services under. The childminder identified what she thought the service did well and identified some areas for improvement. She told us how people using the service had been involved and how their views and suggestions were sought and respected.

## What the service did well

The childminder knew the care and support needs of the children in her care very well and had developed positive relationships with parents who used her service. She applied her knowledge of effective transition processes to help children settle in and adjust to her childminding service. She had developed an innovative approach to listen to and encourage children to express their ideas about play. She worked with children and parents in a manner that respected their views and supported them in making choices within her service

## What the service could do better

The childminder should continue to develop her approach to children's personal plans to ensure they identify future play challenges and children's next learning steps.

## 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

The childminder discussed how she provided continuity of care for minded children enrolled in her service.

The childminder gained a wide range of information from parents this included information about children's allergies and any health issues. We could see from the childminder's written records (including text messages) for each child that there was ongoing communication with parents about children's progress. The childminder was able to highlight children's individual likes, dislikes, routines and personal preferences. The childminder had developed suggestion boards and consultation cards that she used to engage children and parents in conversations about children's play interests. This enabled her to plan experiences and outings centred on children's particular ideas.

The childminder told us how she planned for children's all round development based around SHANARRI indicators (safe, healthy, achieving, nurtured, active, responsible, respected, included). The childminder had a sound understanding of GIRFEC principles and developed comprehensive planning records and that helped her to hold meaningful conversations with parents about children's changing care, development and learning needs. One parent commented: "Any small change with our daughter is met immediately by Pauline. She provides us with documents to complete with any changes or updates required. More importantly, she provides an open line of communication on a daily basis and is always available to review any information."

The childminder had used photographs to record achievements in children's play experiences. She was registered with and followed guidance for storing children's photographs from the Information Commission Officer. This helped to protect children's personal information and assure parents that it was shared appropriately.

All parents who returned questionnaires 'strongly agreed' that she provided a healthy and well-balanced diet that met children's dietary needs. The childminder had completed food hygiene training and displayed good knowledge of related national guidance including 'Setting the Table' and 'Food Matters.' She used this to provide meals and snacks for children that promoted healthy eating including fruit, vegetables and choices that reflected different cultures. At the time of the inspection, the childminder had applied to register as a food business with the local authority. This meant that she was in position to demonstrate how she complied with current legislation and provide further assurance to parents that food was stored and prepared safely.

The childminder had accessed child protection and training and showed confidence in telling us about the steps that she would take if she had any concerns about a child's welfare. The training helped to update her knowledge of key issues in child protection and continue to promote the wellbeing of all children, including those who are most vulnerable.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of environment

### Findings from the inspection

The childminder provided a very good environment. Children enjoyed playing in a clean, well maintained home. We found the wide range of games, toys, role play and art activities offered in doors offered the children opportunities to have fun and play and work together co-operatively. The childminder confirmed that toys and activities were changed on a regular basis to maintain the children's interest. All of the parents who returned our questionnaires agreed that there was a suitable range of toys and resources. One parent commented: "A wide selection of toys, games, puzzles and books are provided. Children enjoy story and music time and love to paint, draw, create and plant in the garden."

In addition, the childminder told us that she took the children on a wide variety of outings and trips to local parks that provided opportunities for regular energetic play activities including children's use of slides, swings, wheeled toys, ball games, sand play, balancing activities, gymnastics and soft play. A parent commented: "Children spend a lot of time outdoors and are always taken along to local groups, for example, music classes, toddlers' groups, art clubs. They also visit the library regularly and there are special visits to attractions such as the science centre, art gallery and transport museum too." These opportunities encouraged children to be physically active, experience fresh air and increased their knowledge of the environment.

The childminder told us how she promoted children's positive behaviour through praise and encouragement. She told us how she encouraged children to develop the house rules that were displayed on a plaque. These helped children to take responsibility for their behaviour and promoted inclusion.

The childminder was very good at helping children to learn about how to keep themselves safe, for example, she talked with children about how to manage risks when they were at the park. This helped to empower the minded children to make safe decisions, developed self awareness and promoted health and safety.

Effective systems were in place to record and share information with parents about any accidents or incidents. This meant that parents were kept informed about issues affecting their children. The childminder had completed Emergency Paediatric First Aid training. This helped to assure parents and children that she had the capacity to effectively deal with any accidents.

### 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 stated that she kept up-to-date with best practice and legislation through Care Inspectorate website, magazines and publications. She had also met with other local childminders to share ideas, good practice and hold joint training events. She was also an active contributor to a local childminder's What's App group where care issues were discussed and new practice developments and initiatives were shared.

Since her last inspection in 2015, the childminder had completed several training courses. These included: Understanding Adverse Childhood Experiences; Never Too Old to Play seriously with Lego; Pre-Birth to Three curriculum; Building the Ambition; Infection Prevention and Control in Childcare Settings; Children's Rights: Participation in Practice; Outdoor Play; Community Childminding Service. The childminder had previously qualified as a childcare practitioner and held a HNC (Higher National Certificate) in Childcare and Education. At the time of the inspection she was undertaking the Complete Childminding Learning Pathway training, a work based award designed to support childminders through all stages of their professional growth. The childminder's commitment to professional development and training helped to assure parents that their children would experience stimulating play environments and receive appropriate support if and when they needed it.

The childminder involved parents in evaluating her service through a range of formal and informal approaches. She regularly invited parents to complete evaluation questionnaires and encouraged them to highlight aspects of the service that they were particularly happy with, or where they felt there could be improvements. One parent commented: "Pauline is very adaptable and is always asking my child and the other children what they would like to do. Nothing is ever too much bother for her." Another parent told us: "Pauline is very good at understanding the changes in my child's development. She is very proactive and supportive when using new information to develop my child's care and support his interests."

Overall, her approach ensured that parents and children were included in making decisions about the service and that their views were respected.

### 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	
20 Jul 2015	Unannounced	Care and support	6 - Excellent
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	6 - Excellent
31 Aug 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
29 Apr 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed
15 May 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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