

# Johnston, Donna Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 3 March 2020

**Service provided by:**  
Johnston, Donna

**Service provider number:**  
SP2012984187

**Care service number:**  
CS2012312596

## Introduction

Donna Johnstone has been registered with the Care Inspectorate since 6 March 2013 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 delivered from the childminder's home within a residential area of Lossiemouth, close to local schools, shops and parks. The areas used to provide the service are the kitchen diner, lounge, hall and downstairs bathroom. Children had access to the rear garden.

The aims and objectives of the service include:

- To provide a warm, pleasant, hygienic, friendly and safe environment where children can learn and develop through play and everyday activities
- children can take part in indoor activities such as arts and crafts, puzzles and song time
- to promote the health and well being of children enabling them to have fresh air - sand and water play and walks to the park
- to treat every child as an individual, teach them to respect themselves and work closely with parents/ carers
- to attend courses with a view to continual improvement of the service.

## What we did during our inspection

We compiled this report following an unannounced inspection that took place between the hours of 09:15 and 13:30 on 3 March 2020. The inspection was undertaken by one Care Inspectorate inspector.

During this inspection we spoke to the childminder and two children present. We observed the care given by the childminder and looked at a number of documents including children's records, photos, policies and training 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 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. These are often referred to as the SHANARRI wellbeing indicators.

## Views of people using the service

There were two children present during the inspection. Although too young to express their views they appeared happy and well settled in the childminder's care.

We received one completed care standards questionnaire from parents prior to the inspection and spoke to parents by telephone following the inspection. All parents indicated that they were happy with the care provided. Comments included:

'My child loves attending Donna's, they have a good bond.'

'Donna provides a homely welcoming childcare service.'

## Self assessment

We did not receive a completed self assessment prior to the inspection. We looked at how parents and children are involved in the decisions within the service, the health and safety records and developments in the service. These are reflected in the report below.

## What the service did well

The childminder had maintained positive relationships with parents. She had attended training and used the information to develop her service.

## What the service could do better

The childminder should further develop her use of best practice guidance to support her in evaluating her service. She should continue to ensure that she receives support and learning to ensure her practice reflects current guidance.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

### Findings from the inspection

Warm, respectful relationships had been formed between the children and the childminder. Children were confident and happy to play with each other and the childminder. These relationships supported children's confidence and self-esteem, helping them to feel loved and respected.

The childminder showed a good knowledge of individual children, their needs and preferences and showed pride in their skills and achievements. She had formed positive relationships with parents which supported the childminder to identify and meet children's current communication.

Personal plans were in place for each child. These contained information about children's home routines, preferences and any medical or wellbeing needs. This information was reviewed with parents at least every six months. This met with current legislation. We discussed some methods of ensuring that information regarding children's medical needs was easily seen, in order to support her in meeting their needs in an emergency.

Some children's experiences and achievements had been recorded; the childminder aimed to have this in place for all children. This included 'WOW moments' which were shared with parents promoting the celebration of children's progress. For some children next steps had been agreed with parents. We suggested the childminder expand this information to show how she planned to support children to achieve these. This will support a continuity of care and ease of sharing accurate information with parents and other agencies supporting children.

The childminder had attended training on Child Protection to support her in identifying, recording and reporting any risks to children. Her confidence had increased with this training and the support offered, here and through local authority network meetings, to discuss best practice. The childminder used the local authority guidelines to inform her policy and support her practice.

Although unable to access formal training on GIRFEC the childminder had an awareness of what may impact a child's wellbeing and the support she could offer at these times. She was able to discuss links with other agencies that may be involved in supporting families and recognised the importance of working with them to promote children's wellbeing. We suggested the childminder develop the use of chronologies to record significant events in children's lives. This will support her in identifying when extra support may be necessary and recording any concerns.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 4 - good

## Quality of environment

### Findings from the inspection

The environment was well maintained, welcoming and secure for children and their parents. The childminder used the space available to provide opportunities for children to concentrate on activities and develop their own interests. The dining table was used for arts and crafts as well as meals and comfy sofas were available for children to relax or rest. The childminder encouraged children's development of responsibility and consideration through discussion of the use of resources and the feelings of other children.

Resources reflected the interests of the children present. They were arranged and stored in a way to support children's choice and ability to access resources independently. There was some opportunity for problem solving for older children through opportunities for experimenting or craft activities. Younger children were encouraged to problem solve and consider options through activities such as construction and role play. Interactions with the childminder supported children think about what they wanted to do and plan for this.

Although some open ended and natural resources were being used, we suggested that these and the opportunities for sensory play could be further developed with reference to national guidance such as 'Our Creative Journey' and 'Realising the Ambition: Being Me'.

The childminder's garden was used by the youngest children to access outdoor play. Resources were available which supported physical play and promoted the development of gross motor skills. Nearby parks were used to support older children's access to physical play and this supported them to build relationships with their peers.

Local beaches and woodland areas were accessed to extend children's experiences and provide the opportunity to explore a natural environment. Photos were taken of these experiences and shared with children. This prompted discussions supporting children's communication and providing the opportunity to express their views and preferences.

Children's safety was promoted by the risk assessments that had been carried out and the childminder's training in first aid. During walks children were supported to consider their own safety for example when crossing the road. The childminder's adherence to guidance on infection control further supported children's health. Children were supported to understand the importance of personal hygiene routines through discussion as these were taking place.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

## Findings from the inspection

The childminder attended local childminding group meetings, which provided the opportunity for support and to share ideas and experiences. These, as well as the local authority network meetings and support from the development officer had supported the childminder in developing her service. Attendance at training events on topics such as Quality Improvement Framework, observations and the Health and Social Care Standards (HSCS) had supported the childminder to keep up-to-date with changes in the sector. She had also read some of the best practice guidance recommended at the last inspection, such as 'Building the Ambition', and accessed the online resource 'Your Childminding Journey'.

Significant changes to some aspects of the childminder's service had been made recently. These included the way information was recorded in children's personal plans and the introduction of observations of children to enable the childminder to identify achievements and plan next steps. As these changes were in the early stages the impact on outcomes for children had not yet been measured. We discussed with the childminder the importance of evaluating the changes to ensure that they had the intended positive impact on outcomes for children. We suggested that recording her planned changes and stating a clear success criterion, centred on the outcomes for children would support her in this.

Strong relationships were formed with the parents and the childminder had received positive feedback. This was usually given verbally on a day-to-day basis, although questionnaires were given to parents to gain more formal feedback to be used in self-evaluation. We suggested that the childminder look at other ways to promote constructive feedback from parents and children. This will ensure that they are involved in the development of the service.

The childminder had an awareness of some of the best practice guidance available. We suggested that she should continue to develop her knowledge and use this to inform her self-evaluation process. This will enable her to identify areas of her service where further development will have the most positive impact on experiences and outcomes for children.

The childminder's policies had been updated since the last inspection. We looked at the child protection, administration of medication and infection control policies which all reflected current guidance. Policies were shared with parents which supported them to know what to expect from 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

To ensure that each child's individual needs are identified and that they receive the appropriate care and support the childminder should ensure that:

- a. Personal plans are developed and implemented that reflect children's current needs and provide clear guidance as to how they will be met.
- b. The personal plans are reviewed with parents at least every 6 months to ensure that they are up to date and relevant to the current circumstances of each child.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "my care and support meets my needs and is right for me" (HSCS 1.19).

**This recommendation was made on 15 February 2019.**

#### Action taken on previous recommendation

Personal plans were in place for all children. Six monthly reviews of the plans were held with parents and these were recorded. This recommendation has been met.

#### Recommendation 2

In order to meet the individual health needs of each child the childminder should ensure that:

- a. Comprehensive information is recorded that clearly details the health needs of each child and how these will be met.
- b. Parents give permission for medication to be administered for a specified condition and time.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state that "My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event" (HSCS 4.14).

The childminder may find the document, 'Management of medication in daycare of children and childminding services', useful in meeting this recommendation:

- <http://hub.careinspectorate.com/media/189567/childrens-service-medication-guidance.pdf>

**This recommendation was made on 15 February 2019.**

### Action taken on previous recommendation

Childminder has knowledge of guidance on administration of medication and policy now reflects this. Paper work was in place to record permission and administration of medication. This recommendation has been met.

## Recommendation 3

The childminder should use best practice guidance as listed below to support her in developing her provision to ensure that children can lead their own play through daily access to natural and open ended resources. She should use the information to develop the opportunities for children to investigate, problem solve and develop their creativity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "As a child, my social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials" (HSCS 1.31).

- My World Outdoors: <http://hub.careinspectorate.com/media/279348/my-world-outdoors-sharing-good-practice-in-how-early-years-services-can-provide-play-and-learning-wholly-or-partially-outdoors.pdf>

- Our Creative Journey: <http://hub.careinspectorate.com/media/603624/our-creative-journey-aug-17-master-combined.pdf>

- Building the Ambition: <http://hub.careinspectorate.com/media/201173/national-practice-guidance-on-early-learning-2014.pdf>

**This recommendation was made on 15 February 2019.**

### Action taken on previous recommendation

Childminder able to tell us how she had used guidance to increase opportunities for problem solving, open ended play and access to natural resources. Photos were available to show previous experiences of children in natural areas and using sensory and natural resources. This recommendation has been met although increasing the access to these activities is mentioned in the report as an area for improvement.

## Recommendation 4

In order to promote positive outcomes for children the childminder should increase her knowledge and understanding of best practice guidance. She should use this information to inform and evaluate her practice and to identify areas for further learning. This will support her to develop her service and meet the individual needs of children and support their wellbeing and development.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes" (HSCS 3.14).



This recommendation was made on 15 February 2019.

#### Action taken on previous recommendation

The childminder is more confident in her knowledge of the best practice guidance available. She has attended network meetings where the guidance has been discussed. We saw that developments had been made to her practice in line with guidance. This recommendation has been 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	
15 Feb 2019	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 4 - Good Not assessed 3 - Adequate
27 Jun 2018	Unannounced	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good Not assessed 4 - Good
31 Jul 2014	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good Not assessed 4 - Good
24 Oct 2013	Unannounced	Care and support Environment Staffing Management and leadership	4 - Good 4 - Good 3 - Adequate Not assessed

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.