

# Grant, Lesley Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 May 2017

**Service provided by:**  
Grant, Lesley

**Service provider number:**  
SP2012983387

**Care service number:**  
CS2012307346

## The service

### Introduction

Lesley Grant is registered to provide a care service to a maximum of four children under the age of 16 at any one time, 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. Minded children cannot be cared for by persons other than those named on the certificate. Overnight service will not be provided.

The service operates from the family home in the West Kirkton area of Dundee. The children have access to the living room, kitchen where they have snacks and meals and downstairs toilet. There is a fully enclosed garden where the children can run around and play with a selection of outdoor toys.

This service registered with the Care Inspectorate on 29 June 2012.

The childminder had reviewed and updated the aims and objectives of the service. These were available to parents in the Welcome Pack they received when they started using the service.

There were two minded children present during the inspection, a child aged 12 months and a three-year-old child.

### What we did during our inspection

We wrote this report following an unannounced inspection, which took place on Tuesday 23 May 2017 between 12.40pm and 3.10pm. A Care Inspectorate Early Years Inspector carried out the inspection. During the inspection, we spoke to the childminder and the minded children present. We observed the care given by the childminder, her interactions with the minded children and looked at a number of documents including health and safety records, personal care plans and training information.

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 Getting It Right For Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## Views of people using the service

There were two children present during the inspection, a child aged 3 years and a one year old. Both children were comfortable in the childminding environment and relaxed around the childminder. They had fun playing with the Peppa Pig characters and looking through the photograph scrapbook.

We sent out care standard questionnaires to the childminder to distribute to parents. We received two completed questionnaires before the inspection and one after the inspection had been carried out. The parents strongly agreed that overall they were happy with the quality of care their child received in the service.

Additional comments included:

"We do a review every 6 months on my child's development. Lesley asks if there is anything I have concerns with."

"I feel my daughter is very well cared for at Lesley's. She promotes good behaviour and I am really happy with the service. You can tell that the children all love going there and they all play together no matter the age. Lesley encourages the children to be independent but also to care for one another and be nice, kind and respectful. My daughter has been encouraged by Lesley to read to the younger children. I had mentioned that she had fallen a bit behind in her reading. She is actually loving it now. She reads to her dolls - and to me whenever she gets the chance. It has helped with her confidence at reading in class. I would definitely recommend Lesley as a childminder to anyone I know looking for one.

She has allowed me to get rid of the worry about what my child is doing after school while I am still working. I know she is happy and safe."

## Self assessment

The Care Inspectorate received a completed self-assessment document from the provider. We were satisfied with the way the provider completed this and with the relevant information included under each heading that we grade the services.

## What the service did well

The childminder has created a warm, friendly and homely environment for the minded children to develop and play. She has built very good relationships with parents and children and provides a flexible service to meet the needs of the families that use the service.

## What the service could do better

The childminder should continue to provide opportunities for parents and children to support her in evaluating the service.

## 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 to be caring and nurturing. She had a very good understanding of children's care and support needs and discussed how she worked with parents to meet each child's needs.

The childminder had developed friendly, positive relationships with parents and gathered detailed information about each child when they first started attending the service. She reviewed this information with parents at least every six months to ensure it was relevant and up to date. Information was shared daily with parents at drop off and pick up times. She used text messaging, WhatsApp and newsletters to provide parents with information and photographs of their children's time at the service.

During the inspection, we observed nurturing, relaxed relationships between the childminder and children. The childminder joined the children in their play and singing and reassured the young child after a sleep, making sure they were happy and safe. We saw the children choose what they wanted to play with and be encouraged to share and take turns with the various play figures.

The childminder was very aware of her responsibilities in keeping children safe and protected. She had recently refreshed her child protection knowledge and was confident in the procedures she would follow should she have a concern about a child. A child protection policy informed parents of the procedure. The childminder told us she encouraged and reminded the children to be safe when they were out walking. They were to hold hands and not run to prevent falls and they talked about road safety. An appropriate system was in place for the storage and administration of medication in the service therefore keeping children safe.

Healthy lifestyles were encouraged by the childminder. She provided healthy snacks and meals taking into consideration children's likes/dislikes and nutritional guidance. She talked with us about encouraging the children to try new things and develop new tastes. The childminder had registered as a food provider with the local authority. The children had daily access to fresh air and active play, for example, playing in the garden, visiting the parks, soft play centres, the beach and library. The childminder had introduced toothbrushing with the children, since the last inspection, with parental consent.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of environment

### Findings from the inspection

The childminder's home was well maintained, clean and smoke free. She made best use of the space available in her home and garden, taking account of the children's ages and stages of development. Children were able to choose what they wanted to play with and had easy access to all resources.

A fully enclosed back garden gave the children opportunities for fresh air and active play. We saw the minded child have fun playing with the outdoor equipment, drawing an elephant on the blackboard and having the childminder praise her for her artwork.

Risk assessments were undertaken for all areas of the childminding service along with daily cleaning of the home to ensure it was safe, hygienic, clean and tidy.

Infection prevention and control measures were in place. The children were encouraged to wash their hands regularly, toys/equipment were washed or cleaned and the childminder wore disposable gloves and aprons when nappy changing or dealing with bodily fluids to ensure the spread of infection was minimised.

Although there had been no recent accidents or incidents in the service, a recording system was in place. Parents signed the record when informed by the childminder and they received a copy of the accident/incident for their own information.

## 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 managed her service well and was committed to continued professional development. She kept updated on best practice and legislation through the Care Inspectorate Hub, reading online, childcare websites and discussions with other childminders she met with.

The childminder had continued to develop her knowledge, skills and practice through various training opportunities, for example, Promoting Positive Behaviour, Observing Children Improving Children's Learning Through Play, Supporting Early Language Development and Food Hygiene and Safety Level 2. She had also refreshed her first aid and child protection knowledge. The childminder had reflected on and recorded how the learning had influenced her practice.

Parents and children were encouraged to support the development and improvement of the service through informal and formal means, such as discussions and questionnaires. The childminder's reading, knowledge of best practice guidance and interactions with local childminders also helped her evaluate her service and identify areas for improvement.

Policies and procedures were regularly reviewed and updated when needed to ensure they were current and supported best practice guidance. A complaints policy was in place and provided to parents/carers when their children started using the service. This contained contact details for the Care Inspectorate should the parents wish to raise their concerns or complaints about the childminder or her service. The childminder was aware of the need to register with the Information Commissioners' Office and was in the process of looking into this.

### 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

#### Recommendation 1

The childminder should continue to carry out and record her observations of children. She should use the information gathered from her observations to identify the next steps of learning for the children and to plan and implement activities which will further encourage the children's learning and development.

**National Care Standards, Early Education and Childcare up to the Age of 16, Standard 4: Engaging with children.**

This recommendation was made on 30 May 2013.

#### Action taken on previous recommendation

The childminder was recording her observations of children's development and learning regularly. Next steps had been identified. She had also introduced the GIRFEC wellbeing indicators into children's plans and had recorded her observations under the SHANARRI headings. This information was shared at least every six months with parents as part of the personal plans.

#### Recommendation 2

The provider should update her administration of medications record to ensure that it follows best practice guidance.

**National Care Standards, Early Education and Childcare up to the Age of 16, Standard 3: Health and wellbeing.**

This recommendation was made on 30 May 2013.

#### Action taken on previous recommendation

The medication record had been updated and followed best practice guidance.

### 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 May 2013	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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