

# Kids First Childcare Child Minding

Kilmarnock

**Type of inspection:**  
Unannounced

**Completed on:**  
19 March 2024

**Service provided by:**

**Service provider number:**  
SP2012983502

**Service no:**  
CS2012308065

## About the service

Christine McCallum trading as Kids First Childcare, provides a childminding service from their family home which is located within a residential area in the town of Kilmarnock, East Ayrshire.

The childminder 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 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.

## About the inspection

This was an unannounced inspection which took place on Tuesday 19 March 2024. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with people using the service and six of their family members by Microsoft forms survey
- spoke with the childminder
- observed practice and daily life for children attending the service
- reviewed documents.

## Key messages

- Children benefitted from warm and nurturing interactions supporting them to feel valued, loved and secure. The childminder was attuned to their individual development needs.
- Regular communication with parents meant that they were actively involved in their children's care.
- Children benefitted from quality experiences indoors, outdoors and within their local community to support their wellbeing.
- The childminder should attend further training opportunities to ensure their knowledge remains current. Priority should be given to child protection training.
- The childminder should ensure they have sufficient supplies of Personal Protective Equipment (PPE) at all times.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore, we evaluated this key question as very good.

### Quality Indicator 1.1: Nurturing care and support

Children's needs were met through warm and nurturing interactions. The childminder used a calm and reassuring approach to support children's emotional wellbeing. Children felt valued, loved, and secure as a result. Parents told us, "Christine has always been welcoming, friendly and supportive in the transition of our child being cared for" and "I have always been satisfied with the care given by Christine." The childminder provided reassurance by ensuring the children present knew who we were and had prepared them in advance for visitors. This helped children feel at ease during our visit.

Children's overall health and wellbeing was supported by consistent care and support that met their individual needs. Personal plans were developed setting out how children's needs would be met. This included information about their interests and choices. They were reviewed regularly so that the childminder could respond quickly, sensitively and compassionately to the changing needs in each child's life. This meant that children received the right care and support at the right time.

The childminder had built trusting relationships with families. Various methods including daily chats and the use of digital application, 'Whatsapp' enabled information to be shared. Regular communication with parents meant that they were actively involved in their child's care. Parents placed value in the communication strategies in place, comments made included; "We feel our child is progressing well in Christine's care. Christine fills out a daily diary each day to inform us how our daughter has been and what activities she has been doing that day." As a result of effective communication, parents felt valued and included.

No children required medication to be administered at the time of our inspection. We reviewed the childminders policy, procedures and documentation available, and found that the systems in place supported children's health and medical needs to be met.

### Quality Indicator 1.3: Play and learning

Children were engaged and actively involved in leading their play and learning through play experiences that promoted children's choice and independence. We observed children requesting play resources such as dinosaurs and cars and the childminder provided these promptly, demonstrating to children that their interests are important. We found that a variety of sensory, crafts and physical activities were provided, supporting children to develop life skills and learn to take turns and engage in cooperative play with their peers. As a result, children were happy and confident as they explored their play environment.

The childminder told us resources and toys were rotated based on children's wishes. Parents confirmed this and told us, "Christine puts the toys out in different rotations which means my child is always engaged and often comes home happy chatting about what they played with that day." We would encourage the childminder to continue to build on the use of loose parts and authentic resources as this will support children's developing curiosity, enquiry and problem-solving skills.

Outdoor play experiences provided children with opportunities to be active and explore the world around them. The childminder made good use of the local community for walks and visits to parks. Parents told us, "Our child loves being outdoors especially play parks which Christine is mindful of" and "Christine gets the children outdoors pretty much any day that the weather permits they are safe to do so, and on days she can't, she finds good alternatives to get them moving." This meant that children were happy and their physical development was well supported.

Children benefitted from some opportunities to develop their skills in literacy and numeracy. The childminder used interactive wall displays and skilled interactions to support children develop these skills, for example, repeating words and labelling and introducing numbers during care routines and play. Part of the daily routine was to identify the day of the week, presenting an opportunity to recognise numbers and build pre-writing skills. This demonstrated the childminder's commitment to raising attainment.

Since their last inspection, the childminder had attempted to implement different planning systems, including a floor book, children's individual photo books and individual activity logs. However, the childminder confirmed that they felt overwhelmed and as a result these were not sustainable and had not been completed for some time. We discussed the purpose of planning for play and learning and the childminder agreed to reinstate a planning tool to document where they were scaffolding children's learning, supporting the development of new skills and identifying next steps in learning and development. This would ensure children were fully supported to achieve their potential.

## How good is our setting?

## 5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore, we evaluated this key question as very good.

### Quality Indicator 2.2: Children experience high quality facilities

Children were cared for in a comfortable, homely and welcoming environment. There was good natural light and ventilation and the childminders home provided ample space to move around, play and learn. Comments made by parents included, "I am always confident that my child is in a clean and safe environment when with Christine." The designated drawing room and two separate lounge spaces with various cosy sofas supported children when they wished to be creative or when they needed to rest and relax. We found that the service provided developmentally appropriate spaces supporting very good quality care and support for children.

The childminder had undertaken detailed risk assessments and consideration had been given to how to keep children safe in all areas of the childminder's home and places of the community accessed by children when on outings. This told us that children's safety was prioritised.

Due to the timings of inspection and children's individual care routines, we did not observe a mealtime. However, we found that the childminder's kitchen was clean and free from unnecessary clutter to ensure safe food practices could be undertaken. We sampled photographic evidence and found that the childminder offered varied snacks and meals which met the dietary needs and preferences of children in their care.

We observed personal care for one young child. The childminder took a respectful approach to children's nappy changing routines and carried this out in an area that took account of their dignity and respect. However, at the time of our inspection the childminder did not have aprons available for personal

protection. The childminder should ensure they have appropriate levels of Personal Protective Equipment (PPE) available at all times when they are caring for children to prevent the possible spread of infection.

Children's personal information was securely stored. This showed the childminder understood their responsibilities regarding the storage and processing of children's personal information.

## How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore, we evaluated this key question as very good.

### Quality Indicator 3.1: Quality assurance and improvement are well led

The childminder's aims and objectives set out a clear vision for their service which were shared with families on their website and within a clearly worded and informative welcome folder, that also included policies and procedures. This was shared with parents when registering to attend and meant that parents knew what to expect from the service.

The childminder was committed to meeting the needs of children and families. They had created a happy and welcoming ethos promoting a positive atmosphere for children to play and learn. Effective communication and trusting relationships supported children and families to feel valued and included in the service.

Involving children and families in the development of the service was a priority for the childminder and they had previously used questionnaires to gain their views about aspects of service delivery. The childminder recognised that it had been a few years since they had last formally consulted stakeholders, and spoke of their plans to reintroduce this. We would encourage the childminder to continue with these plans to ensure service improvements are informed by the views, wishes and aspirations of those using the service.

Recently developed quality assurance systems using Care Inspectorates, 'A quality framework for day-care of children, childminding and school-aged children' supported the childminders self-evaluation including reflective practice, that highlighted the service strengths and had led to the development of clear plans to support continuous improvement. The childminder should continue with their plans to further imbed these processes securing enhanced outcomes for children and families.

The childminder had kept the required documentation including accident, incident and medication records and risk assessments. This supported them to meet the legislative and regulatory requirements of operating a registered childminding service, and to keep children safe.

## How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore, we evaluated this key question as very good.

### Quality Indicator 4.1: Staff skills, knowledge and values

The childminder was keen to be involved in the inspection process and welcomed any feedback to support improved outcomes for children. We observed the childminder to be attentive to children's needs as they skilfully balanced tasks with maintaining quality interactions. Their compassionate and responsive approach supported children's wellbeing and they recognised the importance of developing strong relationships with children and families. Children responded positively to the childminder's nurturing approach and the warm

attachments helped children feel safe and secure. Parents commented positively on their experiences of using the childminding service, comments made included, "Christine is a wonderful childcare provider. When I faced returning to work I was very worried about putting the care of my child into an other person that I did not know on a personal level....Now, more than 2 years on, I do not believe I could have made a better choice in terms of childcare for my child."

The childminder demonstrated their knowledge and skills were up-to-date to offer very good quality experiences for children. Whilst they had not attended training courses in some time, they had undertaken self-directed learning and were proactive in sourcing best practice guidance by accessing useful websites including the Care Inspectorate Hub and other forums. A log of research and reading undertaken had been introduced and we discussed how reflecting on professional learning would continue to support and enhance children's care, learning and development.

A certified child protection or safeguarding course had not been undertaken since 2017, however, the childminder spoke confidently of procedures to follow should a concern arise and had reviewed local safeguarding procedures by revisiting East Ayrshire's child protection self learning pack annually. We have asked that the childminder prioritises attended child protection training and that knowledge and information gained from the training is used to inform and update the service child protection policy, to ensure this reflects the most current information. The childminder agreed further training would be prioritised at their earliest opportunity.

## 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).

## Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good
How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good



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