

# Atrih, Mounira Child Minding

Dundee

**Type of inspection:**  
Unannounced

**Completed on:**  
12 March 2024

**Service provided by:**  
Mounira Atrih

**Service provider number:**  
SP2008970936

**Service no:**  
CS2008181811

## About the service

Atrih, Mounira is registered to provide a care service may be provided 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 no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

Other conditions unique to the service are: no overnight care will be provided and minded children cannot be cared for by persons other than those named on the registration certificate.

Mrs Atrih provides the service from her three-storey home in Dundee. The children have access to a dedicated playroom, bathroom and small kitchen all on one level. They also benefit from direct outside to a fully enclosed garden area. There is a variety of local amenities nearby, including parks, shops and libraries.

## About the inspection

This was an unannounced inspection which took place on 12 March 2024 between 11:00 and 14:30. One inspector carried out the inspection. 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.

In making our evaluations of the service we:

- spoke with children and two parents using the service
- spoke with staff and management
- observed practice and children's experiences.
- reviewed documents.

## Key messages

- Children were very happy and at home with the childminder's service. Strong relationships had been formed between the childminder and families. This created a warm and inclusive environment.
- The setting was a welcoming, homely and child-friendly environment.
- Children and families were respected as key contributors to the service, ensuring continual improvements could be made.
- The childminder continually improved her knowledge and skills through professional discussions, reading and researching current good practice guidance. This resulted in positive outcomes for children.

## 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.

### 1.1: Nurturing care and support

Children experienced warm, caring, and loving interactions, and, as a result they had formed strong attachments with the childminder. The childminder knew all the children well and had a good knowledge of their home routines and how to fully meet their needs. One parent shared that "Mounira (Mimi) is kind and nurturing and provides excellent service. My child is very happy with her and we are confident that she gives high quality care".

Personal plans were in place for all children which contained the required information to support the childminder to meet the needs of all children. Parents told us that they felt fully involved in their child's care, including developing and reviewing their personal plan. The childminder spoke with parents regularly to understand the children's individual circumstances. They worked together closely to plan care and support to ensure it benefitted children's wellbeing. As a result, children receive the right support they needed to reach their full potential.

Snack and mealtimes were a happy and enjoyable experience for children. The childminder provided home cooked, nutritious lunches and snacks that met children's likes and dietary requirements. Parents told us that their children could choose from a healthy range of snacks and meals every day. This impacted positively on their health and wellbeing.

Children requiring personal care, such as nappy changing, received a nurturing experience. The childminder had appropriate equipment, such as a changing mat, to ensure children were safe. The area was clean and well organised to ensure a high standard of infection prevention and control.

At the time of inspection, no children required medication. We were satisfied that appropriate procedures were in place to safely administer, record and share information with families when needed.

### 1.3: Play and Learning

Toys appropriate for children's age and stage of development provided opportunities for them to lead their play and learning. Children liked that they were able to choose the toys and games from the childminder's extensive collection. This empowered them and enabled them to feel valued and listened to.

All parents agreed or strongly agreed that their child was given meaningful, interesting and fun play experiences. For example, one parent shared that, "the childminder started to take my child to activities in the library, that was exciting for them and also a good learning activity". The childminder often took photographs to capture achievements and to include parents in their child's day. These showed a wide range of opportunities that extended children's interests to develop their play and learning.

The childminder used skilled interactions to challenge and motivate children. She was responsive to their cues, and recognised when it was best to intervene, or when to provide support that enabled them to achieve on their own. This enabled children to build confidence and resilience.

Children were supported to reach their full potential. The childminder continually discussed children's play and learning with their parents, sharing ideas and achievements. One parent told us, "my child has come on well with their development and we can tell that she spends lots of time practicing areas like numbers and colours with them". Children's progress was captured informally, through electronic messaging and personal planning. We found that this enabled genuine collaboration between children, parents and the childminder to ensure children thrived.

## 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.

### 2.2: Children experience high quality facilities

Children were cared for in a homely environment that was comfortable, welcoming and offered them space to play and relax. A parent told us, "Mounira's house is always immaculate, she ensures that all needs are met". The dedicated playroom was well organised and offered them space to play and explore a variety of activities. The dining table and chairs were used for mealtimes and also provided an area for them to enjoy arts and craft activities. Children could extend their play into the open downstairs hallway area, if required. As a result, children were made to feel welcome and valued and at home within the service.

Children's stages of development, interests and curiosities were well considered and reflected in the selection of resources on offer. The toys and resources were rotated regularly based on children's interests which helped children to be stimulated and engaged in their play. The toys and resources were also easily accessible which promoted choice and enabled children to be independent in their play and learning. We discussed how children would benefit from having more opportunities to play with open ended and natural materials to encourage a sense of wonder.

The property was well maintained indoors and outdoors. The outdoor area at the rear of the property was fully enclosed, secure and offered children a safe space to play and enjoy fresh air. Children also benefitted from visits within their local community, for example libraries and playgroups. This broadened children's experiences and enabled them to build on their social skills.

Risk assessments ensured that children's safety was promoted as potential risks had been minimised. For example, stair gates were placed at the foot of stairs. The childminder had used a risk benefit approach to assess risk in play and minimise dangers to children. As a result, the environment was safe for the age and stage of children attending.

Effective infection prevention and control measures were in place. Children were encouraged to wash their hands at key times and effective cleaning procedures meant that the spread of infection was minimised. As a result, the environment was safe and appropriate for children.

Children's personal details were stored and managed safely in line with general data protection requirements. The childminder was registered with the Information Commissioner's Office (ICO), which ensured they were fully informed of their responsibilities in protecting children's and family's 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.

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

The aims and objectives of the service were in place to promote a shared vision between the childminder and families. They were carefully considered to best promote high quality care, play and learning to positively inform practice. The childminder reviewed these periodically to ensure they were a true reflection of her service.

Families' views were actively sought to influence change within the setting. They had opportunities to share feedback, for example through questionnaires and regular face to face discussions. The use of open-ended questions encouraged families to give detailed feedback to support improvement. These opportunities meant families had their views heard and helped them to feel included in the development of the service. Families told us they felt the childminder was "very experienced and competent". This enabled them to feel confident that the service was well managed.

Effective use of self-evaluation enabled the childminder to identify progress and recognise strengths and areas for improvement. The childminder was committed to continually improving practice through professional development. This included accredited training and professional reading. As a result, the childminder demonstrated an ethos of continuous improvement that valued reflective practice.

The childminder ensured children's care play and learning needs were at the heart of improvement planning. For example, she was in the early stages of reviewing sleeping arrangements and considering converting the garage into a nurturing sleep room. This demonstrated her commitment to providing high-quality experiences for children using her service.

## 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.

### 4.1: Childminder's skills, knowledge, and values

Children's wellbeing was well supported through the childminder's kind and nurturing approach. This ensured that children and families felt safe, valued and respected. The childminder had a clear understanding of how children learn and develop. They were kind and patient when interacting with children. This contributed positively to children's overall wellbeing and helped them to feel loved, valued and secure.

Children were very much at the heart of the service. The childminder carefully considered their needs, likes and interests to drive improvement within the service. For example, she kept very detailed accounts of children's care needs and learning experiences. This enabled her to reflect on children's outcomes and identify strengths and areas for improvement for her service. This demonstrated a positive, enabling attitude that effectively used changing needs and feedback to improve the service.

The childminder showed very good reflective practice that positively impacted children. She was committed to her own professional development to ensure she provided a high standard of care, play and learning. Training in child protection and first aid enabled her to enhance her knowledge and provide positive care, play and learning experiences. Parents strongly agreed that they felt confident that the childminder has the appropriate skills, knowledge and experience to care for their child and support their learning.

The childminder kept her service up to date through emails and updates from the Scottish Childminding Association (SCMA), and the Care Inspectorate. They had also developed positive links with other childminders, and this encouraged the sharing of good practice and ideas. This also provided the childminder with a good network of support, which further enhanced high quality practice and experiences for children.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

To promote the health and wellbeing of young minded children, current infection control guidance must be followed in relation to hand washing and nappy changing.

To achieve this, the childminder needs to:

- a) Ensure children's hands are washed before all meals and snacks.
- b) Wear aprons when changing nappies.

National Care Standards Early Education and Childcare up to the age of 16 - Standard 2: A safe environment, Standard 3: Health and wellbeing and Standard 14: Well-managed service.

**This area for improvement was made on 21 April 2017.**

#### Action taken since then

Children washed their hands regularly in line with best practice. No nappy changing was observed during the inspection. The childminder was confident on procedures and her policy included the use of protective personal equipment. Aprons were available on the day of inspections.

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).



## 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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