

# Lisa's Childminding Child Minding

Alloa

**Type of inspection:**  
Unannounced

**Completed on:**  
30 April 2024

**Service provided by:**  
Lisa Birrell

**Service provider number:**  
SP2022000221

**Service no:**  
CS2022000331

## About the service

Lisa's Childminding is registered to Lisa Birrell. The service 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 twelve months. The numbers are inclusive of the childminder's own family. The upstairs of the home is not to be used for childminding.

The childminder's home is in Alloa, situated close to local amenities.

## About the inspection

This was an unannounced inspection which took place on Monday 29 April 2024 between 09:15 and 11:30. Feedback was given to the childminder the following day on Tuesday 30 April 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 registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spent time with two children using the service
- spoke with or received feedback from two parents
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

## Key messages

- Children experienced warm, kind and nurturing interactions, supporting them to feel safe and secure.
- The childminder knew children well and was responsive to their needs and wishes.
- Children benefitted from a range of experiences and accessing the local community.
- Children experienced a welcoming, clean, homely environment, supporting them to feel comfortable and valued.
- The childminder should further develop their approach to planning for children's experiences.
- To continue to improve the quality of children's experiences, the childminder should develop how they plan improvements.

## 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?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

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

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

4 - Good

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

### Quality Indicator 1.1 - Nurturing care and support

Children experienced nurturing, kind and warm interactions from the childminder. They understood the needs of children and had developed close bonds with them. Interactions with children were caring, and nurturing. Children were happy and confident around the childminder. One parent told us, "My child loves Lisa and interacting with the other children". This supported children to feel safe, secure and loved.

Personal plans were in place for all children which contained relevant information to meet their needs. This included their likes, dislikes or any individual health needs. These were updated regularly with parents. One parent told us, "We were fully involved in doing my child's personal plan". This showed children benefitted from individualised care that was tailored to their needs.

The childminder provided a sociable and unhurried snack experience for children with positive interactions. They recognised when children were hungry and respected their views on what they would like to eat and when they chose to have snack. The childminder spoke with children and laughed together as they ate. This nurturing experience enhanced children's mealtimes.

Children's individual sleep routines were respected as parents discussed this information with the childminder before starting. There were appropriate areas for children to rest and relax. The homely environment supported children's emotional wellbeing. We signposted the childminder to the "Early Years safe sleeping guide" guidance from the Scottish Cot Death Trust to further ensure safe sleeping practice.

The childminder had an appropriate medication policy and procedure in place. This was in line with the Care Inspectorate's practice guidance 'Management of Medication in Day care and Childminding Services'. This meant that children's individual medical needs were met.

We evaluated this quality indicator as good, where several strengths impacted positively on children's outcomes and clearly outweighed areas for improvement.

### Quality Indicator 1.3 - Play and learning

Play and learning experiences were well considered for children's different ages and stages of development. The childminder used creative approaches and solutions to enhance learning opportunities for children. Such as a large climbing frame outside and arts and crafts experiences inside. This supported children to become immersed in their play.

The childminder demonstrated a good understanding of child development. They knew children very well as individuals. Children were beginning to lead their play and learning. The childminder responded to their individual interests in the moment. This supported children to feel listened to and valued.

Children routinely spent time outdoors and explored the local community. One parent told us, "Lisa takes them on walks in the pram or on the trike down to the wetlands to explore and when the weather is nice, out in the back garden to play on the trampoline". As a result, children were receiving regular fresh air and exercise which supported their wellbeing.

Children's language development was supported by the childminder through appropriate conversations and role modelling. There were opportunities for children to engage in activities and experiences that supported literacy and numeracy. For example, reading stories with the childminder or exploring puzzles. As a result, children were challenged at an appropriate level.

Children had opportunities to progress and achieve, as the childminder had a good knowledge of their individual next steps. The childminder was developing their approach to recording children's learning and planning experiences for them. We encouraged the childminder to continue to develop opportunities for children to reflect on their learning, such as with photographs and videos. This would enhance children's experiences and allow them to share their learning with their friends and family.

## How good is our setting?

4 - Good

We evaluated this key question as good, where several strengths impacted positively on children's outcomes and clearly outweighed areas for improvement.

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

The childminder created a welcoming and homely environment for children. Areas used for childminding included a playroom downstairs, bathroom and a large, enclosed back garden. These were spacious and enabled children to move freely and access different areas. For example, children chose which resources they wanted to play with. This meant that children were supported to develop their independence and choice.

Children had access to a mostly well-resourced area inside. Resources were developmentally appropriate and catered children in the childminder's care. There were puzzles, books and arts and crafts materials. This area was well presented and gave the message that children mattered.

Children had limited access to loose parts materials and natural resources. We encouraged the childminder to continue to develop this area. To ensure children's creativity and problem solving skills are well supported, the childminder should ensure they have regular access to resources which support their creativity and problem solving (**see area for improvement 1**).

Children had opportunities to explore outside regularly. They went on walks to the local woodlands or played outside on the trampoline. One parent told us, "They are always outdoors in the garden, no matter the weather, as long as we pack a wetsuit etc. They have a large play area outside and bikes". This meant children were active and benefitted from regular fresh air.

A range of risk assessments were in place to ensure that a safe environment was maintained. These included the childminder's home, garden and outings within the community. The childminder had not needed to record any accidents or incidents in some time, however the paperwork we reviewed captured the appropriate information required. We encouraged the childminder to continue to develop their approach to risk benefit. This would further support children to identify risk themselves and learn how to keep themselves safe.

Information about children was stored securely. Sensitive information was only shared with those who needed it to meet children's needs. As a result, children's information was protected and storage complied with relevant best practice.

Children's overall health and wellbeing was consistently supported by appropriate infection prevention and control measures. Children regularly washed their hands and areas were clutter free and easily cleaned. This supported children's health, as the risk of infection had been minimised.

## Areas for improvement

1. To ensure children's problem solving and creativity are well supported, the childminder should further develop the resources available to include natural and loose parts play materials.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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).

## How good is our leadership?

4 - Good

We evaluated this quality indicator as good, where several strengths impacted positively on children's outcomes and clearly outweighed areas for improvement.

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

The childminder provided a warm and welcoming service, helping children feel safe and secure. They were welcoming and engaged well with the inspection process. They were responsive to our suggestions to support further development. As a result, children felt comfortable and at ease in the service.

Communication with families was effective. The childminder used daily chats and regular reviews to update them about their child's experiences and to provide service information. One parent told us, "We have been in her home many times for reviews etc and get shown what our son loves to play with". The childminder had plans to further develop communication with parents by including more daily updates. We encouraged the childminder to continue with their plans. This would further support children's experiences through shared communication.

Parents were confident in the quality of service that they received. They told us that they were regularly given opportunities to give feedback. Parents' comments included, "Lisa is always open to ideas (from parents) which makes us feel heard" and "Lisa asks for feedback if there is ever anything I can suggest". This showed children's experiences continued to improve as parents' opinions and views were respected and valued.

The childminder was developing their approach to self-evaluation and quality assurance processes. We signposted the childminder to "A quality framework for daycare of children, childminding and school-aged childcare" from the Care Inspectorate to enable effective self-evaluation. This would support the childminder to discuss, what they do well, how they know and what they are going to do next.

To ensure children benefit from a service that continues to improve, the childminder should develop a clear improvement plan which is guided by best practice (**see area for improvement 1**).

### Areas for improvement

1. To support a culture of continuous improvement that addresses key areas for improvement, the provider should implement a robust and effective quality assurance system to monitor and sustain positive experiences for children across the service. This should include but is not limited to:

1. regularly gathering children's and families views of the service.
2. ensuring a clear improvement plan is in place.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I use a service and organisation that are well led and managed' (HSCS 4.23).

### How good is our staff team?

**4 - Good**

We evaluated this key question as good where several strengths impacted positively on children's outcomes and clearly outweighed areas for improvement.

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

The childminder was warm, kind and caring which ensured children felt valued, loved, and secure in the setting. They were nurturing in their care and had formed strong attachments with the children and their families. Children confidently spoke and interacted with the childminder to tell them what they would like to do and were listened to. One parent told us, "Lisa always goes out her way to make sure us as parents are happy and you can just tell how much she loves her job and the effort she puts in with all kids". This showed that children were valued and respected.

The childminder placed children and their families at the heart of their work and was committed to supporting children to be happy and confident individuals. They engaged with children in a responsive, and respectful manner which supported their self-esteem and confidence. They promoted positive behaviour by role modelling kind words with the children. As a result, children's emotional wellbeing was well supported.

The childminder had accessed some relevant training to develop the service and experiences for children. We suggested the childminder further develop their training to include regular reviewing best practice guidance. This would ensure children continue to benefit from a childminder that continues to develop their knowledge and skills.

Children were protected from harm by a childminder who understood their responsibility in relation to safeguarding. The childminder had clear procedures in place and was confident in recognising and responding appropriately to any concerns. This meant that children received care from a childminder who understood how to keep children safe.

## 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?	4 - Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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