

# Mandy Lamont's Childminding Child Minding

Leven

**Type of inspection:**  
Unannounced

**Completed on:**  
28 May 2024

**Service provided by:**  
Mandy Lamont

**Service provider number:**  
SP2013984797

**Service no:**  
CS2013316717

## About the service

Mandy Lamont operates a childminding service from their family home in Methil, Fife. The service is registered to provide care to a maximum of six children at any one time under the age of 12, 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 the childminder's family. Other conditions which are unique to the service are, that overnight care may not be provided, that minded children cannot be cared for by persons other than those named on the certificate, and that children must be supervised at all times when out in the garden.

The service is close to local amenities including green spaces, a community garden, and local schools and nurseries. Children have access to the living room and toilet facilities.

## About the inspection

This was an unannounced inspection which took place on Tuesday 28 May 2024 between 11:15 and 13:30. 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:

- observed one child playing and received feedback from two families via an electronic link.
- spoke with the childminder
- observed practice and daily life
- reviewed documents

## Key messages

- There was one child being cared for in the setting at the time of our visit.
- The child was happy, settled and having fun.
- Children benefitted from daily opportunities to connect with the wider community.
- Policies should be updated to reflect current guidance and the service being offered.
- Daily risk assessments should be used to identify potential risks and minimise these in spaces children access.
- The childminder should regularly consult children and families to support their cycle of self-evaluation for improvement.

## 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?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

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

### Quality indicator 1.1: Nurturing care and support

Children experienced warm interactions from the childminder. The childminder knew the child's likes and preferences. They offered cuddles and reassurance, and the child was greeted with smiles. One family told us "She is very caring and nurturing towards my baby and always seems happy to see her in the morning. Likewise my baby is always happy to go with Mandy in the morning and I can see she is already building a relationship with her." As a result positive attachments had been made.

Children had space to rest and relax in the service. At the time of our visit, no children were being supported by the childminder to sleep as part of their daily routine. There were large floor cushions available, or children could choose to relax on the sofa. This supported their emotional wellbeing.

Personal plans were in place for children and had been reviewed with families in line with guidance. The childminder had now put into place a system that supported them to consult children and families on the plans regularly. Families told us they felt involved in their child's care and included in developing their plans. As a result, they had current information that meant they could meet children's needs.

Mealtimes were relaxed and at the child's pace when they indicated they would like to eat. The childminder was aware of healthy food choices and promoted children to stay hydrated by offering milk or water.

### Quality indicator 1.3: Play and learning

Children benefitted from an informal approach to planning for play and learning. The childminder made daily use of events and groups in the local community. These included toddler groups, attending the community hub, gardening, engaging with nature and trips to the beach and park. One family told us "I love that she has her outdoors a lot and accessing different play spaces for my child." This supported children to make connections with their local community and benefit from engaging with nature.

Children had access to a selection of resources to support them to lead their play. These included wooden blocks, Lego, cause and effect toys and books. One child enjoyed building towers and knocking them down. The childminder sat with the child, engaged in their play, recognising this as a stage of their development. As a result, the child engaged in the activity for a period of time.

## How good is our setting?

## 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses

**Quality indicator 2.2: Children experience high quality facilities**

Children had space to play and explore in the Livingroom of the service. This offered them ample space to move resources and play. The living room offered natural light and ventilation that ensured children's wellbeing. Children had access to toilet facilities on the ground floor. This space was used to support hand washing and personal care routines. As a result, children's privacy and dignity was respected.

At the last inspection the service was asked to implement an effective system to identify and manage daily risks. The childminder had sourced a document that they planned to use but this was not in place. We encouraged them to use this daily to ensure spaces children access are free from potential risks and record the actions they have taken when a risk has been identified. This area for improvement has been restated and will be looked at during the next inspection (see area for improvement 1).

The childminder had some policies in place to support the delivery of the service. We found these did not fully reflect the practice or provision. We suggested they look at each policy and amend them in line with guidance and the conditions of their registration. This area for improvement had been identified at the last inspection and has been restated. It will be looked at during the next inspection (see area for improvement 2).

Children took part in hand hygiene routines at times throughout the day. This included before meals and after care routines. The childminder ensured children could access soap and disposable drying towel. This minimised the risk of cross contamination to promote health and wellbeing.

**Areas for improvement**

1. The childminder should ensure that a system is in place for the daily checks of spaces children access and record actions taken to maintain safe spaces and resources to ensure children's safety.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child, "My environment is secure and safe." (HSCS 5.19)

This area for improvement was made on 18 May 2023 and has been restated.

2. The childminder should update policies and procedures to reflect the practice and provision of the service.

This is to ensure children's safety, wellbeing and protection is consistent with The Health & Social Care Standards which state that I experience high quality care and support based on relevant evidence, guidance, and best practice (HSCS 4.11).

This area for improvement was made on 18 May 2023 and has been restated.

## How good is our leadership?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses

### Quality indicator 3.1: Quality assurance and improvements are led well

The childminder aimed to offer a service where children were happy, having fun and settled. They spoke with families each day and updated them on how their child had spent their day. They shared photos and observations through an online platform. This meant families felt involved in their child's play and learning.

The childminder had started to use questionnaires previously with families to gather their views on evaluating the service. They recognised they had not progressed this for some time and had no current feedback. Consultation with children and families should be part of their self-evaluation for improvement process. The childminder was keen to start gathering their feedback in a floor book. We encouraged them to develop this to ensure they are involving families in developing the service (see area for improvement 1).

### Areas for improvement

1. To ensure children benefit from a service that develops through evaluation, the childminder should consider ways to encourage feedback about the quality of the service from families. They should use the feedback to support improvements.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state that 'I benefit from a culture of continuous improvement, with the organisation having a robust and transparent quality assurance processes. (HSCS 4.19).

## How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses

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

Children's wellbeing was supported through the kind and warm interactions and care from the childminder. They were able to read the child's cues and offered comfort and reassurance. They checked with the child regularly how they were feeling and offered cuddles. One family told us "Overall I'm happy with the service I receive and feel confident in leaving my child with Mandy every day whilst at work." As a result, families had confidence in the childminder.

The childminder had completed training on child development. They were able to talk about the training and reflect on how this was supporting them in practice. They identified every child is a unique individual who develops and learns at their own pace. At the last visit we suggested the childminder engage in learning about protecting children and safeguarding. They had taken part in a training course through a local event and were able to talk about the steps they would take should they identify risk of harm to a child.

To support the childminder in their role we sign posted them to the Scottish Childminding Association (SCMA). This would ensure they had guidance and best practice documents, access to training to support learning needs they identify and have opportunities to connect with other professionals.

## Areas for improvement

1. To protect children from harm, support children's wellbeing, and keep children safe, the childminder should access suitable child protection training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 18 May 2023 and has been restated.

## 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

The childminder should ensure that a system is in place for the daily checks of spaces children access and record actions taken to maintain safe spaces and resources to ensure children's safety.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that as a child, "My environment is secure and safe." (HSCS 5.19)

**This area for improvement was made on 18 May 2023.**

### Action taken since then

The childminder had made some progress in identifying a system that would support them to effectively identify risks in the environments daily. They had not begun to use this yet.

This area for improvement had not been met and has been restated in Key question 2: How good is our setting? .

### Previous area for improvement 2

The childminder should update policies and procedures to reflect the practice and provision of the service.

This is to ensure children's safety, wellbeing and protection is consistent with The Health & Social Care Standards which state that I experience high quality care and support based on relevant evidence, guidance, and best practice (HSCS 4.11).

**This area for improvement was made on 18 May 2023.**

### Action taken since then

The childminder had begun to review and update some information in policies. These needed further review to ensure information was current and reflective of the service provided.

This area for improvement had not been met and has been restated in Key question 2: How good is our setting?

## Previous area for improvement 3

To protect children from harm, support children's wellbeing, and keep children safe, the childminder should access suitable child protection training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

**This area for improvement was made on 18 May 2023.**

### Action taken since then

The childminder had completed Child Protection training as part of a local development session. They were able to tell us the steps they would take to keep children safe. We recognised progress had been made and this area for improvement had 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?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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