

Hayley's Little Stars Child Minding

Newton Stewart

Type of inspection:
Unannounced

Completed on:
15 May 2024

Service provided by:
Hayley McClymont

Service provider number:
SP2022000240

Service no:
CS2022000358

About the service

Hayley's Little Stars, provides a childminding service from their property in a quiet residential area of Glenluce, Dumfries and Galloway. The childminder is registered to provide a care service for a maximum of six children up to 16 years of age. Numbers are inclusive of the childminder's own children. At the time of our inspection, there were three children in attendance at the service.

The service is close to local primary schools, shops, parks, and other amenities. The children are cared for in the kitchen/diner, dedicated playroom, living room and downstairs bathroom. Children also have access to an enclosed rear garden.

About the inspection

This was an unannounced inspection carried out by one inspector from the Care Inspectorate on Wednesday, 15 May 2024, between 10:30 and 15:00. To prepare for the inspection, we reviewed information about the 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:

- observed practice and daily life;
- spoke with three children using the service;
- reviewed documents;
- spoke with the childminder;
- looked at seven Microsoft forms from parents/carers to gather their views and feedback.

Key messages

- Children experienced warm, kind interactions and were cared for in a nurturing and homely environment.
- The childminder had formed positive relationships with children and their families.
- Children were happy and engaged in play and learning experiences.
- Children's play could be enhanced by introducing more open-ended resources, loose parts, and creative experiences for all ages.
- Children had access to outdoor play and engaged in activities within the local community, which supported their learning and development and forged strong community connections.
- The childminder was confident in their role and had a positive outlook on change and 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?	5 - Very 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 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, caring, and nurturing approaches to support their overall wellbeing; for example, children cuddled into the childminder for reassurance. Parents shared with us, "Hayley is very welcoming. It is a very relaxed handover in the morning", and "My child has formed a secure bond with Hayley which I will always be grateful for. Leaving my child in the care of Hayley feels like I am leaving her with a trusted family member". The childminder's interactions throughout were warm and caring. This supported positive relationships.

The childminder engaged in meaningful conversations and created a positive, nurturing lunchtime experience. The children were happy and ate well, and there were lots of warm interactions between them and the childminder and support was provided when required. As a result, children experienced a relaxed, unhurried lunchtime where independence was encouraged.

Sleep routines and opportunities to relax were responsive to children's individual needs. When they woke from sleep, children were sensitively supported and given comfort, cuddles, and reassurance. This provided children with appropriate time and space to rest, sleep, or self-regulate their emotions.

Personal plans were regularly updated in collaboration with families to support the children's wellbeing and care. These plans detailed the children's needs, preferences, and progress. The childminder used a daily diary to record observations and set objectives for the children and then shared these with the families. Parents shared regular communication "Hayley did an initial Care Plan prior to my child starting. We update it - as and when required and 6 monthly. The daily feedback sheet also provides useful information. Hayley is very good at communicating information regarding my child's development and learning". This approach helped the childminder effectively meet the children's current needs.

Although the children attending the service during our inspection did not require medication, we found the childminder knew their responsibility regarding safe medication administration. This meant that if children did require medication, we were satisfied this would be administered safely with appropriate information recording systems to support this.

1.3 Play and learning

Children had independent access to a range of toys and resources that were suitable for their age and stage of development. They had opportunities for a variety of play and learning experiences such as arts and crafts, jigsaws, books, blocks, construction toys and board games. The childminder has a wide range of resources for the younger children, suited to their likes and interests. Parents told us, "Hayley supports my child to be independent" and, "My little one is learning while he is having fun. Hayley has a separate playroom which is a huge advantage". This supports children to direct their own play and learning.

During our visit, children were happy and engaged in imaginative play with the toy kitchen making cups of tea and cooking dinners as well as enjoying other toys, which they could access independently from the

wide range within the playroom that had been provided for them. Opportunities for play and learning could be further developed by adding loose parts and open-ended resources. These are everyday objects that help children develop their ideas, creativity, and curiosity. We also advised the childminder to consider ways to provide creative and messy play experiences for younger children. This would support children to develop through exploring the feel and texture of different materials.

Children had regular opportunities to play and learn in the community. On the day of our visit, the children went for a walk through the village, picking and naming wildflowers. They often went on walks and visited local parks, which supported children to make connections in their community.

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 an environment that was clean, bright, and homely. The living room and playroom were well ventilated and had plenty of natural light. Children had ample space to play and learn. This supports children to feel that they matter.

Suitable infection control measures, including handwashing and cleaning procedures, were in place to minimise the spread of infection. This helps keep children safe.

The indoor environment provided sufficient space for children to play and relax comfortably. The playroom was laid out with a range of toys that the children were interested in, including sensory toys, building blocks, a selection of stickers and paper, and other age-appropriate toys. The childminder had set this up so children could access and choose which toys and games they wanted to play with, ensuring the children were developing independence.

Children had daily access to a fully enclosed outdoor space that was well planned to consider their interests and development stages. In the large garden, there were various outdoor toys to play with. Appropriate outdoor clothing and footwear were available for children, ensuring that they were comfortable, dry, and warm while enjoying the outdoor environment. Parents shared with us, "Hayley has garden toys and lots of play vehicles at her home the kids can play with" and "Regardless of the weather the opportunity is there for my child to have some form of outdoor activity". This ensured children's health and wellbeing were supported through energetic play.

Outdoor play was supported through trips and outings to local parks, woodlands, and toddler groups. On outings, children could choose from various resources, including swings, loose parts, and toddler climbing frames. A parent shared with us, "Hayley often takes the kids to the park and will always go out a walk through the day ". This supported children's emotional and physical wellbeing.

Children's and families' personal information was securely stored, and the childminder had registered with the Information Commissioner's Office. This showed they understood their responsibilities regarding storing and processing children's personal information and helped protect children's and families' privacy.

At times during the inspection, the children accepted cuddles from the childminder, which demonstrated that they felt safe and had built a secure relationship with the childminder.

How good is our leadership?

4 - Good

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

Quality Indicator 3.1 - Quality assurance and improvements are led well.

Children benefitted from effective partnership working between parents and the childminder. This ensured that children's care and learning routines were met. Parents told us, "Hayley makes me feel very included and asks for my feedback" and "Hayley is always reviewing how each visit is benefiting my little boy and always asking if I am happy with the way things are going."

The childminder had recently begun to use the Care Inspectorate quality framework for daycare of children, childminding, and school-aged childcare to identify areas that they were doing well and had accessed online self-evaluation training. This supported the childminder to develop their quality assurance processes and identify improvements required within their service to improve outcomes for children and families. They should continue to develop this.

The childminder told us they spoke informally with parents to gather feedback during drop-off and collection times and daily diary. The childminder also had paper questionnaires to gather views and family feedback. The childminder plans to develop the use of electronic forms in the future. We discussed continuing to use the quality framework as a self-evaluation tool and developing successful methods of seeking the views of children and families. This would ensure that children and families can be meaningfully involved in the improvement process.

The childminder developed a range of policies and procedures that were shared with parents, ensuring that they knew what to expect from the service. The childminder should continue to review these regularly and amend them in accordance with good practice guidance and frameworks. This would support high quality care based on relevant guidance and best practice.

How good is our staff team?

4 - Good

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

4.1 Staff skills, knowledge and values

Children experienced warm, kind, and nurturing care which ensured they felt valued, loved, and secure. The childminder was responsive to the needs of individual children, had formed secure attachments with children and understood the importance of positive relationships with children and families. One parent told us, "Hayley is professional, she runs her service as I feel it should be".

The childminder was confident in their role and had engaged in various training courses to keep up to date with best practice guidance. Recent training was relevant to the childminder's practice and had been accessed via the Scottish Childminding Association (SCMA), and the Care Inspectorate hub. As a result, the childminder continued to develop their knowledge, skills, and practice to ensure positive outcomes for children.

The childminder had a particularly good understanding of rights-based childcare practices. They understood it was important to empower children and treat them with respect. They demonstrated this when they

spoke with children before they provided personal care. For example, after lunch, the childminder asked the children before washing their hands and encouraged them to help do it for themselves, promoting life skills. This ensured children were treated with respect and had their individual needs and preferences met.

A training record was kept that detailed the dates and providers of completed training courses. We advised the childminder that continuous professional development could be enhanced by evaluating their training and reflecting on the impact of their learning and development. This would support the childminder in reflecting on what skills, knowledge, and practice they have developed to lead to better outcomes for children.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very 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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.