

Heather Morrison Childminding Child Minding

Kilmarnock

Type of inspection:
Unannounced

Completed on:
17 April 2024

Service provided by:
Heather Morrison

Service provider number:
SP2015987550

Service no:
CS2015342602

About the service

Heather Morrison, trading as Heather Morrison childminding, provides a childminding service from their home in the town of Kilmarnock, East Ayrshire. Children had access to a large lounge, kitchen area, upstairs WC and secure back garden. The childminder's family home is situated within close proximity to local schools, nurseries and green spaces.

The childminder is registered to care for 6 children under the age of 16, of whom no more than 3, are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

About the inspection

This was a short announced inspection which took place on Wednesday 17 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 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 three children using the service and seven family representatives by electronic survey
- spoke with the childminder
- observed practice and daily life for children attending the service
- reviewed documents.

Key messages

- Children experienced warm, kind and caring interactions which helped them to feel happy and relaxed and supported their emotional wellbeing.
- Children were well supported to achieve and develop through fun play and learning experiences.
- Children experienced exciting opportunities in the local community which followed their interests.
- Effective self evaluation enabled the childminder to reflect and continuously improve the experiences and outcomes for children.
- The childminder continually improved their 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.

Quality Indicator 1.1: Nurturing care and support

Children experienced loving, kind and nurturing care and attention through effective interactions by the childminder. The childminder's home was a calm and inviting space for children and the children were confident, comfortable and happy. Their needs, preferences and cues for support were responded to without delay and the childminder was consistently down at children's level, supporting them in their play. This helped them to feel valued, safe and secure.

The childminder had a very clear understanding of each child's individual needs. They communicated closely with parents/carers to ensure that personal plans were detailed, informative and tailored to each child's needs. We discussed with the childminder how some children's targets could be more focused on supporting their health, welfare or safety needs to ensure they were supported to reach their potential. All parents/carers who responded to our questionnaire strongly agreed that the childminder knew their child well and that they were fully involved in developing and reviewing of their child's personal plan. As a result, children received the right care and support to meet their needs.

The childminder had sound knowledge and understanding of their role and responsibilities in safeguarding and protecting children. They had attended child protection training and a comprehensive policy was in place which ensured the childminder was well placed to take appropriate action if a concerns for the welfare or wellbeing of children should arise. This meant that children's safety and wellbeing was well supported.

For children who received short term medication we found that this was well managed with appropriate documentation in place to support safe administration. However, we discussed with the childminder that permissions should be sought to administer long term medication to ensure children's health needs are met. The childminder took action to ensure permission was sought promptly. This meant all children's health and medical needs could be met.

Quality Indicator 1.3: Play and learning

Children were provided with a range of activities that supported their play and learning. They were able to choose from a selection of play resources that met their stage of development and interests. This included; books, imaginative toys, sensory and creative materials and resources to support physical activity. As a result, children were engaged, having fun and providing support to each other through a range of developmentally appropriate play experiences.

Skilled interactions from the childminder and planned experiences supported the development of children's language and literacy. For example, the childminder scaffolded learning sensitively by modelling and repeating new words, by providing internal book bug sessions and allowing older children to lead these experiences as well as by attending various music and movement classes within the community. This helped children to develop their understanding of language and have fun whilst learning new skills.

Whilst we recognise that the childminder offered play experiences in response to children's ideas and interests and a floor-book provided photographic evidence of children's enjoyment during play, we identified that planning for play and learning experiences could be further enhanced by evaluating experiences and

planning how to extend play, introduce new skills or scaffold children's learning. This would ensure children were fully supported to achieve their potential.

The childminder had recognised within their improvement plan the benefits of having more open-ended and natural resources to extend children's learning through play. We encouraged the childminder to continue with their plans to further develop loose parts play to support children's natural inquiry, creativity and curiosity. This would extend learning opportunities for children to be creative, problem solve and explore their own ideas. We have signposted the childminder to Inspiring Scotland's guidance, 'Loose parts play, a toolkit' and Education Scotland's guidance, Realising the Ambition:being me, for further support.

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

We found that the childminder had created a warm, comfortable, welcoming and homely environment for children to play and relax in. There was good natural light and ventilation and the childminder ensured that children had ample space to move around, play and learn. Comfortable sofas in the lounge enabled children to have space to rest and relax. The spaces available to children were well maintained, ensuring that children benefitted from a service that was clean, safe and secure.

Children had regular access to outdoor play and their interests in outdoors were extended by good use of community resources. The childminder's garden provided a fun environment for children to explore and access to local parks, beaches and occasional forest experiences, meant children benefitted from challenging their abilities within natural environments. Children present during our inspection spoke of their enjoyment during outings and the opportunities this provided to have fun and make friends. The childminder's positive approach to accessing quality outdoor experiences contributed to children's overall health and wellbeing, enabling them to lead healthy lifestyles.

Detailed risk assessments promoted a safe environment for the children. Much consideration had been given to how to keep children safe in all areas of the childminder's home and some areas of the community accessed by children when on outings. The childminder should now ensure organised activity groups children attend are also considered within their risk assessments as this will ensure children's safety at all times.

We were satisfied that the service had appropriate infection prevention and control procedures in place to support a safe environment for children. All areas of their home were visibly clean and tidy. There were no children requiring personal care at the time of inspection, however, the childminder spoke to us about their nappy changing procedures. They applied a respectful approach to children's personal care and carried this out in an area that took account of their dignity and respect. Appropriate resources and personal protective equipment (PPE), were in place to ensure a high standard of infection prevention and control.

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 improvements are led well

The childminder was highly committed to the ongoing development of their service. They focused on ensuring children were provided with the best possible care and support by working in partnership with families to meet their individual needs. Parents/carers told us, "I am extremely impressed with the service that Heather provides and have loved watching my child grow and develop" and "My child is happy, well looked after and safe. I could not ask for a better service." This demonstrated that friendly, professional and open approach the childminder had with children and families supported the development of relationships based on mutual trust and respect.

The vision, values and aims reflected the service being provided and were shared with families at enrolment. Clear policies and procedures were in place that supported the childminder to deliver a very good service. Policies were reviewed and updated regularly and reflected current legislation and best practice documents. Families were made aware of policies when they joined the setting and when changes were applied. This helped families to have clear expectations of the service and how their child's needs would be met.

The childminder recognised the value and importance of positive relationships with families. The views of parents/carers and children were sought to support improvements, using both informal conversations and formal questionnaires. Children told us that consultations with them, informed planned play and learning experiences. Parents/carers shared that the childminder regularly asked them and their children for feedback. This demonstrated that children and their families were at the heart of improvements within service.

Children were benefitting from a service that reflected current best practice. The childminder had used self-evaluation effectively to recognise what was working well and identify areas for development. This enabled the childminder to be reflective and responsive to the changing needs of their children and service. The childminder should continue to embed these processes to ensure a continuous cycle of self-evaluation and improvement planning.

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. Children told us, "Heather really cares about all the children" and "Heather looks after us and we always do fun activities inside the house and outdoors." This told us that children felt valued, secure and included.

The childminder's professionalism and commitment to ongoing professional development and learning was a key strength. They were in the process of completing a Scottish Vocational Qualification (SVQ) and in addition to core training which included; first aid, food hygiene and child protection, they undertook additional training to further their own knowledge and develop their understanding of how to support children. The childminder kept a record of their continuing professional development, reflecting on what they had learnt. As a result, children received high quality care and support that was based on best practice and national guidance.

This service was provided in partnership with East Ayrshire council and the childminder had established effective working links with other local childcare providers including childminders, who they met with for shared activities with children. This provided opportunities to share ideas and collaboratively reflect on good practice. As a result of the childminders commitment to reflect on their practice and make improvements, outcomes for children and their families were enhanced.

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?	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

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 iartras.

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.