

Kate's Childcare Child Minding

Galashiels

Type of inspection:
Unannounced

Completed on:
2 July 2024

Service provided by:
Kate Crew

Service provider number:
SP2014986556

Service no:
CS2014333792

About the service

Kate Crew, trading as Kate's Childcare is registered to provide a care service to a maximum of six children at any one time under the age of 12 years, of whom a maximum of three are not yet attending primary school, and of whom no more than one is under 12 months.

The service is located in a residential area of Galashiels, Scottish Borders. Children have access to a playroom, outdoor spaces and downstairs toilet facilities.

The service is close to local schools and nurseries. Other amenities such as shops and parks are nearby.

About the inspection

This was an unannounced inspection which took place on Tuesday 25 June 2024 between the hours of 12:00 and 14:15. 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, 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 received written feedback from six families.
- Spoke with the childminder.
- Observed practice and daily routines.
- Reviewed documents.

Key messages

- Children experienced warm, nurturing care from a responsive childminder which helped them feel happy, secure and safe.
- Children led their play and learning experiences, which encouraged their right to choice and independence.
- Effective communication with parents and carers ensured that children's needs were fully supported.
- Children could access the outdoors on regular basis which supported their health and wellbeing.

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?	4 - 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/people, therefore we evaluated this key question as very good.

Quality indicator 1.1: Nurturing care and support.

Children experienced warm, caring, and nurturing approaches from the childminder who had a very good understanding of their individual needs and preferences. The systems they had in place were effective in recording what was important to each child. They worked closely with families to ensure children's routines were consistent with home. Families told us "Kate regularly shares updates on my child's progress and the activities that he has engaged in throughout the day. She is also incredibly supportive in supporting stages of development e.g. weaning, sleep etc." and "Kate is very personable, she has a lot of time for handovers and has gone above and beyond her duty of care checking in on my child when he has been ill. Kate is professional and very approachable. A warm family feeling is given everyday to myself and my child". As a result, children were happy and settled in the care of the childminder.

The mealtime routine was relaxed, calm and sociable. Children enjoyed a selection of food choices and were involved in menu planning. The childminder was aware of their individual likes and offered foods they enjoyed whilst being mindful of the importance of healthy choices. Children had space in the playroom to eat together at a table, chairs and highchair. This ensured a positive mealtime experience.

Children's wellbeing was supported through personal planning. The childminder was clear about their responsibility to ensure important information was reviewed and updated regularly with families. This meant the childminder knew what was important to children and was able to support their learning and development. One parent told us "A very personal service and quality time with a small number of children".

The childminder valued the importance of partnership working with families. They had systems in place to keep families informed regularly throughout the day using a messaging system. Families told us they liked receiving the updates. As a result, they felt involved in their child's play and learning as they were able to talk about the fun experiences.

The childminder had a system in place to support the safe administration and review of medication. At the time of our visit, no children required medication. However, we were confident children's healthcare needs would be met if medication was required.

Quality indicator 1.3: Play and learning.

Children were leading their play and interests. They were able to make independent choices from a very good selection of toys, open ended resources and high-quality books and materials. Resources were organised in the playroom that promoted independence. The childminder was responsive to children's requests. For example, when they indicated they wanted to play with dinosaurs. This meant children were listened to and their rights respected.

Children enjoyed playing with small world resources, and construction materials. The childminder was attuned to their likes and ensured there were rich and engaging activities. As a result, children experienced varied and fun play and learning opportunities.

Planning for children's experiences were a balance of responding to their interest's and organised activities. Experiences ensured children benefited from real life learning and connection with their community and nature. They visited different green spaces regularly, enjoyed local attractions and socialising with other children from childminders who joined them on outings. We suggested Floor books could be used to document children's play and learning to give children opportunities to revisit and recall their experiences. Families commented "My child is best in active outdoor environments and this is something that Kate provides.", "My child has lots to tell me when I pick them up", "Great practical trips to different environments which my children love." Outdoor adventures, hot chocolate and Marshmallows in the woods. Arts and crafts. River trips.

Kate offers a wide range of activities at home and in the local and wider community. My child absolutely loves being outdoors and going on adventures with Kate!.

This meant children had high quality experiences that ensured they were developing skills for life through rich and meaningful activities.

Children experienced kind and supportive interactions from the childminder who valued the importance they had in ensuring play and learning was rich, high quality and meaningful. They listened to children, used effective questioning to promote thinking and talking about their play and learning. This promoted literacy and numeracy development through quality interactions and experiences. As a result, children were developing important skills for life through quality engagement.

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/people, therefore we evaluated this key question as very good.

Quality indicator 2.2: High quality facilities.

Children were cared for in a homely, stimulating and welcoming environment. They benefitted from a childminder who had a dedicated space in the family home for children's play and learning. The garden area was under construction and would offer children direct access from the playroom to a self-contained play area when completed. One family commented "Kate has created such a welcoming environment. She understands all of the different needs of my children and supports them in what they need". This gave a strong message that children mattered.

The setting was furnished to a very good standard, well maintained, and benefitted from natural light and ventilation. The childminder carried out daily checks of the environments to ensure spaces were safe. Children were involved in learning about risk and how to manage this. For example, road safety and having adventures in the woods. This meant children were included in risk assessing and had safe spaces to play and explore. They had detailed policies in place to support the delivery of the service. These were reviewed to ensure they reflected guidance and shared with families. This meant families were familiar with how the service operated.

Infection, prevention, and control practice was embedded in everyday routines. The childminder had a very good understanding of best practice guidance. They had completed relevant training that promoted children's health and safety through high quality facilities. Children washed their hands at key times and surfaces were clean. The childminder provided each child with their own hand towel to ensure any risk of

cross contamination was minimised. Resources and areas were cleaned regularly. As a result, children played in a safe and well-maintained environment.

The childminder understood the importance of keeping children's personal information secure. They shared their confidentiality policy with families using the service. This meant that children's personal information was managed in line with best practice.

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

How good is our leadership?

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: 3.1 Quality assurance and improvement are well led.

Children and families experienced a warm and welcoming ethos. Families told us the service was very welcoming. The childminder promoted their vision and aim for their service through providing a secure and comfortable environment that supported children to develop skills for life. Children and families benefitted from a committed and enthusiastic childminder who was kind and caring and valued every child as an individual. This meant children were supported to thrive and flourish.

The childminder was committed to improving the service. It was important to them to gather the views of children and families to ensure they were happy with the care, play and learning. They did this through questionnaires, daily chats and acknowledging children's and families suggestions. This meant that they valued the important part everyone played in improving the service. One of us that they would like to be sent more photographs and perhaps a short diary of their child's day. We suggested an improvement plan created from their reflections on the service. To begin this approach, we directed the childminder to the Care Inspectorate 'A quality framework for daycare of children, childminding and school-aged childcare' (2022), and the Care Inspectorate website the 'Hub' for further helpful resources. Developing the approach to self-evaluation would help the childminder to support the impact developments had on supporting positive outcomes for children.

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 & values.

Children and families experienced warm, kind, and compassionate care from the childminder who was responsive and attuned to their needs. Positive attachments had been made and it was evident that the childminder genuinely loved and cared for the children. One parent told us they liked the "Family feel of care, the range of activities and experiences on offer and the opportunity to mix with other children as my child is an only child". Another commented "I think Kate's childcare is fantastic and we are very happy with the level of care our child receives". As a result, families had trust in the care and support their child received and children felt safe and secure in the childminders care.

The childminder had some supportive networks with other professionals in the area. They were registered with the Scottish Childminding Association (SCMA) and made effective use of these connections to ensure they had relevant guidance, felt informed and were able to make changes in line with best practice. As a result, children received care and support from a childminder who was dedicated to their role and had an enabling attitude that promoted children to have fun as they played.

The childminder was committed to engaging with ongoing training and professional reading. They had completed a Scottish vocational qualification and spoke positively about the impact the training had on supporting them in their role. They continued their training through online courses and planned to complete child protection refresher training. This meant children and families experienced care and support from a childminder who valued the importance engaging in professional learning had on skills and experience. As a result, children and families experienced high quality care and support from a childminder who was dedicated and passionate about their role in ensuring children thrived and flourished in their care.

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?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good

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