

# Holly's Childminding Child Minding

Banchory

**Type of inspection:**  
Unannounced

**Completed on:**  
27 June 2024

**Service provided by:**

**Service provider number:**  
SP2016988051

**Service no:**  
CS2016347415

## About the service

Holly's Childminding provides a service from their property in a quiet residential area of Banchory. The childminder may provide a care service to a maximum of six children at any one time under the age of 12, of whom no more than three are not yet primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is close to local primary school, parks and other local amenities. Children have access to a dedicated playroom, open plan living/dining/kitchen area, downstairs bathroom and a fully enclosed rear garden.

## About the inspection

This was an unannounced inspection which took place on 25 June 2024 between 14:00 and 16:30 and 27 June between 10:30 and 11:45. 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 and information submitted by the service.

In making our evaluations of the service we:

- gathered feedback about the service from families
- spoke with the childminder
- observed practice and children's experiences
- reviewed documents.

## Key messages

- Children were happy, relaxed and settled within the childminder's home.
- Children were cared for in a safe and homely environment.
- Children were able to direct their own play and activities, choosing and freely accessing appropriate materials and resources to support their play and learning.
- Trusting and positive relationships were formed with families and effective communication supported families to be involved in their child's care.
- A range of mandatory training courses and other professional development opportunities had been accessed, supporting the childminder to develop their skills and knowledge.
- The childminder should continue to carry out regular self-evaluation and improvement planning processes. However, these could be prioritised, supporting sustainable changes.

## 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 evaluated this key question as good where several strengths impacted positively on outcomes for children/people 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, the childminder showed genuine interest when children approached them to speak about their day and experiences. Parents shared with us, "I think Holly does an excellent job of caring for my children and I couldn't ask for more," and "Holly's childminding service is first class. The children are happy, engaged and feel safe, listened to and understood in her care. Consequently, as a parent I feel delighted to leave them in her care each day."

The childminder knew children very well and personal plans reflected children's interest, preferences and stages of development. This meant that children's individual needs were supported, and the childminder was able to provide the appropriate care and support. Regular reviews of the plans meant that families could share information about children's health, safety and welfare needs. A parent told us, "The care is excellent."

Children's mealtimes were a relaxed and unhurried experience. The children all sat together and chatted amongst each other and with the childminder. We discussed with the childminder how they could further develop the snack experience to offer more opportunities for children to develop their independence skills, for example, by being involved in the snack preparation.

We were satisfied that safe administration of medication procedures were in place, to help ensure children's health needs could be met. The childminder was very aware of their responsibility to safeguard children. We were confident that the childminder was committed to their role and responsibilities in keeping children safe from harm.

### Quality Indicator 1.3: Play and Learning

Children led their play and learning experiences, which encouraged their right to choice and independence. Children were offered a range of play opportunities, reflecting their interests and abilities. An extensive range of resources reflected the range of children's stages of development and interests, were easily accessible to children. This allowed them to lead their own play and learning.

Children benefitted from opportunities to develop their skills in language, literacy, and numeracy. Experiences were enhanced naturally through play. A range of books, mark making materials and board games were available and were seen to be used well. Children were seen to use Lego sets to explore their imagination and problem-solving abilities. As a result, children were engaged in their play whilst developing literacy, numeracy and problem-solving skills.

Children benefitted from a childminder who displayed a very good knowledge and understanding of child development. The childminder was recording significant observations of children and identifying relevant next steps, supporting children's progression and development. The childminder was using their knowledge of individual children and their developmental needs to plan interesting and meaningful play experiences.

Parents told us, "Play consists of a range of things so that the children are consistently challenged to be creative. There are regular arts and crafts, often related to the times of the year or particular events, e.g. Christmas, Valentine's Day, Chinese New Year, Diwali, and many more. Holly engages the kids in discussions about all of these and they often come home having learned very interesting facts!" and "Holly is always welcoming and puts a huge amount of effort into activities that all of the children can enjoy together." Another commented, "The activities are brilliantly themed around seasons, cultural celebrations etc. My children clearly learn a lot - often the activities stimulate further discussion and activities at home."

## 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 benefitted from a safe, welcoming and homely environment with ample space, light and ventilation. Children had free access to an open plan kitchen/living room space, downstairs bathroom and a large, dedicated upstairs playroom. Patio doors allowed children to access a large, fully enclosed garden space. Children appeared confident in the spaces and were seen to lead their own play and learning, for example, some children played a board game in the living room whilst others played with the Lego in the playroom. As a result, children were relaxed and were seen to be having fun. A parent told us, "Holly has a very welcoming home environment with plenty of activities available. It's a very safe and comfortable environment."

Children's stages of development, interests and curiosities were well considered and reflected in the selection of resources on offer. The toys and resources were easily accessible which promoted choice and enabled children to be independent in their play and learning. The extensive range of resources ensured that children had access to a variety of learning experiences. Children were seen to be utilising these freely leading their play. A parent commented, "Holly's service is first rate. She clearly puts a lot of thought into everything she does. The children are very well cared for and enjoy a great range of activities."

Children benefitted from a safe and secure environment. The childminder had completed a range of risk assessments to minimise the risks for children attending their service. This meant children's activities were not compromised and they were supported to enjoy fun and challenging play experiences.

Infection control measures, including handwashing and cleaning procedures were in place, minimising the spread of infection. As a result, children benefitted from a safe and clean environment. Children and family's personal information was securely stored. The childminder understood their responsibilities regarding storing and processing children's personal information.

## 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 Assurances and Improvements are well led

The aims and objectives of the service were in place to promote a shared vision between the childminder and families. These were shared with families as children enter the service. We suggested when reviewing

these in future, the childminder consults with the children and families using the service, supporting them to feel valued and included.

Families were welcomed into the home and had daily opportunities for discussions, which helped build meaningful relationships. Children benefitted from lots of opportunities to offer feedback and suggestions which were used to shape the service. Parents also believed their family were involved in a meaningful way to help develop the service. A parent told us, "Holly clearly puts great effort into leading her service and it shows - always extremely well organised and knowledgeable." Another commented, "I think it's a great service exactly as it is!"

Throughout the inspection process the childminder demonstrated a motivated, enthusiastic approach to continuous improvement. They had engaged with best practice documents and frameworks to evaluate their service and identify areas for improvement. They had documented a range of plans for improvement. We discussed how these could be broken down and prioritised. This would support the childminder to make targeted changes, further enhancing existing 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

The childminder was warm, kind and caring toward children, which resulted in them feeling content and loved within the setting. They had created a nurturing, inclusive ethos where children's needs were supported, and their interests respected. It was evident from our observations of the childminder, and confirmed by parent feedback, that strong relationships with children and families had been developed. Parents' comments about the childminder's professional qualities included, "Holly is meticulous and incredibly well organised. Wonderful," and "Organised, friendly, creative, efficient, nurturing, reliable, trustworthy, fun!"

The childminder's knowledge and skills supported high quality experiences for children. The childminder was proactive in keeping up to date with key best practice guidance. They had attended a range of training courses, supporting positive outcomes for children. Reflecting on new learning had enabled the childminder to identify how it could enhance their practice to support very good outcomes for children. We suggested training reflections could be revisited to evaluate the impact it has had on service delivery and the quality of children and families experiences.

Children benefitted from very good supervision at all times ensuring they were always 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?	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

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