

Lisa Goldie Childminding Child Minding

Airdrie

Type of inspection:
Unannounced

Completed on:
9 July 2024

Service provided by:
Lisa Goldie

Service provider number:
SP2016987988

Service no:
CS2016346932

About the service

Lisa Goldie Childminding is registered to provide care to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending 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 operates from the childminder's family home in Chapelhall, North Lanarkshire and is close to a local school, nursery, shops, parks, woodland areas and public transport links. Children are cared for in a dedicated playroom and lounge and kitchen/dining area. They also have access to a spacious garden at the rear of the property.

About the inspection

This was an unannounced inspection which took place on 09 June 2024 between 08:55 and 11:30. 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:

- Spent time with two young children using the service
- Spoke with the childminder
- Received feedback from seven parents/carers
- Observed practice and daily life
- Reviewed documents.

Key messages

- Children were happy, relaxed and confident in the childminder's care. They had fun and enjoyed spending time with their friends and with the childminder.
- The childminder knew children well and was responsive to their needs and parent/carer's wishes.
- Personal plans were in place for each child. These could be further developed to demonstrate more clearly how their needs are being met.
- Children were cared for in a safe, warm, nurturing environment.
- Children benefited from participating in a range of child led play experiences which reflected their interests.
- The childminder had started to develop self-evaluation and quality assurance processes to support continuous improvement in the service.

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 were happy, relaxed and comfortable in the childminder's care. They had formed positive attachments with the childminder and interactions were warm, caring and loving. Children were provided with, and often sought cuddles and reassurance from the childminder. This helped them to feel safe, secure and loved. The children had developed positive relationships with each other and clearly enjoyed spending time with one another. They played happily throughout our visit. A parent/carer told us, "My daughter loves going to Lisa, and I feel confident my daughter is happy, and well looked after."

The childminder had good knowledge of the children and understood what was important to them. The childminder was responsive to their cues and suggestions and children were listened to and their views were valued.

Positive relationships had been developed with parents/carers who were able to have informal conversations about their child's day and share information to support their children's care when they arrived and departed the service. Messages and photographs were regularly shared to keep parents/carers informed about their child's day. This supported continuity of care between the childminder and home. A parent/carer commented, "Lisa keeps me up to date each day and also, if my little one was upset and not want to leave me in the morning, Lisa will always send me updates."

Some important information about children's health, wellbeing and development was recorded in their personal plans. While the childminder had taken positive steps to improve personal plans since the last inspection, we found further information would support the childminder to demonstrate how children's needs are being met, their progress and achievements. This area for improvement will be repeated at this inspection (see area for improvement 1.)

Children's snack time experience was pleasant, relaxed and unhurried. Children benefited from healthy food options and their personal preferences were catered for. The childminder interacted positively with them, supporting when required. We asked the childminder to continue to use snack and mealtimes to maximise opportunities to promote children's independence.

The childminder recognised the importance of children being able to rest and sleep and family routines were followed. This ensured children had opportunities for rest throughout the day. A sleep policy had been developed and shared with parents/carers, which demonstrated how the childminder ensured children were kept safe and well while sleeping.

Quality indicator 1.3: Play and learning

The young children played happily with their favourite toys and activities, which were age and stage appropriate and reflected their wishes and interests. A child told us that they liked to play with the dolls, build castles with the blocks and they particularly enjoyed playing in the garden and meeting their friends at their local childminding group.

Children chose to play outdoors for most of our visit where they were able to access a range of outdoor play resources. We suggested that children's play and learning would be enhanced further by having access to more natural and open-ended materials to stimulate curiosity, problem solving and creativity.

The childminder was responsive to children's suggestions and their positive interactions extended their play and supported their learning. We found literacy and numeracy were naturally incorporated into children's play and learning experiences. For example, arts and craft activities were used well to support language and communication and block play provided opportunities for them to develop numeracy skills. A parent/carer told us that they liked, "the fun learning and activities, keeping my child entertained and happy all day."

Details of children at play and photographs were captured in their learning journals. This enabled them to reflect on their play and learning experiences and share their achievements and successes with parents/carers. A parent/carer told us, " Lisa is great, she is learning my little one numbers, colours. Alphabet is such fun ways. My little one comes home excited and learns new skills." We encouraged the childminder to ensure play opportunities continue to support and challenge individual children's learning and development and continue to record their progress and next steps. This will help to plan for individual children and enhance the quality of their play.

Children benefited from spending time outdoors regularly. In addition to the garden, they had regular opportunities to visit fun places in the local and wider communities. This helped enrich their learning and supported them to form positive links with their community. A parent/carer told us that children had opportunities to experience, "soft play groups, outdoor play and activities like Easter events and walks to parks."

Children had opportunities to socialise with wider groups of children and develop extended friendships when attending local groups and activities. This provided opportunities to watch and listen to other children, which helps them to learn from each other.

Areas for improvement

1. To support positive outcomes for children, the childminder should further develop personal plans with children and parents/carers and use these to demonstrate children's progress and achievements. Plans should be reviewed regularly.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15)

This should include, but not be limited to, ensuring;

- All about Me with personal preferences and routines, should be updated to reflect changes to children's needs
- Parents/carers are fully involved in their child's plan including planning the next steps in their learning and development
- Personal plans consistently show children's successes, and achievements.

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.

The childminder had created a warm, welcoming environment, where children, families and visitors were valued and respected. A parent/carer told us, "Lisa is always welcoming." Children were very comfortable and confident in the environment and were able to choose where they spent their time. They moved freely between the playroom, hall, kitchen and outdoors.

The areas used by children were comfortably furnished, clean and well maintained. Soft furnishings helped create an inviting and homely environment for children. Children mainly used the playroom for play activities which also provided a warm, cosy space for them when they were tired or wished to relax. The layout of the room had been well considered to ensure children had sufficient space to engage in their play activities. Children were encouraged to tidy up after play, which helped promote a sense of responsibility.

Children benefited from having a wide range of toys and equipment to choose from. Storage of toys had been well considered, which ensured children's independence and choice was promoted. Children could access the rear garden, when they wished. This provided a secure, spacious play space where they could be active and develop physical skills. There were a wide range of outdoor play resources to support their play experiences. The childminder encouraged and praised children when they engaged in more challenging play, however was close by to support and reassure when needed. Children felt safe as a result of the trusting relationships they had established with the childminder.

The childminder carried out visual checks of their home prior to children arriving and throughout the course of the day to ensure all areas remained safe. This meant they were able respond naturally to any potential hazards within the home. The childminder had reviewed and updated risk assessments, detailing the measures taken to minimise risks. As the childminder used their car for childminding purposes, we suggested that they consider developing a relevant risk assessment for this and for outings. This would help them demonstrate how children's safety had been considered.

We considered the measures in place to minimise the spread of infection in the service. The childminder ensured toys and furnishings were cleaned regularly, rooms were well ventilated and appropriate personal protective equipment was used when supporting children's personal care. Good hand hygiene practices were in place and the childminder ensured children were prompted and supported to wash their hands at key times. This encouraged children to learn good handwashing habits.

We found pets and their equipment were managed well. The childminder had a pet dog, who was approachable and friendly. A pet policy was also in place, which contributed to keeping children safe, while allowing them to safely interact with animals.

How good is our leadership?

4 - Good

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

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

The childminder had worked hard to address the requirement and area for improvement that were outstanding from the last inspection. This had a positive impact on the quality of children and their families' experiences.

Important information about the service was shared with parents/carers prior to them using the service, including policies and procedures. This helped them to understand the childminder's vision and ensured they were well informed about the service provided. A parent/carer told us, "Lisa feels like a member of the family. My husband and I trust her completely. She keep us up to date with everything we need to know."

The childminder had developed a more formal approach to self-evaluation. Current legislation, frameworks and best practice guidance were used to reflect on and identify what was working well in the service. We acknowledged this was at its early stages and encouraged the childminder to continue to consider how this process could help identify where improvements are needed. To support with this, they could consider using the challenge questions in Realising the Ambition and refer to the early learning and childcare improvement bitesize sessions, available on the Care Inspectorate HUB. This would help to improve outcomes for children and their families.

Parents/carers views were very important to the childminder. Regular contact and informal communications meant families could naturally influence the care provided. Quality questionnaires continued to provide parents/carers and children with an opportunity to more formally evaluate the service and share suggestions on how the service could be improved. A similar approach had been used to gather parents/carers views on how their child had settled in the service. It was clear from their feedback, that they were happy with the service overall. This reflected the views of those who shared their views with the Care Inspectorate. A parent/carer commented, "I feel my child is safe and Lisa is curious with the children which I absolutely love. She cares for my child like her own."

We saw that children were listened to, and their ideas and interests were used to influence activities and outings, which supported their learning and development. The childminder should continue to use children and their families' views to help improve the quality of their experiences.

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.

Quality indicator 4.1 Staff skills, knowledge, and values.

Children experienced love, warmth and kindness through positive interactions. This contributed to them feeling safe, secure and confident within the environment. Positive relationships with parents/carers, ensured they were involved in their child's care. When asked what their child liked about the service, one parent told us, "spending time with Lisa and seeing all my new friends there" another told us, "playing and going out the back garden."

The childminder was clear about the conditions of registration and a copy of their registration certificate was accessible to parents/carers. They were well organised and appropriate records were in place, for example, business and car insurance was in place to protect those who used the service. This ensured they were meeting their responsibilities of delivering a professional registered childcare service and helped keep children safe.

The childminder was fully committed to ensuring children and their families received a high quality service and demonstrated a willingness to take and act on our suggestions. The childminder was well experienced and held a relevant early years qualification, and as a result had good knowledge of child development. The childminder continued to ensure that first aid and child protection training were refreshed regularly. This helped keep children safe and protected. Regular reading, research and training on topics such as supporting children with additional support needs and diversity and inclusions had helped further develop their knowledge and skills. The childminder was organised and kept a record of learning and development activities. We encouraged them to consider how this could be used as a reflective process to capture the impact on children's experiences.

Meeting regularly with other childminders, being a member of the Scottish Childminding Association and accessing information from the Care Inspectorate HUB, helped the childminder keep up to date with new developments and explore topical issues.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

In order to ensure that children experience a service that is safe, well led and managed, the provider must ensure that the service's conditions of registration are complied with at all times.

This to comply with: The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011. (SS1 2011/210) regulation 4 (1) (d) - welfare of service users.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14) and 'I use a service and organisation that are well led and managed (HSCS 4.23).

This requirement was made on 24 May 2023.

Action taken on previous requirement

The childminder had taken appropriate action to address this requirement.

On the day of our visit, the childminder was complying with the conditions. There were two children attending the service. The childminder was clear about her responsibilities and appropriate attendance records were kept which demonstrated when each child arrived and departed the service.

Met - within timescales

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

To support positive outcomes for children, the childminder should further develop personal plans with children and parents/carers and use these to demonstrate children's progress and achievements. Plans should be reviewed regularly.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15)

This area for improvement was made on 24 May 2023.

Action taken since then

The childminder had taken some positive action to address this recommendation and had developed different documents, for example, SHANARRI wellbeing indicators were being used well to link children's learning and development. While the childminder knew children very well and had a good understanding of their needs, how to support each child and their achievements, this could be reflected more clearly in their personal plans.

We have repeated this area for improvement at this inspection.

See Key Question 1, Quality indicator 1.1: Nurturing Care and support.

Previous area for improvement 2

To ensure children's safety and wellbeing, the childminder should ensure medication is managed effectively in the service.

This should include but not limited to ensuring:

- medication procedures reflect best practice.
- details of children's medication is clearly recorded in an appropriate recording system.
- written consent is consistently obtained from parents/carers.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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 24 May 2023.

Action taken since then

The childminder had taken the required action to improve how medication was managed in the service and record keeping had been further developed to reflect best practice guidance.

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.

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

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