

# Lisa Coli Childminding Child Minding

Strathpeffer

**Type of inspection:**  
Unannounced

**Completed on:**  
11 July 2024

**Service provided by:**  
Lisa Coli

**Service provider number:**  
SP2023000126

**Service no:**  
CS2023000200

## About the service

Lisa Coli is registered to provide a childminding service to care for 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.

Where the childminder is working together with an assistant they may care for a maximum of 12 children up to 16 years of age, of whom no more than six are not yet attending primary school and of whom no more than two are under 12 months. Numbers include the children of the childminder's family/household.

The service operates from the childminder's home in a quiet rural location close to Strathpeffer. She makes use of the kitchen/dining room, playroom, lounge and toilet. There is also an extensive, fully enclosed outdoor area which is extremely well used. The childminder also makes use of various local facilities including parks and walks to offer the children the opportunity to be healthy, active and have access to fresh air and exercise.

## About the inspection

This was an unannounced inspection which took place on Thursday 11 July 2024 between 13:30 and 15:30. 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:

- Spoke with the children attending the service.
- Reviewed feedback from eight parents.
- Spoke with the childminder.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

- Children were very happy, relaxed and enjoyed spending time in the care of the childminder.
- Children experienced nurturing care and support from a childminder who knew them very well.
- The childminder had established extremely strong working relationships with families.
- There was a very good range of resources, including loose parts and open ended resources, which the children could independently access.
- Children benefited from the rural location of the service and access to lots of space to explore, play and learn.
- The childminder had a clear knowledge of child development and caring for children's individual needs.
- The childminder should continue to carry out regular self evaluation and improvement planning processes.

## 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 very good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### Quality indicator 1.1 - Nurturing care and support

There were four children present on the day of the inspection who were all extremely happy and relaxed in the care of the childminder. They had secure attachments with the childminder who was very responsive to their individual needs. Children experienced warm, caring and nurturing approaches from her which supported positive outcomes for them. Loving, caring and warm relationships provided support to children, helping them to build resilience and promote their emotional wellbeing.

During the visit the childminder was very attentive and responsive to the needs of each of the children. We saw lots of warm and nurturing interactions, chatting, smiles, praise and encouragement. From our observations and discussions with the childminder, it was clear that she knew each of the children in her care extremely well which ensured that she was able to respond to their individual care needs. The childminder had put in place personal plans for each child, which contained relevant background information and details of the child's routine. The plans were completed with parents and carers and routinely reviewed to ensure that they continued to meet the changing needs of the children.

Working in partnership with parents was a priority for the childminder. She understood the importance of ensuring that children experienced regular routines and consistent care. Having close working relationships with the parents allowed for open communication and information sharing. Comments from all the parents supported this; 'Very positive relationships with lots of open lines of communication' and 'she always has time to discuss the needs of my child' and 'Great relationship, great communication and feel very lucky to have her look after my daughter'. As well as offering informal feedback at drop off and pick up times each day, she completed detailed daily diaries for each of the younger children which parents greatly appreciated. The childminder also made use of photographs and messaging services to keep in very regular contact with families.

The childminder was very aware of her responsibility to safeguard children. She had completed relevant training and had a good understanding of child protection. We were confident that the childminder was committed to her role and responsibilities in keeping children safe from harm.

### Quality indicator 1.3 - Play and learning

Children had fun taking part in a wide range of play experiences which reflected their interests and stage of development. She offered children opportunities for both planned experiences and spontaneous play activities. These enriched children's play and learning and stimulated their natural curiosity. The childminder was responsive to children, encouraging and extending their imagination and learning. Sensitive and skilled interactions were used to extend children's thinking and learning.

Children were free to lead their own play and learning. They were able to independently choose from a range of resources and toys which were age and stage appropriate. There was a wide range of natural and loose parts that can develop children's curiosity, creativity and imagination.

There was a very large garden surrounding the property which contained an extensive range of resources which offered children opportunities for challenge, creativity, developing independence and imagination. Outdoor play experiences were extremely popular with all the children. They spent time outdoors every day which allowed them to be active and explore the world around them. The childminder also made good use of the local community for walks and visits to the local woodland, which provided children to have access to fresh air and physical exercise.

For the majority of the inspection, the older children were enthusiastically playing outdoors. When asked what they liked to do at the childminders, being outdoors was the unanimous response. Parents strongly appreciated the opportunities for their children to take part in outdoor play and learning. Parental feedback in relation to the outdoor activities their children had enjoyed taking part in at the childminder's included; 'Woodland walks, garden play, feeding Lisa's animals. Mud pit - pouring, digging, collecting and making piles.' and 'Games, hide and seek, playing on outdoor equipment, time to explore and be curious' and 'My child is outside whenever he wants to be at Lisa's and there is so much to entertain him. He asks to go to Lisa's so he can play'.

## How good is our setting?

**5 - Very Good**

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

### Quality indicator 2.2 - Children experience high quality facilities

Children benefited from a safe, welcoming and homely environment with ample space, light and ventilation. This supported children to feel safe and secure. The children enjoyed the freedom to play and explore their surroundings. The environment offered children a fun and enjoyable experience and supported positive outcomes.

There was a very good selection of resources which captured the children's interests and supported their play and learning experiences. The childminder recognised the benefits of having open ended and natural resources to extend the children's learning through play. Children were able to direct their own play and activities, choosing and freely accessing age appropriate and interesting resources to support their learning. Parents all agreed that the setting offered their children an exciting environment with so many opportunities to extend their play and learning.

Being outdoors was popular with all the children who attended. Children had direct access to the large garden where they could engage with a wide range of resources. The children enjoyed being able to help with the animals such as the chickens, sheep and goats. The childminder also made good use of the surrounding area for walks and visits to the woods to allow the children to explore and investigate their local environment and community. The childminder recognised the benefits of supporting children to safely engage in play to push their own boundaries and build self confidence. Parents appreciated their children getting outdoors each day to play, take part in active play and have access to fresh air. Comments made included; 'My child loves being outside and exploring the surroundings and Lisa has a brilliant garden to do this, where I know he will be safe. He loves having the animals around and enjoys all the toys and sports' and 'She has a nurturing environment that my son thrives in. She rolls with the children's interests and always has exciting opportunities for my child to be involved in'.

We found that the childminder was vigilant in her care of the minded children. Children attending the service were kept safe through the various systems the childminder had in place.

The childminder explained that she completed daily visual checks before the children arrived as well as at the end of the day. The spread of infection was minimised by effective cleaning measures.

## How good is our leadership? **5 - Very Good**

We evaluated this key question as very 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.

The childminder was committed to the ongoing development of her service and routinely reflected on her practice to ensure that she provided improved outcomes for the children in her care. She had established very good working relationships with families and valued parental feedback and encouraged families to give feedback informally. Taking account of their views and suggestions contributed to families feeling valued, included and respected.

Daily communication with families was a key strength of the service. A variety of communication methods were used to keep families informed of their child's day. Daily conversations, a closed Facebook page and daily messages helped families feel involved in all aspects of their child's play and learning. Parent comments included; 'there is always a detailed handover when collecting my child' and 'Lisa is always welcoming and friendly. She always has time to discuss the needs of my child' and 'Lisa is lovely, approachable, genuine, she has an amazing relationship with the children and parents'.

Children were empowered and very much involved in the day to day running of the service and deciding what they would like to do while they were there. The childminder listened to any feedback the children made about the activities they took part in and took this into account when reviewing her service.

Throughout the inspection visit, the childminder demonstrated a motivated, enthusiastic approach to continuous improvement. She was able to confidently discuss her plans to develop her service and how she had fully involved the families in these plans.

## How good is our staff team? **5 - Very Good**

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

### Quality indicator 4.1 - Staff skills, knowledge and values

Children had established very strong attachments with the childminder. There were four children present on the day of the inspection who were all very happy, settled and relaxed in the care of the childminder. The childminder was very warm, nurturing and caring in her approach which supported the children to feel valued, respected and loved. Parent's comments about the childminder's professional qualities included; 'Lisa always welcomes feedback', 'Lisa takes on board what the children want and will always do her best to ensure this can happen', 'Lisa provides the highest quality of childcare' and 'I am 100% happy with the service Lisa provides, no improvements needed'.

The childminder was very aware of and responsive to the individual needs of the children who attended her service. Children were encouraged to share their views, thoughts and opinions through regular discussion.

Children were actively encouraged to choose activities and experiences each day. This meant children felt listened to, knew their views mattered and supported their self esteem and self confidence.

The childminder's knowledge and skills supported high quality care and experiences for the children. The childminder was reflective and was able to identify areas for development to support individual children in her care. She had attended a range of training to support and improve her practice. The childminder was able to tell us how she had used what she had learnt to develop the service to ensure that she met the individual needs of the children. She explained that she was hoping to complete further training as it became available. As a result, children and their 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.

The childminder was very proactive in keeping up to date with key best practice guidance and had accessed useful websites to support her in developing her service. We directed the childminder to the Care Inspectorate hub where she would be able to access a range of current best practice guidance and other relevant publications.

## 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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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

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