

Lisa's Childminding Service

Child Minding

Dalgety Bay

Type of inspection:
Unannounced

Completed on:
5 August 2024

Service provided by:
Lisa Smith

Service provider number:
SP2013984755

Service no:
CS2013316432

About the service

Lisa's Childminding Service is provided by Lisa Smith. The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16. Numbers are inclusive of children of the childminder's family. The childminding service is provided from their property in a quiet, residential area of Dalgety Bay.

The service is close to the local school, shops, parks and other amenities. The children are cared for downstairs and use the living room and kitchen. They have access to a bathroom upstairs. The garden to the rear of the property is fully enclosed and easily accessed from the kitchen.

About the inspection

This was an unannounced inspection which took place on 5 August 2024 between 09:30 and 12:40. 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
- received feedback from six families
- spoke with the childminder
- observed practice and children's experiences
- reviewed documents.

Key messages

- Children experienced warm, kind, and caring interactions. They had developed positive attachments with the childminder.
- Children had fun and were engaged in their play. The childminder was responsive to children's interests and cues enabling them to lead their own play and learning.
- Children experienced an environment which was homely, comfortable and well ventilated.
- Effective use of self-evaluation had supported the childminder to reflect on their progress and identify strengths and areas for improvement.
- Children benefitted from the childminder's commitment and motivation to learn.

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?	4 - 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 experienced warm, kind, and caring interactions. For example, during personal care, the childminder chatted and sang with children which created a positive and relaxing experience. Children sought comfort and were offered cuddles and reassurance which helped them to feel safe and secure. This demonstrated positive attachments between the children and childminder. Families were very positive about the care their children received. Their comments included, "My child adores Lisa", "Very nurturing environment" and "My child is happy and settled in her care".

The childminder knew each child's individual needs and interests well. As a result, children were happy and relaxed. Effective use of personal plans supported the childminder to meet each child's needs and wishes. Children experienced continuity and consistency of care as families shared information about their child. This information was used effectively by the childminder to ensure children's home routines and preferences were followed.

Children experienced a sociable mealtime and were offered a choice of healthy foods. They were encouraged to be independent, for example, younger children fed themselves which helped them to develop life skills. The childminder offered support where needed to help children to succeed. Children were able to eat at a pace which was right for them as the childminder created a relaxed atmosphere. As a result, children had a positive experience.

Children's sleep routines were flexible to meet their needs and family wishes. A travel cot was provided to support children to sleep comfortably and safely.

Quality Indicator 1.3: Play and learning

Children had fun and were engaged in their play. The childminder was responsive to children's interests and cues enabling them to lead their own play and learning. Families told us their children's development was supported through interesting and fun experiences. Opportunities for play and learning were enhanced through connections with their local community. Outings to local parks and woodland supported them to experience daily active, outdoor play opportunities which had a positive impact on their wellbeing and development.

The childminder had a good understanding of children's development and provided effective support to meet their needs. Children's early communication and language development was supported through singing and the repetition of words and phrases. They experienced joy as they sang songs and read stories together. Numeracy was naturally woven into daily experiences, for example, when playing games together. As a result, children were happy, confident and having fun.

Children's achievements and successes were recognised and celebrated. The childminder had recorded some observations of children's development which was shared with families. Families told us, "Lisa keeps us updated about our children's development". The childminder was in the early stages of identifying children's next steps to plan experiences and extend learning.

How good is our setting?

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 2.2: Children experience high quality facilities

Children experienced an environment which was homely, comfortable and well ventilated. They had plenty of space to play, rest and relax. Children's choice was promoted as they independently accessed a selection of toys, books, and games. Families commented positively on the experiences available for children to choose from.

Children had free flow access to the garden which offered opportunities for them to be active and develop their gross motor skills. For example, children enjoyed throwing and catching balls. The 'play shed' in the garden was well resourced and provided children with a variety of play opportunities. Children's individual needs, stages of development and interests had been well considered to ensure that toys and resources were developmentally appropriate. There were opportunities for children to play with loose parts and open-ended materials. This supported children's creativity, problem solving and imagination.

Handwashing was inconsistent across the day and did not always follow current best practice. This had the potential to compromise children's health and wellbeing. The childminder followed good infection, prevention and control measures during nappy changing to minimise the risk of infection.

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 led well

The vision, values and aims had been reviewed by the childminder and reflected the service provided. This meant that families had clear expectations about their children's experiences.

Families' views were actively sought to influence change within the setting. They had opportunities to share feedback, for example through questionnaires. The use of open-ended questions encouraged families to give detailed feedback to support improvement. These opportunities meant they had their views heard and helped them to feel included in the development of the service. They told us, "Lisa keeps us well informed through daily notes and check ins throughout the year through questionnaires" and "Easy to communicate with".

Effective use of self-evaluation had supported the childminder to reflect on their progress and identify strengths and areas for improvement. As a result, the childminder had identified improvement priorities. They were in the early stages of some aspects of their improvement plan and were yet to implement some changes and evaluate their progress. The childminder's reflective approach supported continuous improvement.

How good is our staff team?

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 4.1: Staff skills, knowledge and values

Children experienced warmth, kindness and compassion. As a result, they had built strong relationships with the childminder. Families commented very positively on the relationships their children had with the childminder. They told us, "My child has a fantastic bond with their childminder" and "My child has a great connection with our childminder".

The childminder was responsive to support and feedback and used this constructively to improve practice. For example, they had developed quality assurance processes to support improved outcomes for children and families.

Children benefitted from the childminder's commitment and motivation to learn. The childminder had a good understanding of how children develop. For example, they confidently discussed the benefits of outdoor play and learning through nature. This meant that children had fun play and learning experiences.

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

Requirements

Requirement 1

By 1 September, 2023, children must be cared for in a safe and hygienic environment. The provider must ensure the premises are safe, clean and tidy at all times. This should include, but is not limited to:

- a) decluttering surfaces and storage areas so these can be cleaned effectively
- b) ensuring the bathroom is always clean and well presented
- c) keeping food preparation areas clean, tidy and clutter free
- d) ensuring the floors are clean.

This is in order to comply with Regulation 4 (1)(d) (welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

This is to ensure staff skills and knowledge is consistent with the Care Inspectorate practice notes, 'Keeping children safe' and the Health Protection Scotland document, 'Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings).

This requirement was made on 3 August 2023.

Action taken on previous requirement

Children experienced a clean and tidy environment which helped to keep them safe. This requirement has been met.

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

The provider should ensure individualised care plans are updated at least every six months with parents to identify all aspects of support required and strategies to do so. This is to enable children to feel supported, secure and help them achieve. Reference should be made to 'Guide For Providers On Personal Planning Early Learning And Childcare' available at <https://hub.careinspectorate.com>.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state 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 3 August 2023.

Action taken since then

Personal plans reflected children's individual needs. They had been reviewed with families to enable the childminder to provide continuity in children's care. This meant that children were well supported to achieve their potential. This area for improvement has been met.

Previous area for improvement 2

To support a culture of continuous improvement that addresses key areas for improvement, the provider should implement a robust and effective quality assurance system to monitor and sustain positive experiences for children across the service. This should include regularly updating policies and procedures and gathering children's and families views of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 3 August 2023.

Action taken since then

Quality assurance processes had been developed and implemented, including gathering the views of children and families. As a result, children and families experienced improved outcomes. This area for improvement has 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	5 - Very Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - 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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