

Lisa Marie Childminding Child Minding

EDINBURGH

Type of inspection:
Announced (short notice)

Completed on:
26 July 2024

Service provided by:
Lisa Fleming

Service provider number:
SP2022000030

Service no:
CS2022000048

About the service

Lisa Marie Childminding is registered to provide care to a maximum of six children at any one time under the age of 16, of whom no more than six are under 12 years, no more than three are not yet attending primary school and of whom no more than one is under 12 months.

The service operates from the childminder's home in a residential area of South Edinburgh. Children have access to all downstairs rooms which include the living room, dining room, bathroom, kitchen and bedroom/playroom. The property has a shared back garden. The service is close to local primary schools, shops, parks and other amenities.

About the inspection

This was an unannounced inspection which took place on 23 July 2024 between 10:00 and 12:00. 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 inspection findings, registration information, information submitted by the service and intelligence gathered.

In making our evaluations of the service we:

- spoke with the childminder
- received six responses from the online survey we sent out
- observed practice and daily routines of children
- reviewed documents relating to the management of the service.

Feedback was given to the childminder by phone on 26 July 2024.

Key messages

- Children experienced warm, kind and nurturing interactions which supported them to feel comfortable, safe and secure.
- The childminder had good working relationships with the families which supported effective communication and information sharing.
- Personal plans in place which were routinely reviewed to ensure that they contained information about children's individual care needs and how they should be supported.
- There was a range of resources which the children could independently access.
- The range of loose parts and open-ended resources could be further extended to enrich children's play and learning and stimulate their natural curiosity.
- Children spent time outdoors on a daily basis, which supported them to be healthy and active and explore their local community.
- The childminder was committed to professional development and the ongoing evaluation of their 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?	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 made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Quality indicator 1.1: Nurturing care and support.

Children were happy and relaxed in the childminders care, and benefited from warm, kind, and nurturing interactions. The childminder encouraged and praised children and offered lots of cuddles and physical comfort. This contributed to them feeling secure and nurtured. Parents told us, "We are really impressed and happy with the care and support Lisa provides for our child".

Children and their families experienced a friendly and welcoming service. The childminder worked in partnership with parents in gathering information and following routines from home. This supported a continuity of care and familiarity for children. Communication with parents throughout the day helped them feel reassured and involved in their child's experiences. One parent told us they enjoyed, "Lovely photos and updates every day".

The childminder knew the children well and personal plans were in place to support children to experience consistent care and support. Plans contained relevant background information and details of the children's routines. This information helped the childminder care for and support the children. Following the previous inspection, the childminder routinely reviewed and updated the children's plans with parents. This supported the childminder to be confident she had the correct and up to date information to meet children's needs.

The childminder recognised the importance of rest and sleep for children's overall wellbeing and followed family routines. This ensured children had opportunities for rest throughout the day. A travel cot was available to support safe and comfortable sleep for the youngest children, and there were appropriate areas for older children to rest and relax.

Children experienced a relaxed and unhurried lunchtime that allowed them to eat at a pace that suited them. The childminder offered the children appropriate levels of support and supervision. This meant that children were safe and benefitted from a positive mealtime experience. Families provided packed lunches for their children and the childminder provided healthy option snacks. These met with children's individual and dietary needs and included, for example, watermelon, banana, breadsticks and crusty bread. We discussed children could be more involved in the preparation of mealtimes. This would support their independence and sense of responsibility.

Quality indicator 1.3: Play and learning.

Children had fun playing with toys and resources which they could readily access and meant they were free to follow their individual interests. The childminder engaged well with the children during their play, showed interest and supported them to extend their learning.

Children told us they enjoyed playing with cars, dinosaurs and playing outside. Photographs evidenced children's play and learning experiences, and their achievements and successes were shared with parents. The childminder discussed the children's interests and preferences and how they supported the

children in their play to identify children's interests based on individual needs. Observations of children's progress and achievements were completed. The childminder should continue to develop these to support children to progress, and develop a broad range of lifelong learning skills.

Literacy and numeracy were promoted during play activities. Children were able to access a variety of books, and the use of songs and rhymes promoted early communication and language skills. As a result, children's opportunities for play and learning were enhanced.

There were some natural resources available, however, these could be further developed to promote children's curiosity and creativity. We signposted the childminder to The Loose Parts Toolkit on the Care Inspectorate's Hub, to extend and explore further opportunities.

Children had daily access to outdoor play which kept them active and allowed them to have fun, which contributed to good health. The childminder made use of the enclosed garden to the rear of the premises and good use of the local community. Regular visits to local parks, the beach and 'Figgie park' enabled children to explore different experiences. Local playgroups provided further opportunities to support children to meet with other children and extend their learning.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Quality indicator 2.2: Children experience high quality facilities.

Children benefitted from being cared for in a bright, clean, well-furnished, and well-ventilated environment. Furniture in the lounge was arranged so that children could enjoy floor activities, and there were sofas for children to rest and relax on. Children could use the table in the dining area for mealtimes and for table activities for example, arts and crafts. One parent commented the childminder, "Provided a home away from home".

The childminder had implemented infection control practices that followed best practice guidance to support children's safety. This included disposable gloves and aprons for the purposes of nappy changing and good hand hygiene.

The environment had been arranged to promote children's play, such as low storage boxes. The childminder was aware of children's interests and supported access to materials that may be out of reach. Children were provided with a range of age-appropriate toys and games that supported their play. The youngest children enjoyed playing with construction toys, dolls and sensory activities. There were a range of resources for older children to enjoy which included Lego and arts and crafts. Parents told us, "The range of materials, resources and toys at Lisa's home, including loose parts, water play, sensory play, art activities and crafts, reading and stories".

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. Risk assessments were in place which covered aspects of the home, outdoor play, and outings. We asked the childminder to make some adjustments to the risk assessment for the two beehives in the upper area of the back garden. This would ensure all safety measures and procedures were in place in keeping children safe.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Quality indicator 3.1: Quality assurance and improvement are led well.

The childminder had a friendly and welcoming approach with children and families. This supported the development of trusting relationships. The childminder spoke daily with parents, and shared children's experiences throughout the day. The use of WhatsApp, text messaging and photo sharing helped parents to be involved in their child's day. Parents told us, "Lisa is always supportive, positive and flexible about any requests we have".

A clear vision, values and aims were in place which reflected the service provided. These were shared with families when they visited the service and included within the service welcome pack.

Since the previous inspection, the childminder had developed an improvement plan based on identified areas of improvement highlighted at the last inspection. This could now be further developed with children and parent's involvement. This would help influence and lead positive changes for children.

Feedback was gathered about the service through informal methods which included asking children for suggestions and using observations to see how children were enjoying their play opportunities. The childminder should continue to use this approach to collate feedback from parents and use any suggestions to inform improvements to the service.

How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Quality indicator 4.1: Staff skills, knowledge and values.

Children benefitted from the childminder's warm and responsive approach, and we saw positive interactions which helped children to feel valued and included. Positive relationships had been built with families which supported strong relationships. As a result, children were happy, confident and their needs were being met. Parents shared, "Our child gets so many great opportunities through their childcare experience with Lisa, and we feel lucky that she is our child's childminder".

The childminder was committed to their ongoing professional development and since the previous inspection had embarked on SVQ level 3 in Social Services Children and Young People. The childminder talked about their learning and gave examples of how they used them in their practice. Children benefited from these quality experiences as the childminder's skills, knowledge and enabling approach supported them to achieve their potential. The childminder had developed a learning log to track training. This would assist them to reflect on their learning and evidence any impact on children's experiences.

The childminder linked with other local childminders, which helped promote professional discussion of new guidance, challenges, and practice sharing. This encouraged them to reflect on their service and supported them to identify areas for development. The childminder was a member of the Scottish Childminding Association (SCMA). We discussed with the childminder regular access to their website and the Care Inspectorate Hub, would help to keep them abreast of current guidance.

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 ensure children's information is current and relevant, the childminder should ensure that all information in personal plans is reviewed at least every six months with families.

This is to ensure that 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 28 April 2023.

Action taken since then

Personal plans had been reviewed and a recording system put into place to ensure parents reviewed their child's information at least every six months.

This area for improvement is met.

Previous area for improvement 2

To support children's safety and comfort, children's sleep arrangements should be reviewed and developed in line with safe sleeping guidance.

This is to ensure that care and support is consistent with Health and Social Care Standards (HSCS) which state 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 28 April 2023.

Action taken since then

The childminder was following best practice in sleeping arrangements. A travel cot was available for younger children and sleep areas for older children if required.

This area for improvement is met.

Previous area for improvement 3

To contribute to children's learning needs being met, the childminder should ensure individual learning is evaluated and progress captured.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which state that 'My care and support meets my needs and is right for me.' (HSCS 1.19)

This area for improvement was made on 28 April 2023.

Action taken since then

Observations of children's learning was evidenced, identifying their development and interests. Regular communication with parents was used to share progress and identify further areas for children's development and improvement.

This area for improvement is met.

Previous area for improvement 4

To minimise the potential spread of infection, the childminder should follow best practice in relation to nappy changing. This includes the use of disposable gloves and disposable apron.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.' (HSCS 4.11)

This area for improvement was made on 28 April 2023.

Action taken since then

Infection and control practice was in place and PPE equipment was available and used during nappy changing.

This area for improvement is met.

Previous area for improvement 5

To provide meaningful continuous improvement, the childminder should create an improvement plan that highlights focussed areas for development. 'A Quality framework for daycare of children, childminding and school aged childcare' will support the childminder assess and identifying improvements.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that '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 28 April 2023.

Action taken since then

The childminder had developed an improvement plan to assess and identify improvements.

This area for improvement is met.

Previous area for improvement 6

The childminder should continue to develop their skills and knowledge through training, self-directed reading and developing awareness of current good practice guidance to further enhance outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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)

This area for improvement was made on 28 April 2023.

Action taken since then

The childminder had enrolled on SVQ level 3 in Social Services Children and Young People to gain a broader knowledge of the sector.

This area for improvement is 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?	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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