

# Morrison, C. Lesley Child Minding

Helensburgh

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
2 July 2024

**Service provided by:**

**Service provider number:**  
SP2005952114

**Service no:**  
CS2005107658

## About the service

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder offered a service before and after school only to school aged children. At the time of inspection, nine children were registered with the childminder aged from five to 10 years. Five were present during the inspection.

The childminding service operates from the childminder's home which is a detached property in the village of Rhu in Argyll and Bute. The children can access the facilities on the lower level of the house. There is a large garden to offer children opportunities for fresh air and outdoor play.

The service is relatively close to local bus routes, a primary school and two play parks.

## About the inspection

This was the first inspection of the service since the pandemic. It was a short notice announced inspection which took place on Thursday 27 June 2024 from 12:45 - 15:45. Feedback was provided on 2 July 2024.

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 five children using the service and eight families
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

## Key messages

- The children told us that they had developed very positive relationships with the childminder and enjoyed their time there. The children were very happy and relaxed in the care of the childminder and enjoyed a good range of experiences.
- The childminder knew each child very well as an individual and had the information needed to tailor care to children's individual needs.
- Parents were very happy with the quality of the service provided to their children and agreed that the childminder had developed strong and effective channels of communication with families.
- The childminder had made a good start on assessing the strengths and quality of the service and identifying any improvements.
- The childminder had a well-developed knowledge and understanding of the skills and qualities required to provide an effective childminding 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?	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?

4 - Good

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

The childminder knew the children in her care extremely well. Comprehensive information gathered from the parents and children themselves enabled the childminder to meet children's individual needs sensitively and effectively. Written personal plans were in place but these needed to be reviewed at least once every six months with parents to capture relevant changes and important developments in children's lives. Using the Getting it right for every child (GIRFEC) wellbeing indicators would have made targets for children's learning and development more individual. Parents commented: "We sat down with Lesley at the start of the year and went through all of our child's information in detail. What they like/dislike, diet, wellbeing, vaccinations etc. Lesley was very thorough and took the time to fully understand our child and their needs" and "Our childminder listens to any of our feedback concerning our child's development/needs and passes information on when required."

The childminder demonstrated a very nurturing approach to caring for the minded children, discussing the importance of getting to know children as individuals and being attuned to their feelings and moods, taking time to talk to them about their day and taking cues from them. Parents told us: "Lesley is warm and welcoming to my child and I feel that my child is emotionally, spiritually and intellectually nurtured when in her care. She is very good at communicating with me, even with short notice and is happy to answer any concerns or questions my child or I may have", "Very happy with the care and support given to our child" and "As working parents we are so lucky to have found Lesley, her childminding service is an incredible asset. She provides a safe and nurturing environment and adapts to our child's needs, which can vary after a long day at school. Lesley is wonderful, we would be lost without her."

The childminder provided breakfast and snacks for the children in her care. Children brought their own snacks to the service or helped themselves to fruit from the bowl. During the inspection, children enjoyed a picnic on the local beach with party food. The childminder had registered her business with the local authority in relation to food preparation and was familiar with food safety procedures. Children told us that they enjoyed the snacks and could make suggestions for different options.

The childminder's approach to play and activities was child-centred and responsive to the children's interests, wishes and level of skill. A range of resources was easily accessible to children and could be chosen to reflect their interests. The childminder told us that most days children asked to spend time outdoors at the local park, beach or in the childminder's large garden. Children spoke with us about the many things they enjoyed at the service but most discussed their preferences for outdoor play. Parents told us: "My child enjoys outdoor play and loves going to the park after school with Lesley, playing games in the house with other children who Lesley is childminding", "Lesley ensures the children are involved in their after school activities, this mostly centres around being outside when the weather allows. Sometimes it's just quiet time after a busy school day, but also Lesley will support requested activities, for example making Playdoh, pancakes, playing card games" and "Lots of outdoor play which is what my child really enjoys."

The children were relaxed and at ease with the childminder at the beach party, chatting to her freely and confidently. This highlighted the very positive relationships the children had developed with the childminder. Children told us how much they valued their relationships with the childminder and parents agreed: "Our child thoroughly enjoys the time spent with Lesley, has a great relationship with her and is always fully supported and encouraged" and "Our child enjoys the walks to school with Lesley, exploring the various routes in the local area and playfully chatting about what they observe along the way."

There were appropriate arrangements in place for the safe administration of medication to children. However, we noted that the childminder had not yet been asked to administer any medication to children recently.

The childminder had developed a policy detailing her approach to preventing and controlling the spread of infection within her home. We found that there were good arrangements in place in relation to this to protect children. Regular hand washing routines were in place to educate children on the importance of good hand hygiene.

## 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.

We found that the childminder had created a warm, comfortable, welcoming and homely environment for the children to play and relax in. Children were able to access the playroom, kitchen, hallway and downstairs toilet. There was a good selection of play resources available. These resources were well-organised and accessible to the children to allow them to make choices.

The home was in good repair, clean and a good standard of health and safety was observed throughout. Appropriate arrangements were in place for cleaning the home and resources. The back garden was a large and a safe place for fresh air and outdoor play.

The childminder provided appropriate activities, materials and experiences for the children, both indoors and outdoors. This reflected the interests, development and learning stages of the children in her care. Children had daily opportunities to play outdoors and get fresh air. They particularly enjoyed the visits to the local play park.

The childminder was confident about her responsibilities to keep children safe and had developed robust risk assessments for her home, garden and outings which recorded all identified hazards and control measures needed to keep children safe. The childminder reviewed these regularly to ensure they remained up-to-date.

The childminder had developed a comprehensive policy detailing her approach to controlling and preventing the spread of infection within her home and there were good arrangements in place to prevent and control the spread of infection within the service to protect children.

We confirmed that the childminder held appropriate insurance to operate the service.

The childminder was advised to ensure that annual maintenance arrangements were in place to ensure the gas boiler and central heating were working safely.

Parents told us that they felt welcome at the childminder's home commenting: "Lesley ensures that we always feel welcome at her house", "Lesley is very open and accommodating. I have watched my child playing in the park under Lesley's supervision and have observed my child engaged in various puzzles, games and craft activities in Lesley's home. Both playing directly with Lesley, and peers, with whom great relationships have been developed under Lesley's care" and "Lesley has an open door policy."

## 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.

As well as carrying out an annual review with parents, we found that the childminder relied on daily discussions to ensure that children and their families could be consulted on the day-to-day running of her service. The childminder ensured that parents were involved from the outset and through the settling in period. She shared policies and procedures at enrolment and was willing to respond to ideas and routines highlighted by parents. This was particularly relevant where the childminder and families needed to develop a consistent approach to children's care routines. Parents agreed that their contribution was welcomed and commented "Lesley is happy to discuss this with us and we submit an annual feedback form."

Through regular communication with the parents and children, the childminder was able to provide a service that met the needs and interests of the children she was caring for. The childminder regularly shared the children's experiences, successes and achievements with their parents. This approach helped parents feel they were included in their child's day. Parents commented "[We have a] lovely rapport" and "Very much works in partnership with our family to meet our child's needs."

The childminder advised that some children were dropped off and collected by their families at the front door of her home and other families liked to be welcomed indoors. The childminder recognised the many benefits for both children and their families of being invited into the childminding home and several parents agreed that they liked to be welcomed into the childminding setting.

The childminder used verbal feedback and short questionnaires from the parents and children to reflect on the type of experiences they were having. This helped her develop future plans and reflect on the care and activities she provided to the children and families.

The childminder had carried out some preliminary work to assess the quality of the service against the Care Inspectorate document, A quality framework for daycare of children, childminding and school-aged childcare. The childminder had adapted the tool for use within her own service and started the process of identifying and recording strengths and areas to improve outcomes for children and families. We agreed that that with some further development this would form a very good evidence base for a service improvement plan.

Appropriate arrangements were in place to record details of any accidents and incidents occurring and to pass this information on to families. The childminder was trained in first aid to ensure she had the skills and confidence to react to any accidents or health issues arising whilst children were in her care.

**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.

The childminding service had been operating for 18 years and, as a result, the childminder was highly skilled and experienced with well-developed procedures and processes in place. All paperwork was comprehensive, well-developed and maintained to ensure positive outcomes for children and families.

The childminder had a well-developed knowledge and understanding of the skills and qualities required to provide an effective childcare service and ensured her knowledge and practice remained up-to-date through participation in continuous professional development.

Since our last inspection, the childminder had participated in training in child protection and paediatric first aid. The childminder was confident about her role in safeguarding children. Further training had been completed in food safety, young carers, infection prevention and control, gender equal play, self-evaluation and using sign language in an early years environment.

The childminder used informal self-reflection to consider her skills and practice and development needs. We highlighted the Care Inspectorate Hub as a good source of information and practice guidance. We suggested that the childminder accessed this resource where possible to enhance her approach to continuous professional development. <https://hub.careinspectorate.com/>

The childminder told us that she kept up-to-date with best practice guidance and changes to legislation through accessing online resources. The childminder had developed close working relationships with other childminders in the area, which provided mutual support and development opportunities. She told us this was an extremely effective way to highlight, share and exchange ideas and best practice advice. The childminder also had membership with the Scottish Childminding Association (SCMA) which was a good source of information and advice.

The childminder was sensitive, kind, caring and consistent in her approach to children which helped them feel safe and secure. She was committed to ensuring high quality outcomes for children and families. The childminder had developed very positive relationships with families which was reflected in their comments to us and resulted in a warm and welcoming ethos within the service.

**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?	4 - Good
1.1 Nurturing care and support	4 - 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?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good



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