

# My Little Butterflies Child Minding

Inverness

**Type of inspection:**  
Unannounced

**Completed on:**  
29 July 2024

**Service provided by:**  
Kim Haywood

**Service provider number:**  
SP2015987473

**Service no:**  
CS2015341955

## About the service

My Little Butterflies is a childminding service situated in the city of Inverness. The service is registered to provide a care service for a maximum of seven children under sixteen years of age.

The service is situated in a residential area near local schools, shops and other amenities. The children are cared for in a playroom off the kitchen and a living room. They have access to a fully enclosed garden.

## About the inspection

This was an unannounced inspection which took place on 23 July 2024 between 13:00 and 15:15. 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 six children using the service;
- reviewed online questionnaire feedback from two families;
- spoke with the childminder;
- observed practice and children's experiences; and
- reviewed documents.

## Key messages

- Children's needs were met through nurturing and responsive interactions, which helped children feel loved, safe and secure.
- Children had fun and their play, learning and development were supported by activities appropriate to their age and developmental stage.
- A strong emphasis was placed on outdoor play which supported children to be active and healthy.
- Children benefited from regular outings within the local community to extend their experiences.
- The childminder had developed more effective self-evaluation and quality assurance processes to review and improve 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?	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 attending the service were happy, settled and relaxed in the care of the childminder. Their needs were met through nurturing and responsive interactions, which helped children feel loved, safe and secure. Children's personal care needs were carried out in a respectful way and fostered opportunities for children to be independent. For example, older children were supported to apply their own sun cream in a safe way. This contributed to daily experiences which nurtured children's security and confidence. One parent commented: "Kim is warm, nurturing, a home away from home for our son and she has felt like extended family to us. She is kind and has a lovely, gentle approach and great sense of humour which allows our son to feel safe & secure to just be and learn."

Personal planning documentation was in place for all children and contained important information that supported meeting children's needs. For example, details about their care and health needs as well as likes and dislikes. The childminder spoke with parents regularly about the individual needs of children. Both families who responded to our survey strongly agreed with the statement: 'I am fully involved in my child's care, including developing and reviewing their personal plan'. This approach supported effective communication and consistency of care for children.

Snack time was sociable, unhurried and relaxed, which ensured a caring and positive experience for children. The childminder spoke confidently about how they minimise choking risks which helped to keep children safe. Most snack and lunch items were supplied from families which limited the opportunities for children to be involved in the preparation of snack or lunch. However, the childminder shared examples of times where children supported the preparation of snacks and were involved in baking and cooking activities. As a result, children were given opportunities to develop their independence and skills for life. We signposted the Care Inspectorate's practice note, 'Keeping children safe: supporting positive mealtime experiences in early learning and childcare (ELC)', to support the ongoing review of mealtime experiences.

Whilst no children attending the service required regular medication, we reviewed procedures and paperwork in place. We were satisfied that safe management and administration of medication procedures were in place, to help ensure children's health needs could be met.

### Quality indicator 1.3: Play and learning

Children were able to follow their own interests through a balance of planned and spontaneous play experiences. They were able to choose from a selection of toys and play equipment that met their stage of development and interests. For example, younger children had access to various resources to support their curiosity and problem solving skills and were engaged for sustained periods of time in water play, emptying and filling containers and investigating open ended objects. School age children enjoyed imaginative play in the mud kitchen and socialising and interacting with the younger children. These experiences supported children to feel valued and have their choices respected.

Skilled interactions from the childminder supported children's learning and development. For example, the childminder scaffolded learning sensitively for the younger children by modelling and repeating new words during play experiences. As well as this, the childminder carefully introduced concepts of numbers by counting out objects during play experiences such as 'hook a duck' and encouraged the children to notice and recognise numbers in their environment as they played. These opportunities supported children to develop their skills in language, literacy and numeracy. During the inspection, most of the children's play and learning took place outdoors. Although children had access to a range of book and mark making materials indoors, these were not as readily available outdoors. We spoke with the childminder about improving opportunities for children to access books and mark making materials outdoors to enhance their play experiences further.

Planning approaches were child-centred and responsive to children's interests and life experiences. They included asking older children about activities they enjoyed and what they would like to learn and experience. Some observations of progress and achievements had been completed for younger children. These were used to plan experiences to support their development. This was in the early stages of implementation and we spoke with the childminder about using best practice guidance such as 'Realising the Ambition: Being Me' to support the development of next steps to provide more challenge for children.

Children's play experiences were enhanced by regular visits to the local community. They took part in regular walks within Lochardil as well as visiting local parks which gave children opportunities to play in natural outdoor environments. Trips to areas of interest such as Farm Ness, Brodie Castle, a local fruit farm and nearby beaches, all extended children's knowledge and understanding of their local area and sense of place. Strong links to other local childminders also helped to facilitate shared learning experiences and provided occasions to promote children's social skills and develop their confidence.

## 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 a homely environment that was well furnished, comfortable and offered plenty of natural light and ventilation. The indoor environment was well organised and children benefited from having easy access to resources in the dedicated play room area. The organised layout enabled children to lead their play and learning and gave a strong message that they mattered.

The childminder had developed the outdoor space within their garden to provide facilities for children to play outdoors all day at most times of the year. During the inspection all play was facilitated in the outdoor space. This space was well maintained and included a range of loose parts such as sand and water as well as open ended objects to promote children's natural curiosity and learning. There were areas to climb, slide, jump, swing and run which supported children's physical development and overall wellbeing. As a result, children had ample space for their needs with resources which sustained their interests. The childminder spoke about future plans to develop a summer house in the outdoor space to provide storage, shelter outdoors and comfortable spaces to rest and relax.

The indoor and outdoor environments were safe and secure and children's safety and wellbeing had been considered with risk assessments in place, which were effectively implemented and reviewed as needed. The childminder had involved the children in assessing and managing risk and older children spoke confidently about how they would keep safe during outings and also when using play equipment such as the trampoline. This enhanced children's understanding of risk and supported keeping them safe.

The service was clean with appropriate infection control procedures in place to support a safe environment for children. We observed the minded child being encouraged to understand the need for good hygiene and hand washing at necessary times. This ensured children experienced care in an environment which was safe and clean.

## 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 childminder had developed positive relationships with parents and carers and worked in close partnership with them. The childminder used daily conversations and a communication app to build relationships and exchange information. This helped the childminder to get to know children well, providing care and support, whilst also ensuring parents were included. One parent commented: "Kim works with xxxx and both me and her father on learning developments. She has helped so much with her vocabulary with always singing songs. She was also great at getting on board with toilet training, mirroring what we did at home which made it a successful learning experience for xxxx.". Policies and procedures were in place to keep children safe and support their health and wellbeing. These were shared with parents prior to starting at the setting and were regularly reviewed.

Families were involved and influenced change in the service. Their views were actively sought during daily conversations and through questionnaires. We encouraged the childminder to continue to develop ways to involve children and their families. This would contribute to improving the service and further strengthening self-evaluation to establish what is working well in the service and what could be improved.

Self-evaluation processes had been developed which were supporting the delivery of improvements within the service. The childminder had sourced a structure for recording self-evaluation and had recorded reflections on practice over the last year. These included steps taken to improve experiences for children such as: adding more loose parts and open ended objects outdoors, improving personal planning information and improving aspects of infection prevention and control. Through self-evaluation the childminder had also identified further areas for development. These included improving her own knowledge and skills in child development to support planning for children's play and learning as well as developing aspects of the outdoor environment further. As a result, children benefited from attending a service where their play and learning experiences were developed and improved. We discussed how continued use of the Care Inspectorate guidance 'A quality framework for day care of children, childminding and school aged children' as a self-evaluation tool would support evaluation of the service and the delivery of high quality care and learning for children.

**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 in the responsive interactions we observed with the childminder. This supported the development of strong relationships with the children. The childminder understood what children needed to help them grow and develop, and responded to their needs in a caring manner. This helped children build secure attachments and positively supported their wellbeing. Families commented: "I can't thank Kim enough for everything with xxxx. They have built such a fab relationship and as parents we are comfortable xxxx feels like Kim's is a home away from home." and "My son feels safe, cared for and nurtured."

The childminder recognised the importance of maintaining their skills and knowledge in keeping children safe and protected. They had attended training in food hygiene and were scheduled to renew their practical paediatric first aid training in a few weeks time. The childminder had very good knowledge of child protection procedures and understood the appropriate steps to take if they had a child protection concern. This ensured children's safety and wellbeing.

In addition to core training, the childminder was a member of the Scottish Childminding Association as well as the Care and Learning Alliance and had completed some training opportunities provided through their membership. The childminder also had supportive links with local childminders. This provided opportunities for sharing ideas, developing knowledge and reflecting on practice, contributing to positive outcomes for children. We discussed ways the childminder could document the impact of professional learning on children's experiences.

**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 effectively support children's care and development, processes for documenting personal plans should be improved. Plans should reflect children's ongoing development and the care they need to ensure the best outcomes. Plans should be reviewed regularly with parents at a minimum of every six months.

This is to ensure that care and support is consistent with 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 September 2023.**

### Action taken since then

Children's personal planning documentation contained key information about their care and health needs which supported their overall wellbeing. The childminder had improved systems of recording and updating information by including a form to record updates every six months or as necessary with families. This ensured they had the most up to date information to ensure children's ongoing needs were met. Systems were also in place to observe and record children's progress and development at regular times. We spoke with the childminder about developing next steps which provided more challenge for some children.

This area for improvement has been met.

### Previous area for improvement 2

To ensure quality assurance including self-evaluation and improvement plans are in place the childminder should record self-evaluation to create a plan for improvement.

This is to ensure that care and support is in line with the Health and Social Care Standards 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 September 2023.**

### Action taken since then

The childminder was developing quality assurance approaches to improve the service and reflect on their practice. This included strengthening previous self-evaluation processes by using challenge questions to reflect on aspects of practice and identify strengths and areas for development. As a result, changes were implemented which had a positive impact on children's play and learning experiences. We spoke with the childminder about continuing to use best practice guidance to support ongoing future improvement.

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](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	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

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.