

# MacLean, Myra Helen Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
15 August 2024

**Service provided by:**  
Myra MacLean

**Service provider number:**  
SP2003902206

**Service no:**  
CS2003004031

## About the service

Myra MacLean operates her childminding service from her family home in the Barrhead area of East Renfrewshire. The service is well-situated for local amenities and the primary school.

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 the childminder's family.

The children have the use of the accommodation on the ground floor including a playroom, kitchen, sitting room and toilet facilities. There is a large, enclosed back garden which the children can directly access from the kitchen.

## About the inspection

This was an unannounced inspection which took place on Thursday 15 August 2024 between 12:30 and 16:30. The inspection was carried out by one inspector from the Care Inspectorate. The childminder was caring for three children under three years of age, and one after school child.

To prepare for the inspection we reviewed information about this service. This included registration information, intelligence gathered since the last inspection and information submitted by the childminder.

In making our evaluations of the service we:

- spoke with, and observed, the children as they played
- spoke with two parents
- received feedback from seven parents who completed our questionnaire
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Throughout this report, any reference to parents also includes carers and guardians.

## Key messages

- The childminder provided a very good range of activities and experiences that linked to the children's interests. These offered challenge and fun and included lots of opportunities for fresh air and physical play.
- The childminder took time to get to know the families and children prior to starting. This helped the children settle into the homely setting.
- The childminder was kind, caring and responded warmly to the children she was caring for.
- The childminder had built very good relationships with the parents/families. She sought their views and ideas which she used to develop and improve her service.
- The childminder had undertaken a wide range of training as part of her own continuous professional development. This helped her to continue to develop her skills and knowledge to support the children she was caring for.
- The childminder had documentation which made up a child's personal plan. The childminder should continue to review and update these to ensure that the documentation contains all relevant information.
- The childminder should continue to review and update her policies.

## 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 made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

### Quality indicator 1.1: Nurturing care and support

We found that the childminder had good processes in place which helped them get to know the families and the children. This approach helped the children and families settle well into the service and build positive relationships. We saw that the children were relaxed and happy and enjoyed being with the childminder. She was nurturing, loving, caring and kind towards the children. The childminder gave them praise and encouragement, chatted with them, played with them, and responded positively to their needs.

There was daily feedback between the childminder and parents when they dropped off and collected their children. And contact by text and WhatsApp helped to support effective communication and continuity of care. A parent told us: "Myra is always more than welcoming for me to come and discuss what [child] has been up to. I am also updated with pictures and texts about new things they are learning and doing. At the end of each day Myra will give me a deep insight into [child's] day, what they have done, their mood, what they ate, if they have had a good day and more."

We looked at the range of documents which made up a child's personal plan. This information helped the childminder support the children's needs, wishes and choices. We noted that the information held needed more detail. We discussed this with the childminder. She agreed to review and improve the information she held. The childminder should ensure that personal plans are reviewed and updated every six months, or before, dependent on the needs of the children she is caring for.

The childminder knew the children's individual dietary needs. She took account of these when planning meals and snacks. The childminder had undertaken paediatric first aid and food hygiene. This helped her keep children safe and enabled her to respond effectively to their needs. The childminder was registered with the local council to provide food.

The childminder understood the importance of sleep and rest for children's overall development and wellbeing. The childminder had a good understanding of safe sleeping and followed the procedures. We saw that she comforted the children which helped them to settle and get some rest. This approach helped support the needs of the individual child and families' wishes.

A medication procedure in place which helped the childminder to administer medication safely to the children in their care. This approach helped her support the children's medical needs. The childminder was in the process of updating her procedure.

The childminder confirmed that she would link with other professionals to support children and families as and when required. This approach would help identify the next steps and techniques to help meet the child's individual needs and support positive outcomes for the child.

### Quality indicator 1.3: Play and learning

The childminder's approach to play and activities was child-centred and responsive to the children's interests, wishes and level of skill. The playroom layout, access to the long hall and kitchen/diner enabled the children to choose what they would like to do and gave them the freedom to run around and have fun.

The children had lots of opportunities to play. For example, they really enjoyed themselves and had fun as they played with the garage, push toys, puzzles, toy kitchen, dolls house and looked at books. One child told us: "I've drawn a pizza."

The childminder smiled, cuddled and encouraged the children as they played. She responded warmly to the children, and provided good play experiences that linked to the children's interests and offered challenge and enjoyment. The children chose what they wanted to play with. The childminder was on hand to support the children, giving them individual care and cuddles as needed. She ensured that the children had regular opportunities for fresh air and physical play, for example, by visiting parks, attending the playgroup or playing in the garden. This approach showed us that the childminder was aware of and met the needs of the children she cared for.

The childminder had undertaken a range of online training including Environments for Learning, Communication and Language for 2024, What Happens Before Reading and Early Talk. This enabled her to put in place activities, toys and experiences which helped her support the children's development in language, numeracy and literacy.

When asked what they liked about the service, children told us: "I like to see my friends. I enjoy crafting and playing around. I like playing in the garden", "Playing cars with my friends" and "Wonderful, went lots of places, [during the summer holidays]. It's fun."

Comments from parents on the type of play experiences their child had been involved in included:

"Range of fun and stimulating experiences that help target key developmental skills e.g, fine, gross motor, social, emotional. New resources are also regularly introduced. Experiences are provided that tap into my child's interests but that also target key areas that need further support."

"[Child] enjoys having lots of different toys to play with, there's also great social interaction between them and their peers of different age groups. They also attend a playgroup and they go on day trips throughout the holidays. They come home with all different types of arts and crafts and stories about their day."

The overall approach of the childminder was to ensure that the children felt included in decision-making and they had good opportunities to be active, have fun and develop their skills and confidence.

## How good is our setting?

## 5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

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

We found that the childminder had created a warm, comfortable, welcoming and homely environment for the children to play and relax in. There was good natural light, with ample space for children to move around, play and learn in. We saw that the home was bright and clean. Safety measures were in place. The back garden was enclosed. These approaches helped ensure that the home was safe, secure and well-maintained.

The childminder provided appropriate activities, materials and experiences for the children that were fun and exciting. This reflected their current interests and development and learning stages. Children had daily opportunities to play outdoors and get fresh air.

A parent commented on the type of outdoor experiences their child had been involved in: "Play equipment in garden, gardening, play parks and excursions to Culzean Castle; Dumfries House; Eglinton and Cowan parks."

The childminder kept a daily record of the numbers of children attending the service. She had a set of risk assessments for her home and outdoor activities. This approach helped to reduce risk and make the environment safe for children.

The childminder had policies and procedures in place to help reduce the spread of infection and keep children in her care safe. We saw that the home was clean and hand washing procedures were in place. The childminder had undertaken food hygiene training to support good procedures.

To ensure that children's personal information was kept safe, the childminder had procedures in place to comply with general data protection requirements. The childminder was registered with Information Commissioner's Office (ICO).

## How good is our leadership?

## 5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

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

The childminder involved parents and children in the day-to-day running of her service. She ensured that parents were involved in their child's care and the plans for the service right from the beginning through the settling-in period. The childminder shared policies and procedures and responded to ideas and routines highlighted by parents. She actively sought feedback from the children and families to help develop her service and was in the process of looking at how she could improve how she recorded feedback from children and parents in relation to service improvement. As part of the ongoing improvement of her service, the childminder should continue to update her policies and procedures and ensure that documentation is dated. Parents told us: "Very happy, a home from home" and "She [childminder] is an extension of our family. Flexible, we could not do without her."

We found that the childminder provided a service that met the ongoing needs and interests of the children and parents. She did this through communicating regularly with them. WhatsApp helped her to share the children's experiences, successes and achievements with the parents, along with discussions, emails and photographs. This approach helped parents feel they were included in their child's day. And meant the childminder was able to meet the changing needs of the children and their families, offering care and support as needed.

The childminder used feedback from the parents and children to help her reflect on the experiences they were having. This helped her identify and plan improvements to her childminding service. This included her own ongoing training and development. The childminder achieved, in September 2020, an SVQ in Social Services (Children and Young People) SCQF level 7. The childminder kept a record of the training she had undertaken, and she shared with us how she had used what she had learned to support the children she was caring for. These approaches ensured that learning through play, fun and enjoyment was at the heart of the care she gave to the children.

## How good is our staff team?

**5 - Very Good**

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

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

We found that the childminder was kind and compassionate and responded warmly to the children she was caring for. This approach helped the children feel valued, loved and secure in her care. The childminder took account of children's views, interests and experiences. This enabled her to provide individualised support by effectively engaging with the children. We found that the childminder was courteous and respectful and listened to and responded to the children throughout the time they were in her care.

The childminder encouraged the children to develop their independence and confidence through play and fun activities. They were able to use their imagination and were given time and opportunities to develop their curiosity and have fun. This approach enabled children to develop their skills, and we saw that the younger children were happy and enjoyed 'chatting' to the childminder, playing with the toys and exploring their environment. The childminder stepped in to support the children as needed. We saw that the interaction between the childminder and the children was warm, kind, loving and gentle.

The childminder sought feedback from the parents and children and reflected on her own practice in order to continue to develop the ongoing improvements she wanted to make to her childminding service. This approach helped her to identify how she could develop her service to support the needs and wishes of the children she was caring for.

The childminder had continued to develop her own skills and knowledge through engaging in continuous professional learning. She had taken part in a wide range of training which included supporting children's interests, how learning happens, early talk, play, baby and child first aid and child protection. The childminder had viewed various websites to keep herself up-to-date with current best practice. She offered child-centred care. The activities and experiences she provided linked to the children's interests, stages of development and personal preferences. This approach helped her to provide very good care and support to the children and families.

A parent told us: "Great relationships have been established between my child and their childminder. It's a lovely nurturing and caring environment. The experience my child has at their childminder has had a positive impact on their developmental progress. They enjoy going to the childminder's house and have lots of fun too."

## 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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