

Lisa's Little Rascals! Child Minding

Dundee

Type of inspection:
Unannounced

Completed on:
3 September 2024

Service provided by:
Lisa Gibson

Service provider number:
SP2012983806

Service no:
CS2012310035

About the service

Lisa's Little Rascals! is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and no more than one is under 12 months.

Numbers are inclusive of the childminder's family.

Overnight care will not be provided.

Minded children cannot be cared for by persons other than those named on the certificate.

This service is provided from a property in a residential area of Dundee and is close to local parks, schools and other amenities. Internally, children have access to a family room, kitchen and bathroom. Externally is a large, fully enclosed garden used for outdoor play.

About the inspection

This was an unannounced inspection which took place on 03 September 2024 between 09:15 and 12:30. The inspection was carried out by an 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:

- observed the children at play and their interactions with the childminder
- spoke with the childminder
- observed practice and daily routines
- received feedback from two families
- reviewed documents.

Key messages

- Children were happy and relaxed in the childminder's care.
- A strong emphasis was placed on accessing the local and wider community.
- The childminder has developed good relationships with children and families.
- The childminder should further develop risk assessments for the home and garden, identifying hazards, risk level and actions taken to reduce these.
- The childminder should continue to develop the self-evaluation of her service, identifying areas for development and improvement.
- The childminder should continue to identify and meet her training needs to extend her knowledge and enhance outcomes for children.

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/people and clearly outweighed areas for improvement.

Quality Indicator 1.1: Nurturing care and support

Children were happy and relaxed in the childminder's company and benefitted from warm, friendly and caring interactions. Children were encouraged and praised which supported their self-esteem. Parents shared they were very happy with the care and support their child received. Comments included, "I am very happy with the care and support for my child. It's just like another family for them".

Information was gathered for the children through personal plans. This information helped the childminder care for and support the children. The childminder spoke confidently about the children's needs and any strategies used to support children. We suggested she could improve her plans further by considering the wellbeing indicators throughout these. 'SHANARRI' (safe, healthy, achieving, nurtured, active, respected, and responsible). The childminder should also create permission forms for outings and ensure these are reviewed, at least every six months. This would ensure the correct permissions were in place.

The childminder had made improvements to paperwork required to support the safe administration of medication. These were in line with best practice to support the children's safety and wellbeing.

The childminder was clear on her role in protecting and safeguarding children. She had attended child protection training to support her to keep children safe. The childminder should now introduce chronologies to record significant events in a child's life that may impact on their health and wellbeing. These would enable the childminder to identify when to contact agencies who may be required to assist in any further investigation and assessment.

Families provided packed lunches and the childminder provided snacks for the children. Packed lunches were stored safely to ensure food was kept fresh. Children washed their hands prior to eating. This supported their independence and sense of responsibility.

Children were able to sleep in response to their needs. One child preferred to sleep on the sofa. We advised the childminder that this was not in line with best practice and to ensure they were supervised at all times to support their safety.

Quality Indicator 1.3: Play and learning

The indoor environment provided sufficient space for children to play and relax in comfort. The family room was laid out with a range of toys which the children were interested in. These included a play kitchen and small world toys. Additional resources were easily accessible to children and available from storage units. Resources were clean, in good condition and appropriate for children's age and stage of development. The childminder discussed the children's interests and preferences and how she supported the children in their play. The children played happily during our visit and the childminder supported the children where necessary letting them lead their own play. Children shared with us, "Lisa always has my favourite toys" and "I love going to Lisa's because I always have lots of fun and see my friends and Coco the dog".

The childminder spoke warmly about the children and listened to them, encouraging and supporting the children's language and vocabulary. Informal observations and daily discussions with children and their families supported the childminder to identify children's interests based on individual needs. The childminder should continue this approach more formally to evaluate children's progress and achievements. This responsive approach would ensure children are developing a broad range of lifelong learning skills.

Good use was made of the local and wider community. The childminder told us that they regularly went out for walks, to playgroups and parks and visited the library. Parents shared, "My child loves playing in Lisa's garden and she often takes him to the park."

How good is our setting?

4 - Good

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

Quality Indicator 2.2: Children experience high quality facilities

The childminder's home offered a warm, homely and comfortable environment for children. There was ample space for children and they moved freely around the childminder's home. Families shared with us, "It's a home from home service".

The childminder's home was clean, tidy and well maintained. Suitable infection prevention and control measures were in place, such as handwashing by the children and childminder. Personal protective equipment (PPE) was stored safely and within easy reach of the childminder. The childminder should make small adjustments to her nappy changing procedure to fully support children's health and wellbeing.

The childminder visually risk assessed all areas of her childminding service before the children attended, ensuring that her home was clean and safe for children arriving. The childminder should create risk assessments for her home and garden. These should be specific to her service and routinely reviewed and updated to reflect any changes. This would help to minimise any risk to children. A previous area for improvement around risk assessments has not been met and will remain in place. **(See area for improvement 1 under 'What the service has done to meet any areas for improvement we made at or since the last inspection')**.

The garden provided an enclosed space for children to play and have fun. The childminder shared that children played outside in the garden most days. There were some resources available to support children to explore and be curious. These included a mud kitchen and tuff tray which contained a farm, mud and leaves. Children enjoyed these opportunities to investigate and problem solve.

How good is our leadership?

4 - Good

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

Quality Indicator 3.1: Quality assurance and improvement are led well

The childminder shared a welcome folder with new families to her service. This contained important information about her service. However, there were no clear vision, values or aims of the service in place. We discussed involving families in the creation of the childminder's aims and objectives to support a shared

approach.

The childminder gathered feedback about her service through discussions with parents and children. The childminder should continue to collate feedback from parents and children and use any suggestions to inform improvements to the service.

The childminder had made some improvements to her service since the last inspection. These included the review of her information held for children and policies. The childminder should now make herself familiar with the Care Inspectorate guidance 'A quality framework for day care of children, childminding and school aged children'. She should use this as a self-evaluation tool to help her identify any improvements required to support positive outcomes for children. The childminder should consider creating a simple improvement plan that highlights her plans for development, notes any progress made and the benefits to outcomes for children. A previous area for improvement around quality assurance and improvement has not been met and will remain in place. **(See area for improvement 2 under 'What the service has done to meet any areas for improvement we made at or since the last inspection')**.

Policies and procedures were in place which underpinned the service. We asked the childminder to reflect the Care Inspectorate's notification guidance in a few of her policies. The childminder should also continue to ensure that all policies and procedures are reviewed and updated to reflect best practice guidance and relevance to her service.

How good is our staff team?

4 - Good

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

Quality Indicator 4.1: Staff skills, knowledge and values

The childminder was warm and approachable and had established good relationships with children and their families. She shared information with parents through daily conversations at drop off/pick up times and used WhatsApp and voice notes as needed. These were good opportunities to ensure parents were included and involved in what their children were doing when attending the service. Parent comments included, "Lisa always keeps us up to date with what the children are learning and the activities she is using to teach them".

The childminder had many years of experience which supported her to provide a good service to children and families. In addition to core training which included first aid, food hygiene and child protection, the childminder had also attended a number of additional courses to support her practice. These included equality and diversity training. The childminder should continue to access training opportunities and professional reading material to enhance her knowledge, skills and practice. Key documents, including 'Realising the ambition', Care Inspectorate guidance 'A quality framework for day care of children, childminding and school aged children' and 'Loose parts play' would enhance how she supports children's play, learning and development. A previous area for improvement around the development of skills and knowledge has not been met and will remain in place. **(See area for improvement 4 under 'What the service has done to meet any areas for improvement we made at or since the last inspection')**.

We suggested the childminder should formally reflect on any training accessed. This would support the childminder to identify the benefit and impact of training accessed and identify any gaps in her knowledge.

This would enable her to identify further training or reading of best practice documents to support positive outcomes for children.

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 health, wellbeing and safety are supported in a safe environment, the childminder should create risk assessments for the home and garden.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.19).

This area for improvement was made on 30 June 2023.

Action taken since then

There had been no action taken to meet this area for improvement.

This area for improvement has not been met.

Previous area for improvement 2

To ensure that quality assurance processes impact positively on outcomes for children, they should be developed to help identify and inform improvement planning.

This should include, but is not limited to:

- developing self-evaluation and improvement processes
- reflecting on best practice guidance.

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); and

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

This area for improvement was made on 30 June 2023.

Action taken since then

Some action had been taken which included informally asking families for feedback and suggestions for improvement. However, progress has been limited.

This area for improvement has not been met.

Previous area for improvement 3

To ensure the safe administration of medication, a medication policy and procedures should be developed. This should detail the actions the childminder will take prior to accepting responsibility for the administration of medication.

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

'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This area for improvement was made on 30 June 2023.

Action taken since then

A medication policy and procedure had been developed which reflected best practice guidance.

This area for improvement has been met.

Previous area for improvement 4

The childminder should access mandatory training and current best practice guidance, to develop their professional skills and knowledge and to promote the improvement of the service.

This should include, but is not limited to;

- first aid training
- reviewing best practice documentation including the Care Inspectorate document, 'A quality framework for daycare of children, childminding and school-aged childcare'
- accessing the bitesize videos on the Care Inspectorate HUB
- evaluating the impact of training on their practice, children and families.

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 30 June 2023.

Action taken since then

The childminder had attended core training since the previous inspection. However, the childminder had not yet reviewed best practice documentation or accessed bitesize videos on the Care Inspectorate HUB.

The childminder was not yet evaluating the impact of training on their practice, children and families.

This area for improvement has not 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	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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