

Myatt, Marion Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
22 August 2024

Service provided by:

Service provider number:
SP2003901893

Service no:
CS2003003610

About the service

Marion Myatt operates her childminding service from her family home in the Bishopbriggs area of East Dunbartonshire.

The service is registered to provide care for a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, 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 is registered with East Dunbartonshire Council to provide day care.

The accommodation is on two levels with the minded children being cared for on the ground floor. The children have access to the living areas and an enclosed garden. The service is well-situated for local amenities.

About the inspection

This was an unannounced inspection which took place on Thursday 22 August 2024 between 15:15 and 18:45. The inspection was carried out by one inspector from the Care Inspectorate. The childminder was caring for one young child at the time. The childminder had four children on her register.

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

In making our evaluations of the service we:

- we chatted to the young child
- spoke with a parent
- received feedback from two 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 child present was relaxed, happy and engaged in their play and enjoyed being with the childminder.
- The childminder was kind, caring and responded warmly to the child. There was a loving bond between them. It was clear that the child felt secure and relaxed in her care.
- 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 regular 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 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 good 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 child present was relaxed and happy and enjoyed being with the childminder. The childminder was nurturing, loving, caring and kind towards the child. She gave them praise and encouragement, chatted with them, played with them, and responded positively to their needs.

A parent told us: "Settling in days gave me reassurance. We also met the other kids. I get information in a diary every day. Sent pictures, they make me smile. Goes to playgroup, park; loves the swings. It's been a good experience."

There was daily feedback between the childminder and parents when they dropped off and collected their children. Daily diaries, texts and WhatsApp contact helped support effective communication and continuity of care.

A parent told us: "I trust Marion to always put my child's needs first, and I believe that she really cares about them. She is reliable and communicates any issues promptly."

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. Parents were involved in reviewing and updating their child's personal plans. Regular sharing of information helped keep the children's individual needs up-to-date. We noted that some of the information relating to allergies needed more detail. Telephone discussion with the childminder later confirmed that this had been addressed.

The childminder had a good understanding of the children's individual dietary needs. She took these into account when planning snacks. The childminder had undertaken paediatric first aid and food hygiene training. This helped her keep children safe and enabled her to respond effectively to their dietary 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. They understood safe sleeping well and followed the procedures which helped keep the children safe. This approach helped to support the needs of the individual child and families' wishes.

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

The childminder confirmed that, if required, she would link with other professionals to support children and families. 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 room layout enabled the children to choose what they would like to do and gave them the freedom to move around and have fun.

The child had lots of opportunities to play. For example, they really enjoyed, and had fun, as they played with the push toys, hoovered, sang ABC with the childminder and drew a picture on the inspector's iPad. The childminder smiled, praised, cuddled and encouraged the child as they played. She responded warmly to the child and provided good play experiences that linked to the child's interests which offered challenge and enjoyment.

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

"[Child] gets a brilliant range of 'home' play (lots of toys, lots of role-play and dressing up), crafts and also taken to playgroups, soft play, shops etc."

"My child gets to experience different things each day, such as going to toddler playgroups, outdoor play, arts and crafts, etc."

The childminder 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 good knowledge of children's development and had put in place activities, toys and fun experiences that helped her support the children's language, numeracy and literacy development.

When asked in our questionnaires what children liked about the service, we were told:

"Lots of toys, going to soft play with Marion, playing with other children, seeing Marion's husband."

"I like going to see my friends and when Marion takes me on different adventures."

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 where the children could play and relax. There was good natural light, with ample space for children to move around, have fun and learn. We saw that the home was bright and clean. Safety measures were in place and the back garden was enclosed. These approaches helped ensure that the house 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 positively on the type of outdoor experiences their child had been involved in: "My child gets to go to the park, explore Marion's garden and other outdoor environments."

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

The childminder had policies and procedures to help reduce the spread of infection and keep the children in her care safe. We saw that the home was clean, tidy, and in a good state of decoration. The childminder had undertaken food hygiene training. Hand washing and nappy changing procedures were in place. The childminder had appropriate PPE (personal protective equipment). These approaches helped her to support good infection prevention and control practice.

To ensure that children's personal information was kept safe, the childminder had procedures to comply with general data protection requirements. The childminder was registered with the 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. As part of the ongoing improvement of her service, the childminder should continue to update her policies and procedures.

We found that the childminder provided a service that met the children's and parents' ongoing needs and interests. 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.

A parent told us: "Ultimately, Marion is a very kind person who cares deeply about the children she cares for. This is the most important thing for me and means I can go to work and feel confident that my child is being looked after by someone who really cares about them."

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 kept information on the training she had undertaken. For example, paediatric first aid, child protection and equality and diversity. 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 child she was caring for. This approach helped the child feel valued, loved and secure in the childminder's 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 responded warmly to the child throughout the time they were in her care.

The childminder shared with us how she 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 young child was happy and enjoyed 'chatting' with the childminder, playing with the toys and exploring their environment. The childminder stepped in to support the child as needed. We saw that the childminder and child interaction was warm, kind, loving and gentle.

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

Parents told us: "I am happy with how my child's learning and development is progressing, they are very sociable and confident due to Marion giving them the opportunity to experience different things each day."

We found that the childminder had continued to develop her skills and knowledge. She did this through engaging in continuous professional learning and taking part in a range of training, including food hygiene, speech and communication, equality and diversity and child protection. The childminder had viewed various websites to keep herself up-to-date with current best practice.

The childminder offered child-centred care. The activities and experiences she provided were 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.

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?	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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