

Williamson, Diane Child Minding

Livingston

Type of inspection:
Unannounced

Completed on:
21 November 2024

Service provided by:
Diane Williamson

Service provider number:
SP2003909873

Service no:
CS2003015442

About the service

Diane Williamson provides a childminding service from a semi-detached property in a residential area of East Calder, West Lothian. The childminder is registered to provide a care service for a maximum of six children at any one time under the age of 16.

The service is close to local amenities, school and parks. The children are cared for downstairs and use kitchen, living room and have access to an upstairs toilet. Children also have access to an enclosed garden to the rear of the property.

About the inspection

This was an unannounced which took place on 19 November 2024 between 10:45 and 12:45. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- observed children using the service;
- received feedback from five families from our online questionnaire;
- spoke with the childminder;
- observed practice;
- reviewed documents.

Key messages

- Children experienced kind, caring and nurturing approaches to support their wellbeing.
- Children were happy and enjoying their time with the childminder, the childminder was playful in her interactions with them and there was lots of chatter and laughter.
- Children benefitted from a service that was homely, warm, and welcoming.
- Children were supported to be active and healthy, with enhanced opportunities for play and learning through strong connections to the children's own and wider communities.
- Children experienced, positive, compassionate, and responsive care.
- The childminder was in the early stages of self-evaluation. Self-evaluation could now be more focussed to support a more robust and meaningful approach to continuous improvement.
- The childminder had created a warm and welcoming ethos within the service, relationships with children and families were a key strength of 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?	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.

1.1 Nurturing care and support

Children experienced kind, caring and nurturing approaches to support their wellbeing. They had established strong attachments with the childminder. There were two children present on the day of the inspection who were happy, settled and relaxed in the care of the childminder. The childminder was warm and caring in their approach which supported the children to feel nurtured, loved and secure. Families comments included, 'Di is friendly, approachable, trustworthy and great with the kids. We feel happy leaving our child in Di's care as we know [child] is loved', and, 'She feels like part of the family and takes such good care of my [child]. She takes [child] on such great adventures'.

The childminder knew each of the children in their care very well which ensured that they were able to respond to their individual care needs. We saw warm and nurturing interactions, chatting, smiles, praise and encouragement. The childminder had put in place personal plans for each child, which contained relevant background information and details of the child's routine. However, these had not been reviewed in a timely manner (**see area for improvement 1**).

The childminder had a 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.

Parents were welcomed into the service to drop off and collect their children. This contributed to creating positive attachments between the childminder and families and enabled opportunity for information to be shared between home and service. Parents commented, 'We are welcomed into Di's home every pick up and drop off. If we have anything that needs to be discussed Di is always willing to have a conversation with us', 'Di gives us regular updates - verbal and photographs as well as inviting us to share information about [child] and things that are going on in their family/school life' and, 'I am always welcomed into Diane's house and we always discuss what [child] has done that day. Diane is always very enthusiastic about [childs] learning as they seems to pick things up very quickly, either that or Diane is just an excellent teacher'.

1.3 Play and learning

Children were observed to be happy and enjoying their time with the childminder. They had opportunities which met their developmental needs, interests, and curiosities. These experiences offered children play and learning which included being creative, and problem solving. As a result, children were engaged in their play. We saw children leading their own play experiences and independently selecting resources and activities of their choice. The childminder responded to children's interests in a meaningful and engaging way. We heard her using effective questioning to extend younger children's thinking, which supported them to develop problem solving and counting skills.

The childminder was playful in her interactions with the children and there was lots of chatter. She took time to listen, pick up on their nonverbal cues, and used questioning to promote their curiosity and

creativity. Her enabling attitude supported the children to explore and shape their play. This contributed to children feeling valued and respected.

Literacy and numeracy skills were supported naturally through conversations, and storytelling. To support children's natural curiosity and inquiry, there was scope for the childminder to introduce more open-ended natural materials and loose parts. This would extend opportunities for children to be creative and explore innovative ideas.

Children's health and wellbeing was supported with regular opportunities for outdoor play. They participated in daily walks in the community as well as visiting local woodlands, local farms and country parks. This supported children to be active and healthy and enhanced opportunities for play and learning through strong connections to the children's own and wider communities. When asked to tell us the type of outdoors experiences children take part in, one parent commented, 'Outdoor in Dis garden, at parks, at the local farm, going to the area near the airport to watch the planes, splashing in the river, hunting for conkers and in the words of my [child] "lots of fun stuff."

Areas for improvement

1. To ensure children are supported to reach their full potential, the childminder should develop personal planning which captures children's developmental progress and identify next steps in learning. This is to ensure that children's needs are planned and met.

To achieve this, plans should include, but not limited to:

- set out how children's needs will be met;
- record how children have progressed;
- be put in place within 28 days of a child starting at the service;
- be reviewed every six months or more often if the child's needs change;
- be shared and updated with children, parents and carers.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that; 'as child, 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).

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.

2.2 Children experience high quality facilities

Children benefitted from a service that was homely, warm, and welcoming. The childminders home was clean, tidy and comfortably furnished. There was ample space for children to play, rest and explore. This demonstrated to children that they were valued.

Spaces accessed by children were generally well organised. Children moved around the space with ease. Children's choice and interests were promoted through safe and easy access to toys and materials such as books, craft materials and some loose parts. This meant that activities were varied, and children were able to be supported to enjoy challenging, fun play.

The childminder carried out frequent health and safety checks throughout the home, including monthly fire alarm testing. Very good infection prevention and control procedures reduced the risk of possible spread of infection. As a result, children enjoyed play and learning in a safe and secure environment.

The childminder understood the importance of keeping children's personal information secure. They asked families for permission before taking photographs and shared their privacy notice and confidentiality policy with families using the service. The childminder had well organised records in place for children supporting her to maintain confidentiality of information. This meant that children's personal information was managed in line with best practice.

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.

3.1 Quality assurance and improvements are led well

The childminder provided a warm and welcoming service, helping children feel loved, safe and secure. They engaged with families and children and asked for feedback about the service through informal chats and questionnaires. This helped the childminder to reflect on the needs of the children and make changes to support them. All parent's strongly agreed with the statement, 'My child and I are involved in a meaningful way to help develop the service'. 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.

The childminder clearly enjoyed caring for children and had developed positive relationships with parents that supported her to meet children's needs daily. As a result, the childminders practice effectively supported children's care needs. The childminder had developed positive relationships with parents and carers and worked in close partnership. The childminder used daily conversation and technology to build relationships and exchange information. This helped the childminder to get to know children and provide ongoing support.

The childminder was in the early stages of self-evaluation. They were beginning to evaluate their practice using the Care Inspectorate document, 'A quality framework for daycare of children, childminding and school-aged children'. This was supporting them to identify their strengths and areas for further development. This contributed to children experiencing good outcomes. We discussed ways in which self-evaluation could be more focussed to support a more robust and meaningful approach to continuous improvement.

The childminder engaged well with the inspection process. They were welcoming and willing to answer the questions required to support the evaluation of the service. The childminder used her observations and knowledge of the children to plan her day linking with home routines.

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.

4.1 Staff skills, knowledge, and values

Children experienced, positive, compassionate, and responsive care. During the inspection we saw that the childminder had kind and nurturing interactions with children. This contributed to them feeling loved and supported in their care. Children responded positively to the support provided by the childminder, and they were given an appropriate amount of time to listen and respond to instructions. The childminder was attentive to the children and continued to put their needs first throughout the inspection. This contributed to children's individual needs being met and their interests being supported. Parents comments included, 'I couldn't be more happy with the care and support my [child] has received from Di over the years, she is honestly amazing', 'In my opinion Diane is the best childminder couldn't ask for any better care for [child], we all adore her', and, 'It takes a lot to trust another person with the care of your child and we trust Di to care for our child. Our child feels happy, safe, loved and cared for in Di's care!'.

A variety of training and professional development had been completed which promoted positive outcomes for children. The childminder could talk confidently about the positive impact this had made on children's experiences. The childminder used knowledge gained from professional learning opportunities to reflect on practice and improve experiences for children.

The childminder had established close working relationships with other childminding colleagues within the community. This supported her to keep up to date with new developments and best practice guidance and indicated a dedicated approach to their role.

The childminder had created a warm and welcoming ethos within the service. Parents valued the childminder's supportive manner and, as a result, were able to share information and give feedback daily. This approach enabled responsive care that considered children and families changing needs. Parents commented, 'I could not have chosen a better person to look after my [child]. The level of service provided by Diane is absolutely phenomenal, she is an asset to the childminding community. She is a great role model for my [child] and she has genuinely taught them so much. She gives the one on one time needed to allow [child] to develop and is thriving because of Diane's care', and 'Di provides an invaluable service. We would be lost without her'.

The childminder had a very good understanding of their professional responsibilities. They worked within the conditions of registration and ensured children's safety by gaining insurance, keeping registers, and maintaining the premises to a high standard. In addition to this, the childminder was proactive in relation to keeping up to date with best practice. They read various publications and best practice guidance to support them to developing their service. This contributed to ensuring positive outcomes for children and their 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

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1.3 Play and learning	4 - 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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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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