

Rhea Louise Childminding Child Minding

Gorebridge

Type of inspection:
Unannounced

Completed on:
19 December 2024

Service provided by:
Rhea Ramage

Service provider number:
SP2022000145

Service no:
CS2022000204

About the service

Rhea Louise childminding provides a childminding service from their home in a residential area in Gorebridge Midlothian. The childminder is registered to provide a care service for a maximum of 6 children at any one time up to 16 years of age, of whom no more than 6 are under 12 years, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers include the children of the childminder's family/household.

The service is close to local primary schools, shops, parks and other amenities. The children are cared for in the playroom, kitchen/dining room, living room and had access to a downstairs bathroom. Children also have access to an enclosed rear garden.

About the inspection

This was an unannounced inspection which took place on 9 December 2024 between 14:00 and 15:00. We returned on 10 December between 10.45 and 12.00. 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 registration information, information submitted by the service and intelligence gathered since the service registered.

In making our evaluations of the service we:

- spoke one parent during our visit
- reviewed online questionnaire feedback from families
- observed practice and daily life and
- reviewed documents.

Key messages

- The childminder had a kind and caring manner
- Children's needs were met through nurturing and responsive interactions, which helped children feel loved, safe and secure
- Personal plans should be reviewed in line with legislation
- The childminders home was comfortably furnished
- The childminder made very good use of the wider community to enhance children's experiences
- The childminder reflected on practice and made changes when needed to secure positive outcomes for children and families.

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?	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 were supported by the childminder who was warm, patient and nurturing in their interactions. They had a good understanding of children's individual needs and preferences. Children were settled, comfortable and had developed positive relationships with the childminder. The childminder worked closely with families to ensure children's routines were consistent with home. One parent told us "I am very happy with my relationship with the childminder. My child is so happy going there and runs up to ring the bell every day. As a parent I feel safe and secure in the knowledge that they give my child first class care".

Children were provided with reassurance, praise, and comfort at appropriate times. This helped the children feel loved, safe, and secure in the setting. Positive relationships with parents supported effective information sharing and promoted continuity of care. This allowed the childminder to reflect family's personal preferences in their child's routine.

Children's wellbeing was supported through personal planning. The childminder gathered children's care and wellbeing information at the start of the childminding arrangement. Moving forward, children's plans should be reviewed in line with legislation to support the individual health and wellbeing needs of children. Families commented, "The childminder is always in touch to give us updates about how our child is managing and how they are developing. She regularly reviews our child's plan" and "The childminder is great with all the children in her care and is very well liked and respected. She goes above and beyond, giving a real sense of home from home for the children". We signposted the childminder to A Guide For Providers On Personal Planning, Care Inspectorate, (2021). This can be found at hub.careinspectorate.com

The mealtime routine was relaxed, calm and sociable. Children enjoyed a selection of food choices prepared by their parents. The childminder was aware of their individual likes and dislikes. One family told us, "She has supported my child to explore new foods, and they are now a much better eater".

The childminder worked closely with families to encourage good sleep routines. Children slept in cots within a comfortable room. Families told us, "The childminder has supported my child's sleep and they are now napping amazingly well. The biggest change we see is with their confidence.

Personal care was carried out sensitively and the childminder was mindful of children's dignity and respect. The childminder had a system in place to support the safe administration and review of medication. At the time of our visit, no children required medication. However, we were confident children's healthcare needs would be met should medication be required.

Quality indicator 1.3: Play and learning.

The childminder was responsive and became involved in children's play when appropriate. This helped to support children's language development through appropriate conversations and role modelling. The

childminder engaged in fun activities to support literacy and numeracy such as reading books and wooden sorters.

Children were supported to have connections to their local community. The childminder regularly took children to local groups, parks, and other amenities. These outings provided opportunities to mix with other children and develop their social, physical, and emotional skills and extended children's interests.

The childminder recognised the importance of sharing information with families. Photographs of children's experiences with appropriate permissions, were shared with parents through social media. This provided opportunities for families to be included in their child's day and gave them an insight into their daily experiences. Families commented, "the childminder facilitates fantastic opportunities for the children and our child loves their trips to different playgroups, the Zoo, bird sanctuary just to name a few. There are too experiences many to mention! Every week our child has fun and varied experiences. To name a few; visiting various beaches, various parks, bookbug and interesting walks in local woods".

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.

Quality indicator 2.2: Children experience high quality facilities

The childminder's home was clean, comfortable, and well cared for. There was plenty of natural light and ventilation. Furniture and soft furnishing provided space for children to rest and relax. The home environment was welcoming for children to play and learn. Children were happy and relaxed within the environment.

Both indoor and outdoor environments were reflective of children's developmental stages. The childminder's home provided ample space for children to move around freely. One family commented, "The childminder's house has a lovely garden with great play toys in it. She regularly takes my child to local parks and their confidence on the equipment has come on leaps and bounds. The childminder also takes my child to local beaches and woods for walks". Another told us, "The facilities are amazing".

Infection, prevention, and control practice were embedded in everyday routines. The childminder had a good understanding of best practice guidance and promoted children's health and safety through high quality facilities. Children washed their hands at key times. Resources and areas were cleaned and rotated regularly. As a result, children played in a safe, well-maintained and stimulating environment.

Keeping the environment safe for the children was important to the childminder, who carried out daily environmental checks to ensure spaces were safe. Children were involved in learning about risk and how to manage this. For example, on outings and visits to the park, woods and adventures to the beach. They learned about road safety and taking risks. This meant children were included in risk assessing and had safe spaces to play and explore. The childminder had detailed policies in place to support the delivery of the service. These reflected good practice guidance and were shared with parents. This meant families were familiar with how the service operated.

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 well led.

The childminder was committed to improving the service. She engaged well with the inspection process and was responsive to our suggestions for development. This showed us the service had capacity for change. The childminder had created child centred values for the service and had embedded them into their daily practice. As a result, children were treated as unique individuals and were at the heart of the service. One family commented, "The childminder is open to feedback and asks for our opinions as to whether we think our child would enjoy an opportunity she is considering".

The childminder had developed an information booklet and a range of policies and procedures that were shared with families, this meant they knew what to expect from the service. The childminder gathered the views of families to ensure they were happy with the care and service provided. They did this through questionnaires, daily chats and acknowledging children's and families' suggestions. Families commented, "Overall I am so happy with the level of care that the childminder provides. As a parent, I feel safe and secure in the knowledge that she is giving my child first class care". The childminder has looked after my child for two years and her service is invaluable" and "I am very happy with the care I receive. I honestly cannot think of any changes that would make things better".

The childminder had made a good start in reflecting and evaluating her service. She used the Care Inspectorate quality framework and visited the 'Hub' for further helpful resources. Developing a positive approach to self-evaluation helped the childminder to maintain and improve her service and support positive outcomes for children. Families communicated "I am very happy with the care that the childminder provides my child. She is caring, is so good with the children, provides amazing opportunities and overall, really cares about the children she looks after and this shines through in how happy my child is when they are there".

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 & values

The childminder had developed positive and trusting relationships with children and families. They recognised the importance of warm responsive attachments and interactions. During the inspection, the childminder was attentive to the children and continued to put their needs first. This contributed to children's feeling secure and their interests being supported.

Children experienced a caring and sensitive approach whilst in the care of the childminder. One family commented, "As a brand-new childminder, I was expecting there to be some teething issues whilst she found her feet, but from the beginning things have been brilliant. The childminder has been very responsive to my child's needs. I can see she is great with all the children in her care and is very well liked and respected. She goes above and beyond, giving a real sense of home from home for the children.

The childminder demonstrated a good understanding of their role and responsibilities. Completion of relevant training, including child protection, paediatric first aid and food hygiene contributed to the safety and wellbeing of children. This learning helped enhance the childminder's knowledge, resulting in improved outcomes for children.

Being a member of the Scottish Childminding Association supported the childminder to keep up to date with new developments and explore topical issues. We signposted the childminder to the Care Inspectorate bitesize videos on the 'Hub'. These would support the childminder to further update their knowledge of current best practice.

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?	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?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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