

Little Chicks Childminding Child Minding

Glasgow

Type of inspection:
Announced (short notice)

Completed on:
17 February 2025

Service provided by:
Samantha Shields

Service provider number:
SP2023000607

Service no:
CS2024000127

About the service

Little Chicks Childminding provides a childminding service from their property in a quiet residential area of Cumbernauld. The childminder is registered to provide care for a maximum of six children at any one time up to 16 years of age. Numbers include the children of the childminder's family. At the time of our inspection, seven children were registered with the service.

The service is close to local primary schools, shops, parks and other amenities. Children are cared for within the living room, kitchen and two playrooms.

About the inspection

This was an unannounced inspection which took place on 17 February 2025 between 10:00 and 12:30. One inspector from Care Inspectorate carried out the inspection. To prepare for the inspection we reviewed information about this service. This included registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This inspection was part of a pilot to test the 'Quality improvement framework for early learning and childcare sectors' developed jointly with Education Scotland. Because this inspection was part of a pilot, no new evaluations (grades) have been awarded.

During the inspection we:

- spoke with five children using the service, and one of their family members
- received seven completed questionnaires
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

- Children were cared for in a bright, clean and very well-maintained premises, giving children a strong message that they mattered.
- Children benefitted from a variety of comfortable play spaces that supported their wellbeing.
- Children's choices were supported through the provision of a wide variety of high-quality and interesting play materials.
- The childminder maximised the use of areas in the local community, which helped promote children's physical and social skills.
- Children experienced warm, caring and nurturing interactions that helped them feel safe, secure and loved.
- Children's personal care needs were met in a responsive and sensitive manner.
- The childminder knew children and families very well, which helped meet their needs.
- Children were able to sleep and rest in response to their needs. This supported children to feel safe and promoted their growth and development.

Children thrive and develop in quality spaces

Quality Indicator: Children experience high quality spaces.

Children were cared for in bright, clean and well-maintained premises. They were warmly welcomed into the childminder's home, where children had their own space to hang their jacket and leave their shoes. This helped promote a sense of belonging. One parent told us "one of the most positive aspects of my child's experience in the childminding service is the warm, caring and nurturing environment. My child feels safe, happy, and excited to go every time."

Children benefitted from a variety of comfortable play spaces that met their needs, for example, living room, kitchen and two small playrooms. Children moved freely between spaces, which supported their choices and wishes. Each playroom was organised and furnished with children in mind. This helped ensure play materials were easily accessible, which supported children's interests.

Children's choice was promoted through the provision of a wide variety of high-quality and interesting play materials, this included, magnetic tiles, books, kitchen, train set, games, puppets, dressing up and playdough. Resources were rotated and replenished through consultation with children and in response to their requests and interests. As a result, children were independent, engaged and motivated in their play. One parent told us "the most positive aspects of [my child's] experiences in the childminding service are the enriching play opportunities and the nurturing, safe environment [the childminder] creates for them. They

have a fantastic ability to make learning fun, using games and activities that encourage both creativity and educational development."

The childminder maximised the use of areas in the local community, which helped promote children's physical skills, whilst developing their awareness of the world around them. For example, children regularly participated in trips to the park, soft play and walks in the community. Whilst the premises did not have direct access to a garden, the childminder had plans to develop a planting and growing area in an outdoor space. One parent told us "[the childminder] takes the children out regularly, whether it's for walks, exploring nature, or simply enjoying outdoor play. When they take them on the bus, they teach them how to do it safely by ensuring they put on their seatbelts and explaining the importance of road safety rules. This has been really helpful as [my child] now implements these safety practices when we're out together."

Children's overall wellbeing was supported through a variety of safety measures in place, for example, a secure entrance, consistent supervision and carefully considered risk assessments which were put into action appropriately. In addition, the premises were very well-maintained and regular cleaning of play spaces helped ensure a safe environment for children.

Children's personal care needs were met in a responsive and sensitive manner. When children required their nappy to be changed, this was carried out in a private space that protected their privacy and dignity.

Children's personal information was stored safely and securely. The childminder understood their responsibility to protect children's privacy. Information about the use of CCTV outside the premises was shared with families and supported the childminder to ensure no unauthorised persons accessed the building.

Children are supported to achieve

Quality indicator: Nurturing care and support

Children experienced warm, caring and nurturing interactions that helped them feel safe, secure and loved. The childminder skilfully divided their attention, helping ensure all children received support. Parents told us how caring the childminder was and described them as "caring", "supportive", "approachable", "compassionate" and "kind."

Children confidently initiated interactions with the childminder and it was clear they had formed positive trusting relationships. For example, they requested support to access toys, support with play or help with toileting. One parent told us "[the childminder] is kind, caring and always makes our [child] feel safe and happy under their care. We know we can talk to them if we need anything, and they will always listen to us. They have created a safe, supportive and nurturing environment for the kids and parents."

Children's wellbeing was promoted through unrushed interactions when parents arrived to collect them. Families were welcomed into the home and children had the time they needed to gather their belongings and get ready to leave. This approach was tailored to meet the individual needs of children and supported families to build genuine connections with the childminder. One parent told us "I am always welcomed into the childminder's home, and I appreciate the time they take to give me a full handover about [my child's] day. We discuss everything from how [they] have eaten, what activities [they have] enjoyed, to general wellbeing. It's never rushed, and I feel fully informed every day."

The childminder supported children's transitions through ongoing communication. This helped children feel supported and informed of any changes. In addition to verbal communication, the childminder had developed further strategies to support children's communication and language through the use of timers and photographs, which supported children's understanding of familiar routines.

Children chose to play on their own or with others when they wished. For example, one child preferred to explore with number blocks and puzzles in a quieter space, whilst another two children enjoyed playing with superhero figures. This supported their overall wellbeing and helped children feel like they mattered. The childminder ensured they checked in with all children sensitively, to offer support and encouragement when needed. Children told us "I love having fun with all the toys and when we play games together" and "I like going because I get to play and have lots of fun with my friends."

Children experience relaxed and sociable mealtimes. They were involved in menu planning, which helped respect their preferences, choices and wishes, for example, sandwiches, spaghetti bolognese and curry. In addition, children were encouraged to taste a variety of different fruits and vegetables. This supported them to learn about healthy eating. Water was available throughout the day, which helped ensure children were kept hydrated.

The childminder knew children well and all children had personal plans in place, which recorded important information to meet their needs. Some children were new to the service and the childminder was building relationships with both children and families. Other children, who had attended longer, had plans in place which set out clear strategies to help meet their needs. One parent told us "I am fully involved in my child's care, and together with [the childminder], ensuring that their needs, interests, and development are supported. I actively participate in creating and reviewing their personal plan, working closely with [the childminder] to set goals and track progress."

Children were able to sleep and rest in response to their needs. The childminder discussed daily routines with families to help ensure care was reflective of home routines. The childminder understood children's sleep cues and provided a quiet space for naps. This supported children to feel safe and promoted their growth and development.

The childminder communicated with families regularly about children's progress and their day. This helped promote positive trusting relationships. Opportunities to share information with families positively impacted on children's care and support. Families welcomed advice and support from the childminder and the collaborative working helped ensure consistent approaches to care. One parent told us "we are giving daily feedback about our children. [The childminder] and I work together to discuss what is best for my [child] to ensure they get the best possible outcomes and care."

Quality indicator: Safeguarding and child protection.

The childminder was aware of their responsibilities to ensure children were safe and protected from harm. They had attended child protection training and developed policies in line with guidance. This supported them to meet children's needs.

The childminder demonstrated positive relationships with children and families. They valued parental feedback and respected children's rights, where they actively sought the views of children. The service's vision and aims promoted an ethos where children experienced care in a safe and secure environment, helping them play, learn and grow. Parents told us "the service provided is very good and my [child] is happy and confident with the childminder and they have a very good relationship" and "[my child] and I are involved in a meaningful way to help develop the service. I feel like my input is always valued, and I'm

encouraged to share any thoughts or suggestions about [my child's] care, activities, or general experience. [The childminder] is always open to feedback and makes me feel my input is valued in [my child's] development".

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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