

Turnbull, Mrs Alison and Mr Kenneth Child Minding

Broxburn

Type of inspection:

Unannounced

Completed on:

16 April 2025

Service provided by:

Turnbull, Mrs Alison And Mr Kenneth
Turnbull, Mrs Alison And Mr Kenneth

Service provider number:

SP2003906506

Service no:

CS2003012787

About the service

Alison Turnbull, trading as Mrs Alison and Mr Kenneth Turnbull, operates a childminding service from their home in a residential area of Broxburn, West Lothian. Alison is the main childminder, with occasional support from Kenneth.

The childminder may care for a maximum of six children at any one time up to 16 years of age: of whom no more than six are under 12 years; of whom no more than three are not yet attending primary school and; of whom no more than one is under 12 months. Numbers include the children of the childminder's family/household. Minded children can only be cared for by persons named on the certificate.

The service is close to local amenities including schools, parks and shops. Children benefit from a dedicated playroom and have access to the dining kitchen, downstairs toilet and enclosed back garden.

About the inspection

This was an unannounced inspection which took place on Wednesday 16 April 2025 between 10:00 and 11:45. 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, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with children in the service
- reviewed digital responses from four families
- spoke with the childminder
- observed practice and interactions with children
- reviewed documents.

Key messages

- Children were relaxed and happy in a service that supported their overall wellbeing.
- Children were developing confidence in their abilities as they learned through play.
- Children were cared for in a homely environment where they had ample space to play and rest.
- The childminder should develop ways to record risk assessments.
- The childminder should develop their approach to quality assurance to lead to continuous improvement.
- The childminder should update their core training to ensure their knowledge and understanding is current.

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?	3 - Adequate
How good is our staff team?	3 - Adequate

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 experienced a warm and nurturing approach to the care they received. They were relaxed and happy in a service that supported their overall wellbeing. The childminder knew children well and offered support and encouragement to promote their independence. They understood the importance of developing positive relationships with families. This meant that the care provided met the needs of individuals and respected the wishes of parents.

Families were very happy with the service provided. One family told us, "Ali will always go above and beyond for any family including myself."

Children sat together as they enjoyed a healthy snack. They were encouraged and supported by the childminder to prepare their own fruit. For example, cutting apples into slices. They chatted happily with each other and the childminder, who was close by to ensure children were safe. This created a positive social experience which provided an opportunity to promote close attachments.

The childminder knew children and their extended families very well. They supported children's emotional wellbeing and worked closely with families to ensure a consistent approach to care routines. Children's personal plans contained important information. We discussed developing personal plans further and ensuring information shared by families is recorded.

Quality Indicator 1.3 - Play and learning

The childminder was responsive in their approach to offering play and learning opportunities, based on children's interests. Children were busy, having fun and engaged in leading their play during the inspection. They independently accessed resources appropriate to their age and stage of development. The childminder joined children in their imaginative play as they pretended to visit the hairdressers. The effective use of questioning encouraged children to think and share. As a result, children were happy and developing confidence in their abilities as they learned through play.

Children usually attended the service for a short time before and after school. During school holidays they attended as and when needed. This meant that observations of children's learning and experiences were shared informally at the end of the day with families as they collected children. The childminder also made use of digital messaging to share information with parents.

The local community was used to extend children's experiences. Children told us about the different parks in the area and discussed what they liked about each of them. The childminder understood the positive impact that outdoor play had on children's overall wellbeing. As a result, children's opportunities for play and learning were improved as they developed connections to their community during the holidays.

How good is our setting?

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 2.2 - Children experience high quality facilities

Children were cared for in a homely environment that was comfortable and welcoming. They had access to rooms on the ground floor level of the property, and moved freely between the playroom and kitchen/dining area. There was ample space for children to play, rest and relax. The dedicated playroom was organised and provided opportunities for children to play and explore a variety of activities. Soft furnishings meant that children had cosy areas where they could rest. One family told us, "It is a second home. The time where I have to work and can't be there to watch my children Ali takes over and they love being there!"

The large outdoor area at the rear of the property was fully enclosed, secure and offered children a safe space to play. There was a mix of grass and all weather artificial grass surfaces. This supported children to access fresh air and the outdoors all year.

Infection prevention and control measures were in place. Regular cleaning routines meant the spread of infection was minimised. Handwashing at key times was encouraged, and further enhanced infection prevention and control measures.

The property was well maintained indoors and outdoors. We were satisfied that children were kept safe as the childminder discussed risk and how to stay safe. For example, as they walked home from school. The childminder described how older children helped younger children to stay safe by explaining how far ahead they could walk safely. We discussed the importance of recording risk assessments and suggested ways in which this might be done (**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'**).

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Quality Indicator 3.1 - Quality assurance and improvements are led well

The vision, values and aims of the service were evident in the warm interactions and positive relationships we observed during the inspection. The encouraging and supportive ethos meant that children felt loved, secure and safe.

Communication with families was generally through informal chats and text messaging. This approach supported open communication that enabled continuity in children's care and provided opportunities for families to be involved in their child's daily experiences. This helped to build positive relationships and exchange information. However, feedback was not used to meaningfully inform the development of the service.

There were no systems in place to evaluate the quality of the service and identify areas for improvement. The childminder was unable to give us an example of improvements made which had brought about improved outcomes for the children. We discussed how the childminder should develop their approach to quality assurance to lead to continuous improvement (**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'**).

The pace of change to improve the quality of care and support and overall outcomes for children and their families was slow. At the previous inspection, three areas for improvement were identified and these had not been actioned or met.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Quality Indicator 4.1 -Staff skills, knowledge and values

The kind, nurturing and fun interactions we witnessed supported children to feel relaxed and happy. For example, children enjoyed joking and having close contact as they laughed and played with the childminder. Children told us, "we love Ali", and "she is the best". This meant that secure relationships supported children's overall wellbeing.

The childminder was a member of the Scottish Childminding Association (SCMA). They had not accessed any additional training or professional reading to support and develop their knowledge and understanding. We suggested using the resources available to them through their SCMA membership to ensure their knowledge and understanding was based on relevant evidence, guidance and best practice. Children would benefit from the childminder developing their approach to continuous professional development to support improvements in practice and improve outcomes for children.

Children were kept safe and protected as the childminder demonstrated they had sufficient knowledge to take appropriate action in the event of a child protection concern. We asked the childminder at the previous inspection to access child protection training. This had not yet been actioned. The childminder should update their core training to ensure their knowledge and understanding is current. This would contribute to keeping children safe (**see area for improvement 3 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

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 safety is promoted the childminder should develop and record detailed risk assessments as they consider risks and how these will be mitigated. These should include, but are not limited to, risk assessments for outings and the garden area.

This is to ensure I experience a high quality environment and is consistent with the Health and Social Care Standards (HSCS) which state, 'My environment is secure and safe.' (HSCS 5.19).

This area for improvement was made on 24 July 2024.

Action taken since then

The childminder spoke confidently about ways in which they include children as they carry out risk assessments in the moment. For example, road safety as they walk to the childminder's home from school. We discussed the importance and benefits of having a record of risk assessments.

This area for improvement has not been fully met and remains in place.

Previous area for improvement 2

To ensure children receive high quality care and support from the continued development of the service, the childminder should develop quality assurance and self-evaluation processes. Procedures should be created that include ways to gather parents' and children's views. This will help identify any areas for improvement that will impact positively on outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 24 July 2024.

Action taken since then

The childminder gathered the views of children and families through informal methods, such as, digital messages, discussions and observations. No quality assurance systems were in place to enable the childminder to evaluate the service, identify strengths or areas for improvements.

This area for improvement has not been fully met and remains in place.

Previous area for improvement 3

To provide the best possible outcomes for children the childminder should ensure they engage in mandatory and relevant learning opportunities to keep their knowledge and understanding current. This should include, but is not limited to, Child Protection training.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support that is right for me and is based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 24 July 2024.

Action taken since then

The childminder had not engaged in any training opportunities to keep their knowledge and understanding around children's care, play and learning up to date. We highlighted further reading and learning opportunities, and discussed ways to record the impact of this on outcomes for children.

This area for improvement has not been met and remains in place.

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?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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