

Ward, Lisa Child Minding

Kirkcaldy

Type of inspection:
Announced

Completed on:
15 August 2025

Service provided by:
Lisa Ward

Service provider number:
SP2011981808

Service no:
CS2012306662

About the service

Lisa Ward provides a childminding service from their upper floor flat, in Kirkcaldy, Fife. The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16. Numbers are inclusive of children of the childminders family.

The service is close to local amenities, school and parks. Children are cared for in the lounge and have access to a kitchen and bathroom. Children also have access to an enclosed garden to the rear of the property, accessed via a communal stair well.

About the inspection

This was a short notice announced inspection which took place on 13 August 2025 between 09:30 and 11:00. 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 previous inspection findings, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- observed one minded child present
- received feedback from one family
- spoke with the childminder
- observed practice
- reviewed documents

Key messages

- Children experienced warm, responsive, and nurturing care and interactions were sensitive and attuned to their needs.
- The childminder had begun to enhance the play environment by introducing some natural resources.
- Outdoor play was active and engaging, children had opportunities to climb, run, and explore, with the childminder supporting learning through play.
- Children experienced a warm and welcoming ethos within the service.
- The childminder was in the early stages of evaluate the quality of the service and identify areas for improvement.
- The childminder had worked to ensure previous requirements had been met, contributing to a good standard of care.

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?	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.

1.1 Nurturing care and support

The childminder provided warm, responsive, and nurturing care. Interactions were sensitive and attuned to the child's needs, with the childminder engaging at the child's level to promote a sense of safety and comfort. The child sought reassurance and support confidently, indicating a secure and trusting relationship. This positive connection supported the child's emotional wellbeing and contributed to their overall development.

The childminder showed an understanding of the child's individual care needs. They spoke confidently about routines, preferences, and personalities, reflecting a thoughtful and personalised approach to care. Personal plans were up to date, well-organised, and contained relevant information. These had been reviewed appropriately and demonstrated a commitment to meeting children's needs effectively.

No children currently required medication. The Medication permission forms had been reviewed and now included all necessary information, in line with the Care Inspectorates' guidance on the Management of medication in day care of children and childminding services. These improvements supported a safer and more consistent approach to medication administration and contributed to the overall wellbeing of children.

Children were safe and protected because of the childminder's understanding of what to do if they had concerns about a child's health, safety or wellbeing. We discussed ways in which to strengthen the childminders policy and procedure to support her with reporting concerns.

1.3 Play and learning

The childminder had begun to enhance the play environment by introducing some natural resources. Whilst this was a positive development, further work is needed to ensure children have access to a wider range of materials that promote creativity, enquiry, and exploration. Consideration could be given to how resources are presented to encourage engagement and support children's curiosity and learning through play.

Outdoor play was active and engaging. The minded child had opportunities to climb, run, and explore, with the childminder supporting learning through play. Thoughtful questioning and the introduction of new vocabulary during play, supported language development. Numeracy was promoted through natural interactions, enhancing learning in a meaningful way.

The childminder used photographs to share children's experiences with families, promoting parental engagement. Observations of children's learning were in the early stages, with some notes tracking progress and achievements. This provided a foundation for future development in planning and assessment. Strengthening observation and recording practices will support the childminder to more effectively identify and respond to children's learning needs.

Community engagement was a notable strength. Regular walks, toddler groups, and outings such as zoo visits, book bug sessions, trips to the museum offered children opportunities to connect with their wider world, develop social skills, and learn through real-life experiences. The parent we spoke with highlighted these experiences as a key strength of the service.

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.

2.2 Children experience high quality facilities

Children experienced care in a homely, warm, and welcoming setting. The environment offered ample space for children to play, rest, and explore. This contributed to children feeling valued and respected.

Children were supported to lead their own play and learning. They had access to a range of age-appropriate resources that promoted choice. These resources were well-maintained and supported children's development across key areas of learning.

The childminder managed her service well to promote children's safety and wellbeing. Relevant risk assessments were in place which had been reviewed to support children's safety as they played.

Children's personal information was stored securely and confidentially. Records were well-organised, contributing to the safe management of sensitive information in line with data protection requirements.

How good is our leadership?

3 - Adequate

We evaluated this key question as Adequate, where strengths just outweigh weaknesses.

3.1 Quality assurance and improvements are led well

The childminder ensured relevant information was clearly displayed. This supported transparency and helped families stay informed, while also reflecting a professional approach to service delivery. Appropriate insurance cover, including public liability and car insurance, was in place, which contributed to a safe and compliant environment.

The childminder is operating within the conditions of registration, which is essential for maintaining regulatory compliance and safeguarding children.

Communication with families is supported through the use of WhatsApp, enabling instant updates and promoting strong relationships. Questionnaires had been shared with parents, providing opportunities for feedback and helping to build a collaborative approach to care.

We identified an area for improvement in relation to self-evaluation at the previous inspection. Limited progress had been made in relation to this, therefore the area for improvement has been restated. **(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?')**

We signposted the childminder to the upcoming 'shared framework', to support them in making progress with this area of practice. Information on the shared framework is available here: <https://education.gov.scot/inspection-and-review/inspection-frameworks/quality-improvement-framework-for-the-early-learning-and-childcare-sectors/>.

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.

4.1 Staff skills, knowledge and values

The childminder had created a warm and welcoming ethos within the service. Parents valued the childminders 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. One parent told us, 'Lisa is great, flexible to meet the needs of our family. We are very happy with the service she provides.'

The childminder had a good understanding of each child's personality and interests. Respectful relationships were a strength, and the minded child benefited from the childminder's warmth and encouragement. We found that the child responded positively to the support provided by the childminder, and they were given an appropriate amount of time to listen and respond to instructions. This contributed to children's individual needs being met and their interests being supported.

The childminder had a good understanding of their professional responsibilities. She worked within the conditions of her registration and ensured children's safety through appropriate measures, including maintaining insurance and keeping daily attendance registers.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 22nd November 2024, the provider must ensure children's care, development and learning needs are effectively met by developing children's personal plans. This is to ensure that children's needs are planned and met.

To do this, the provider must, at a minimum, ensure personal plans:

- 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 comply with Regulation 5(2)(a) and (b) (Personal plans) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010)

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which state that: '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) and 'My care and support meets my needs and is right for me' (HSCS 1.19).

This requirement was made on 15 August 2024.

Action taken on previous requirement

Children's care, development, and learning needs were supported through the use of personal plans. Personal plans were place for all children and these plans reflected approaches to meet children's needs. The childminder is encouraged to continue using personal plans as a tool for planning and reflection, ensuring they remain current and meaningful.

Met - outwith timescales

Requirement 2

By 22nd November 2024, the provider must ensure systems are place which support the safe management of medication. This will ensure children receive the correct medical treatment at the appropriate time.

This should include but is not limited to reviewing medication permission forms to ensure all information

required is included and follows best practice guidance as stated in the Care Inspectorate publication 'Management of medication in day care of children and childminding services'.

This is in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210) 4(1)(a) - Requirements to make proper provision for the health and welfare of service user.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS), which states that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 15 August 2024.

Action taken on previous requirement

The childminder had appropriate systems in place to support the safe management of medication. Medication permission forms had been reviewed and now included all necessary information, in line with best practice guidance.

Met - outwith timescales

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 support children's learning and development, the childminder should ensure children have access to open ended resources and toys appropriate for their age and stage of development. These should provide challenge as well as opportunities for children to develop their natural curiosity.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I can direct my own play and activities in the way that I chose and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.' (HSCS 2.27)

This area for improvement was made on 15 August 2024.

Action taken since then

The childminder had introduced some open ended resources to support children's age and stage of development to promote children's curiosity. The childminder should continue to reflect and review the resources available to ensure children's creativity is well supported.

This area for improvement has been met.

Previous area for improvement 2

To support children to access an environment that promotes high quality play, the childminder should review and make appropriate changes to the indoor environment.

This could include, but is not limited to,
removal of unnecessary items
maintaining a well organised and tidy environment

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that; 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment (HSCS 5.22).

This area for improvement was made on 15 August 2024.

Action taken since then

The childminder had made changes to her indoor environment to ensure areas accessed by children were tidy. We reminded the childminder of the importance of continually reviewing areas within the home to ensure they are well-organised.

This area for improvement has been met.

Previous area for improvement 3

To improve outcomes for children, self-evaluation should be developed, including meaningfully involving children and families. The childminder should become familiar with best practice guidance and use this to support her to reflect and plan for continuous improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standard (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 15 August 2024.

Action taken since then

While formal processes have not yet begun, the childminder had sourced relevant paperwork to support the development of meaningful self-evaluation. Once implemented, this will enable regular feedback from families and children, helping to identify what is working well and where improvements may be needed. This will support continuous improvement and enhance outcomes for children.

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

Previous area for improvement 4

To ensure children experience a service that is based on current best practice, the childminder should develop her skills and knowledge through broad training, self-directed reading and developing awareness of good practice documents.

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

This area for improvement was made on 15 August 2024.

This area for improvement was made on 15 August 2024.

Action taken since then

The childminder had begun to review policies and procedures that reflected best practice for example, medication procedures had been updated. This contributed to keeping children safe. The childminder should continue to engage with professional development opportunities.

This area for improvement has been met.

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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.