

# Louise's Childcare Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 April 2018

**Service provided by:**  
Dalglish, Louise

**Service provider number:**  
SP2013984882

**Care service number:**  
CS2013317267

## The service

### Introduction

Mrs Louise Dalgleish registered with the Care Inspectorate on 5 December 2013.

The childminder can provide care to a maximum of 6 children under the age of 16 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 are inclusive of the children of the childminder's family.

Care may be provided to an additional named child not yet attending primary school and over 12 months on Thursdays only, for a period not exceeding 4 hours, until 28 June 2018. Should any child in this age group, attending on Thursdays, leave the service this variation would no longer apply.

Currently the childminder has seven children on her register. One minded child was present on the day we visited.

The childminder provided her service from a detached property in a quiet residential area of Galashiels.

The aims of the service included:

"I work hard to ensure my setting is welcoming, warm, light and a fun environment.  
I offer children various activities and challenge both indoor and outdoor to develop skills as they grow.  
I recognise the importance of children socialising with their peers."

We found these aims to reflect the service provided.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives. We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by the Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. GIRFEC is being woven into all policy, practice, strategy and legislation that affect children, young people and their families. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children. Information on SHANARRI can be found at <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

## What we did during our inspection

During the inspection we gathered evidence from various sources including talking to the childminder, talking to and observing the minded child, looking at key information kept to ensure that children's needs were met. We also looked at resources, equipment and the environment.

We took account of the comments parents gave us in our care standards questionnaires.

All of the above information was taken into account and reported on under the relevant quality themes within this report.

## Views of people using the service

The minded child slept for part of our visit and when they awoke we observed them to be happy, actively occupied and comfortable in the care of the childminder. We saw that the childminder supported the child well. They listened to them and allowed them to make their own choices in deciding what they wanted to play with.

We received very positive comments from parents about the service. Some of the comments are included below and some are written within the body of the report. All parents strongly agreed with the statement 'Overall, I am happy with the quality of care my child receives at this service'.

"There are healthy and varied meals and snacks. lots of fruit, rice cakes, vegetable sticks etc plus yummy home-made soup in winter (my child's favourite)."

"They do lots outside. Visiting Portia the pig, Eeyore the pony and playing in the woods."

"They make good use of local events. Louise is excellent at finding out about local things and involving the kids i.e. the gingerbread trail at Christmas time."

"My children adore her and her family and they are treated as an extension of Louise's family. They feel safe, loved and happy."

"Louise knows all the little ones so well and endeavours to make a relaxed, enriched and fun learning environment through exploration and play."

Louise shares trips/plans for the week about what she hopes to do and asks our opinions".

## Self assessment

The Care Inspectorate received a fully completed self assessment document from the childminder. We were satisfied with the way that they had completed this and with the relevant information they gave us for each of the headings we grade them under. It was evident she had given a lot of thought as to what to write and it gave us a real flavour of the service she provides by including real life scenarios.

## What the service did well

Children were being cared for in a safe, warm, happy and nurturing environment. The childminder responded gently and reassuringly to the child and was able to meet their needs. Children are offered a very good range of experiences which supported their development encouraging independence and self-esteem. It was evident that she had very good relationships with the parents.

## What the service could do better

We asked the childminder to update some of her knowledge by looking at the new Health and Social Care Standards.

## From this inspection we graded this service as:

|                                      |               |
|--------------------------------------|---------------|
| Quality of care and support          | 5 - Very Good |
| Quality of environment               | 5 - Very Good |
| Quality of staffing                  | not assessed  |
| Quality of management and leadership | 5 - Very Good |

## Quality of care and support

### Findings from the inspection

The childminder demonstrated a clear understanding of child development. She promoted children's health and wellbeing through the very good use of outdoor play, healthy eating and good hygiene practices. A parent told us their childminder was happy to take into consideration food allergies and preferences.

It was evident that the childminder had very good relationships with the parents of the children she cared for. A parent commented "there is lots of daily chats". This allowed her to ensure consistency between the child's home and hers. Daily diaries for the younger children also helped ensure this. A parent commented that their childminder gathered information about "how they wished our children to be cared for" and she "asks us about specific areas as these develop i.e. changes of nap times, dietary requirements etc.". The childminder described ensuring settling in visits were positive experiences for the children and their parents and she handled these sensitively and inclusively.

The childminder had a lovely nature with the child and got down to their level for play and included them in conversation. She used praise and encouragement constantly, helping them to feel secure and comfortable. This helped promote positive behaviour as she presented as a good role model.

Children's personal learning plans were detailed and evidenced how children were progressing. Parents were included and involved in these as they could take them home to share with their family members whenever they wished. Information was kept up to date with many photos evidencing the varied, fun and stimulating experiences children were having with their childminder.

By being aware of her roles and responsibilities in the protection and safeguarding of children she was able to keep them safe. The childminder supported children to gain confidence in keeping themselves safe by practising road safety and being a positive role model.

Aspects of this theme were excellent.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

# Quality of environment

## Findings from the inspection

The childminder had created a safe, warm, happy, and creative environment where children could feel welcomed, valued and have choice. Older children had filled a 'choice jar' of activities they would like to do when they came to their childminders. We could see children were given many opportunities to develop their natural curiosity, confidence and build their self-esteem. A parent told us their childminder "provides that perfect balance of home from home environment but with structured activities and the skills and knowledge to bring them on". Another commented "I adore the activities Louise does".

The childminder recognised the importance of providing resources which were age appropriate but offered challenge in order to extend their learning and promote independent thinking. The home was very child friendly and the childminder had developed a very interesting and stimulating playroom for them to have fun in. A parent told us "children get lots of say in what toys/activities are out in the playroom/garden. This is very children driven/focused". The childminder described enjoying outdoor life. She made very good use of her garden and the countryside surrounding her home offering an ideal environment for active learning about nature and have fun with their peers. Walks in the woods and visits to the 'fairy tree' were described as being favourites. The selection of open-ended materials both indoor and outdoor offered endless amounts of opportunities for construction and props for imaginative play. The childminder had taken children on trips further afield which helped to expand their experiences, for example a train journey to Edinburgh to visit the National Museum.

The childminder recognised the benefits of risky play and how this helped to develop children's confidence. Through her management of risk children were encouraged to become more aware of their own safety and life skills were developed. We saw that the childminder was vigilant in respect of good hand hygiene and that children were learning about keeping themselves healthy which promoted independence and respect.

Aspects of this theme were excellent.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder's experience, commitment and enthusiasm was a major strength of her service. Her professional, reassuring and friendly manner was conducive to providing a very good quality service which was supportive and caring toward the parents and children she cared for.

The childminder continued to assess, develop and improve the service she provided. She did this by developing supportive partnerships with parents and local childminders, accessing relevant training opportunities and keeping up to date with current best practice and childcare legislation. As a result of training the childminder was confident and knowledgeable. She shared what she had learnt with parents which meant parents were becoming familiar with best practice and kept them involved in the development of her service.

The childminder involved parents and children in the evaluation of her service and this meant they could feel involved in service development and she was able to meet individual needs.

The childminder was actively involved in a local childminding group. She had close links with another childminder where they went on outings together and had shared experiences. This meant children were given very good opportunities to socialise and mix with other children. The childminder recognised that this is a very important part of growing up and parents showed their appreciation of this.

Written information for parent was comprehensive, letting them know of the activities she provided, all about her policies and procedures and the aims and objectives of her service. This information made it clear to parents that she had their child's best interests at heart and made a commitment to working with and involving them and their child in all aspects of the service. Information on confidentiality and how and who to raise any issue about the service with, should they have concerns.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 5 – very good

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

## Previous requirements

There are no outstanding requirements.

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

## Previous recommendations

There are no outstanding recommendations.

## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

| Date        | Type        | Gradings                  |               |
|-------------|-------------|---------------------------|---------------|
| 29 Jul 2014 | Unannounced | Care and support          | 5 - Very good |
|             |             | Environment               | 5 - Very good |
|             |             | Staffing                  | Not assessed  |
|             |             | Management and leadership | 4 - Good      |



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