

## Officer, Lindsay Child Minding

Type of inspection: Unannounced  
Inspection completed on: 1 June 2018

**Service provided by:**  
Officer, Lindsay

**Service provider number:**  
SP2013985004

**Care service number:**  
CS2013318108

## The service

### Introduction

This service registered with the Care Inspectorate on 24 September 2013. The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months old. Numbers are inclusive of children of the childminder's family.

The childminder is providing a service from her home in a quiet residential area of Westhill, Aberdeen. The house is close to the local school. Children have access to the living room, downstairs toilet, kitchen and garden, which is situated at the rear of the property. The aims of the service are to "provide a safe, nurturing and fun environment for children".

This service registered with the Care Inspectorate in September 2013.

### What we did during our inspection

We compiled this report following an unannounced inspection, which took place between 13:25 and 16:50 on 30 May 2018. We gave feedback to the childminder on 1 June 2018. A Care Inspectorate early learning and childcare inspector carried out the inspection.

We spoke with the childminder and five children who attended after school. We observed the childminder's interaction with children, the environment indoors and out, children's personal plans, policies, insurance certificates, training records, floor books and mind maps.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time by the right people. It supports them and their parent(s) to work with the services that can help them. 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 SHANNARI wellbeing indicators.

### Views of people using the service

The five minded children present during the inspection appeared happy, confident, and secure in the childminder's home. They were happy to chat to us and discussed what they enjoyed doing during their time with the childminder. Comments include:

"Hama beads."

"We made a computer."

Two parents returned questionnaires to us. They strongly agreed that they were happy with the overall quality of the service. Comments included:

"Lindsay is a very organised childminder. My child's safety is at the centre along with providing a comfortable and friendly environment. Overall I am very satisfied with her service."

"She provides a safe, fun, healthy environment. My child loves to go to childminding."

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the childminder, which was completed to a high standard. It identified what the service offered to children and their families. Some areas for improvement were also provided. To support the development of all aspects of the service, the childminder should include areas for improvement within all sections of the self-assessment

## What the service did well

The childminder provided a high quality service to families, and met children's individual needs very well. A high level of participation from children and parents within the service was evident, with activities and experiences centred very much around the child. The childminder was committed to her own continuous professional development, as well as supporting other child minding professionals in the local area and beyond.

## What the service could do better

The childminder could use best practice guidance to support her in evaluating her service.

## 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 care and support provided to children was very good. A fun, friendly and safe environment encouraged children to feel confident and settled in the service. Interactions between the childminder and children were warm and calm, which created a very relaxed, nurturing atmosphere. Parental responses via our questionnaires suggested that families were very happy with the care that their child received. Conversations with the childminder confirmed that positive working relationships existed with children and parents.

The childminder had a very good knowledge of the children in her care. She confidently gave very detailed examples of how she had supported individual children with their needs and any strategies used to support these, as well as any assistance that she had given to parents.

Personal plans contained very detailed information on children's learning and development, as well as the documentation of their interests. Plans were also linked to the national Curriculum for Excellence and the SHANARRI wellbeing indicators. The childminder used the children's interests to plan for activities and experiences, which promoted their inclusion and involvement within the service.

To ensure that children's ongoing needs are met, the childminder should consider evaluating next steps.

Child protection procedures followed by the childminder supported her in safeguarding the wellbeing needs of minded children. She confidently discussed the processes she would use if she had any concerns about the children in her care, and who she could contact if she did. Her knowledge of GIRFEC was also very good, and this contributed to supporting her in keeping children safe. The childminder should consider the use of chronologies in recording significant information. This will support her in assessing any necessary next steps. Guidance can be found below:

Chronologies:

<http://hub.careinspectorate.com/media/468617/practice-guide-to-chronologies-2017.pdf>

Meals and snacks provided by the childminder promoted children's health and wellbeing needs. Examples of foods provided included scones, crackers, fruit and vegetables. The childminder discussed how she gave children the opportunity to be snack helpers. This promoted their inclusion and encouraged them to be responsible. She shared her knowledge of best practice guidance, and how this had supported her in providing healthier drinking options to children. This promoted their ongoing dental health.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder's home was undergoing renovation at the time of inspection. Children still had very good opportunities to access resources and the outdoor garden, as well as having spaces to eat and relax in. A variety of resources available gave children opportunities to choose. Minded children could access these as they wished, including books, small world toys, arts and crafts, games, Lego and Hama beads. Activities such as chalk painting, play dough, clay and baking gave children the chance to participate in sensory-based play. We observed during the inspection that the childminder was responsive to children's requests for specific resources.

The childminder was using current best practice guidance to influence her activities and experiences. She had a loose parts box which contained items such as tins, plastic tubs, bags and boxes, bottle tops and corks. Minded children proudly talked to us about how they had used some of these loose parts to create a "computer", giving a sense of achievement. Loose parts play including rice, lentils and sand were also incorporated within the service. On the day of inspection, a number of loose parts were present in a sand tray within the childminder's living room. These types of activities encouraged children's enquiry and problem solving skills, and gave them opportunities to be creative.

Children had daily access to the outdoors, which supported them to be active. This included regular walks to and from school, as well trips to the local parks, forests and woods. During school holidays, outings further afield

took place, including trips to castles, garden centres, funfairs and the cinema. The childminder's garden was smaller than usual due to building works. She discussed how she was now utilising the local outdoor area more so that children still had regular opportunities to access fresh air. The childminder had identified her garden as an area for development and was encouraging the children's involvement in this, which respected their right to be heard.

Good hand washing techniques used by the childminder supported children's health and wellbeing. Children were encouraged to wash their hands before eating and after using the toilet. Nappy changing procedures followed by the childminder were in line with current guidance, and minimised the risk of infection to children.

## 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 kept up to date with best practice guidance in a variety of ways, including Scottish Childminding Association (SCMA) as well as Care Inspectorate publications and websites. She was a part-time trainer with the SCMA, and attended training and conferences as part of this role. The childminder also networked with other childminders in the local area and shared information with them through social media group chats. She discussed how she used these methods to support in not only her own practice, but also the practice of other childminders. This showed a commitment to the continuous professional development of others as well as her own, promoting better outcomes for minded children.

Core training in first aid, child protection, food hygiene and infection control was up to date, supporting children's health and wellbeing. As an SCMA trainer, the childminder was familiar with training before delivering this to other childminding professionals. Examples of floor books contained mind maps on training that the childminder was going to be delivering. She had recently attended a course in relation to the new Health and Social Care Standards. The childminder could consider the use of these in evaluating her service. This will support her in making continued improvements. Publications such as 'Your Childminding Journey' and 'My Childminding Experience' will also assist her with this.

My Childminding Experience:

<http://hub.careinspectorate.com/media/582717/my-childminding-experience.pdf>

Your Childminding Journey:

<http://www.childmindingjourney.scot/>

Parents and children had a high level of involvement within the service. Parents could attend regular development meetings, which encouraged their inclusion in their child's learning. The childminder distributed questionnaires annually to parents and had recently started to use online questionnaires to seek parental opinions on specific areas, including snack and outdoor use. Parents could also give their feedback or suggestions for activities verbally or on a board that was situated in the childminder's hallway.

Children's interests and opinions were valued and taken forward by the childminder. We saw a number of mind maps that gathered the children's ideas, and planning sheets that showed these ideas being incorporated. As well as daily conversation, child questionnaires were used to seek feedback on activities and outings that the children had participated in. Examples of pie charts created by the childminder and the children evaluated the success of these activities. This promoted children's involvement whilst encouraging respect between the minded children.

## 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	
26 May 2014	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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