

# Eleni Robertson Childminder Child Minding

Type of inspection: Unannounced  
Inspection completed on: 22 May 2018

**Service provided by:**  
Robertson, Eleni

**Service provider number:**  
SP2013984578

**Care service number:**  
CS2013315478

## The service

### Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com).

Ms Eleni Robertson trades as Eleni Robertson Childminder. She is referred to as the childminder in this report. The childminder is registered with the Care Inspectorate 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. Numbers are inclusive of children of the childminder's family.

The childminder provided the service from her semi-detached home, which was situated in a quiet residential area of Longniddry, East Lothian. The garden to the rear of the home was fully enclosed and safe for the children to play.

On the day of the inspection there was one minded child of a young age present.

The aims of the service included:

'I aim to provide every child within my care a safe, happy, caring and secure environment which has a friendly and welcoming atmosphere where parents can be confident that their child is happy, healthy and is developing in a structured environment'.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from 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: safe, healthy, achieving, nurtured, active, respected, responsible and included.

### What we did during our inspection

The inspection was carried out by an inspector from the Care Inspectorate. The unannounced inspection took place on 22 May 2018.

As part of the inspection process we asked the childminder to issue care standard questionnaires to parents using the service.

During the inspection we gathered evidence from various sources including talking to the childminder, talking to children, looking at key information kept to ensure that children's needs were met. We walked round the home with the childminder and assessed the suitability of the environment and equipment used for childminding.

### Views of people using the service

We issued a care standard questionnaire as part of the inspection process. Two parents completed the questionnaire prior to our visit. Parents indicated that they were very happy with the quality of care their child received in the service. Comments from parents included:

'We have been delighted with the standard of care given. Despite being busy with nursery drop off and pick up there is ample opportunity for play, including outdoor play and crafts etc.'

'Extremely please with the service Eleni provides.'

There was on child present during our visit. This child slept through the inspection and we were unable to observe the interaction between the childminder and children. Parents commented on the positive relationship that the childminder had with their children and the childminder spoke warmly of children she minded for. This lead us to assess that relationships with children were positive.

## Self assessment

The childminder had completed the self assessment fully identifying how her service provided children with positive outcomes. Areas of strengths were identified as well as some areas where she wished to develop her practice through information from good practice documents.

## What the service did well

The childminder provided a very good environment for children. There was a good range of resources for both indoor and outdoor play and a relaxed common sense approach to childminding.

## What the service could do better

Policies and procedures were in place and the childminder knew of changes in practice and developments in childcare but should reflect this in her written procedures.

## 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 had taken time, when children took up a place, to gather enough information to care for children and follow their home routines. Information had been reviewed but should be done more regularly in line with our legislation. The childminder had gathered a range of information about each child and their time with her and had a very good understanding of child development which enabled her to discuss progress with parents.

The childminder understood that parents had different preferences for how they received information and gave feedback. A daily diary was in place for the youngest children and this was used effectively along with daily chats and an e-mail to let parents know about activities and events.

The childminder spoke about the children she minded for and knew their individual preferences well. She described how she balanced the day between nursery pick up and drop off and home care. A very good range of activities were provided for children with an emphasis on outdoor play using the garden to the rear and side of the home. Parents commented that there were a range of regular outings such as the beach, play park and walks in the local area their children really enjoyed.

Meals and snacks could be provided as part of the service. Using the Nutritional Guidance document Setting The Table helped the childminder to ensure that children received a varied, balanced diet. Parents commented on the good quality of the food provided for their children. Children had some opportunities to help preparing foods for snack which respected their abilities to make choices and to be independent while supporting the development of healthy eating habits.

The childminder was aware of her responsibility to keep children safe. The child protection policy gave families information about her responsibility to protect children and the action she would take in the event of concerns over children's wellbeing.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder understood the importance of providing children with a welcoming, clean, safe and well maintained environment. This was reflected throughout her home and garden which provided children with a very good environment.

The childminder had developed a number of policies to inform parents what action she took to keep their children safe. She also discussed safety with children and encouraged them to take some responsibility for their own safety to promote responsibility and independence. On the day of our visit the home was safe and secure for the provision of a childminding service. Discussion with the childminder evidenced that she was very aware of hazards and potential hazards and took action to minimise these.

Sensible hygiene routines including regular hand washing were encouraged, older children understood the importance of these routines which helped prevent the spread of infection and embed protective habits for life. Clear systems for recording the administration of medication and for recording accidents were in place. Obtaining parents signatures helped ensure that parents were involved and informed about these occasions.

All the policies and procedures which the Care Inspectorate deem necessary for the provision of a childminding service were in place. However these needed to be reviewed just to ensure that they were up to date in reflecting good practice.

## 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

Since the last inspection took place the childminder had continued to develop her service and had recently completed a formal childcare qualification. The childminder told us about her knowledge of the HUB, this is part of the Care Inspectorate website which supports innovation and best practice. She had made links with other local childminders which she found useful for discussion, information and support.

The childminder was sufficiently organised with regard to paperwork necessary for the provision of the service. The range of information about children and the service was not excessive but meaningful and effective. Information needed to meet statutory requirements such as displaying of registration certificate, public liability insurance, regular maintenance of heating systems and car insurance were in place.

The complaints policy told parents about their right to take forward any concerns they might have about the service including their right to contact the Care Inspectorate at any time. Parents told us they felt well-informed about the service and would not hesitate to talk to the childminder if they had any concerns. A parent told us: 'Eleni is very approachable and listens to any suggestions or requests.'

Both parents who responded to the care standard questionnaire commented on the professional nature of the childminders service. On the day of our visit we found her to be enthusiastic about childcare and committed to providing very good outcomes for children in her care.

## 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	
16 Apr 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	4 - Good

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