

# McFarlane, Louise

## Child Minding

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

**Service provided by:**  
McFarlane, Louise

**Service provider number:**  
SP2003909167

**Care service number:**  
CS2003014626

## The service

### Introduction

The childminder provides her childminding service from her home in a quiet residential area of Arbroath. The minded children have access to the ground floor only, making full use of a dedicated playroom with a kitchen area which included a small table and chairs. A toilet and nappy changing area were situated directly off the playroom. Children had direct access onto a paved garden from the playroom and also made use of the front garden.

The service registered with the Care Inspectorate in 2002 and is registered to provide a care service to a maximum of eight children at any one time under the age of 16, of whom no more than six will be under 12, 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. Minded children cannot be cared for by persons other than those stated on the registration certificate. Overnight care will not be provided.

On the day of inspection the childminder was working with three children. We found that the childminder adheres to the conditions of her registration.

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), 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 Getting it Right for Every Child: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

### What we did during our inspection

We wrote this report following an unannounced inspection between 13:00 and 15:10 on 23 August 2018. We gave feedback to the childminder at the end of the inspection.

We received one completed questionnaire about this service. In addition to the information provided by parents in the questionnaire, we gathered information on the service from a range of other sources. These included:

- observation of the children during activities
- observation of the childminder and her interactions with the children in her care
- all about me information
- observation of the environment
- discussion with the childminder
- toys and resources
- the childminder's policies
- registration certificate.

## Views of people using the service

During the inspection we saw the childminder working with three children. We could see that they were all very confident and happy. The children attending told us:

'I love playing in the mud kitchen.'

'This is the crane. It goes up very high, right up to the sky.'

'Can you write this on the list? It's a forklift truck.'

'I like to play on the bikes and play with people.'

The parents who responded to our questionnaires were very positive about the experiences for their children. They strongly agreed that they were happy with the quality of care received by their children when using the service. They told us:

'We are both very happy with the care that Louise provides our children, and more importantly they are both happy in her care.'

'My children have the opportunity to access lots of activities indoors, outdoors and out in the community.'

## Self assessment

The childminder had submitted a self assessment. This included information about how the service met the needs of children and their families. The childminder could include further areas for improvement.

The childminder demonstrated, through our observations and discussions, her commitment to providing the best outcomes for the children in her care.

## What the service did well

The childminder had developed strong relationships with the children in her care. She effectively supported children to manage their own behaviour and promoted an ethos of respect. The childminder engaged very positively with the children throughout the inspection and it was clear they enjoyed involving her in their play. The childminder kept up-to-date with current best practice and had recently attended a range of training to further develop her knowledge and skills.

## What the service could do better

The childminder should consider recording children's next steps and reviewing them with parents regularly to further inform their record of development. We discussed with the childminder further ways to involve children and families in evaluating the service and suggested how this could be recorded.

## 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

From the evidence gathered during the inspection we found that the service was performing to a very good standard in this area.

The children were confident individuals who were keen to involve us in their play. We could see that they had developed strong relationships with the childminder. She was caring and nurturing towards the children and had a very good understanding of their needs. She was involved in their play and interacted positively, engaging in singing, games and imaginative play throughout the inspection.

The childminder supported the children to manage their own behaviour and emotions. We saw that the children were reminded of the golden rules. The childminder ensured that expectations were clear and praised positive behaviour. This supported the children to consider each other's feelings and encouraged them to be kind and respectful.

During the inspection, we saw the childminder support children to challenge and extend their thinking. In particular, we saw very good examples of this to support children's counting and colour recognition. She also encouraged children to take time to solve problems for themselves.

We looked at the information held for each child. We would ask that the childminder ensured that all information was updated at least once every six months. Parents completed 'all about me' forms which enabled the childminder to gather information about children's individual routines and needs. This supported her to maintain similar routines to the children's home.

The childminder had a learning folder in place for each child. She linked the children's learning to the SHANARRI wellbeing indicators and shared children's progress with parents. We discussed setting children's next steps, in partnership with the child and their parents, and reviewing these on a regular basis to identify their achievements.

The childminder had developed a floorbook that reflected a range of activities and experiences the children had been involved in and linked these to the SHANARRI wellbeing indicators. We discussed with the childminder ways to include the children in developing the floorbook to give them responsibility and ownership. This would enable them to be further involved in the planning and evaluating of their experiences.

We discussed child protection and were satisfied with the childminder's knowledge and awareness of her role in protecting children.

We looked at medication permission and administration forms and were satisfied that they followed current best practice guidance. This ensured children's health, safety and wellbeing needs were met.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a very good standard in this area. We concluded this after talking with the childminder and looking round the childminder's home.

From our observations we saw that the childminder's home was a welcoming and safe space for children. The children had a dedicated playroom which provided plenty of space to play. The children were able to relax on the sofa and enjoy reading stories in the beanbag corner. The toys were stored in boxes which were easily accessible for the children. This supported them to become independent and responsible. The children enjoyed playing board games and eating their snacks and lunch at the small table and chairs.

The childminder told us about the importance of regular outdoor active play to support children's health and wellbeing. The children had free flow access to the back garden which they used on a regular basis. It appeared to be safe and secure and had a range of toys for children to play with including a mud kitchen, ride on toys and a wooden playhouse. The children also enjoyed playing in the front garden on the grass. The childminder told us about how the children transformed the front garden into a campsite and enjoyed participating in role play.

The children were involved in risk assessing when on outings. We discussed with the childminder ways to record this to enable the children to reflect on their experiences. The childminder had introduced loose parts play into her service. We discussed the value of loose parts play to encourage children to be creative, solve problems and promote curiosity and suggested that she could further develop this. We signposted the childminder to documents that would support her to develop loose parts play further.

The childminder made very good use of the local community. The children regularly attended toddlers, music and movement group and a craft club. The children also enjoyed walks around Keptie pond and going on fairy hunts.

We discussed sleeping arrangements for the children and signposted the childminder to safer sleep guidance. We suggested that she may wish to share this with parents.

Accidents and incidents were recorded appropriately, including any treatment given to the child. They were shared with parents. A copy was held for the childminder's own records. We observed a nappy change during the inspection. We reminded the childminder the importance of wearing a disposable apron to minimise the risk of spreading any infection. We directed her to the Care Inspectorate website where current best practice guidance can be found [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com).

## 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

From the evidence gathered during the inspection we found that the service was performing to a very good standard in this area. We concluded this after talking with the childminder and looking at supporting paperwork and individual records.

The childminder had recently completed training in child protection and infection control to update and refresh her knowledge. We discussed the learning she had taken from the training. The childminder was booked onto a first aid course to update her skills and practice. She should continue to identify ongoing training needs and reflect on her learning. This will enable her to continue to make improvements to her service.

Parents and children were given regular questionnaires to gather their views on the service. This gave them the opportunity to be involved in the development of the service and feel listened to. The childminder told us that this method was not always effective in gathering feedback. However, she confirmed that parents would be confident to share any concerns or suggestions directly with her. We discussed alternative ways to gather parents and children's views to ensure that feedback was effective in supporting the childminder to develop her service.

The childminder reflected on her service and kept up-to-date with developments in childcare. She was a member of the Scottish Childminding Association (SCMA) and received childminding magazines and regular email updates. She also accessed the Care Inspectorate HUB and read about current childminding topics online.

The childminder was involved in the local childminding support group. She told us that this was a very good support network and she used this opportunity to share ideas, advice and information from training and meetings.

We found the childminder to be dedicated and passionate. It was evident that she wanted the very best for the children and families she worked with. She had a very good understanding of the children's individual needs and was kind and respectful towards them. Throughout the inspection we saw that the children were having lots of fun and very much enjoyed playing and interacting with the childminder. The childminder should now act on the improvements discussed during this inspection to further develop and improve her service.

## 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
19 Jul 2016	Announced	Care and support Environment Staffing Management and leadership 6 - Excellent 5 - Very good Not assessed 6 - Excellent
9 Apr 2014	Unannounced	Care and support Environment Staffing Management and leadership 4 - Good 5 - Very good Not assessed 5 - Very good
15 May 2012	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good Not assessed
25 Nov 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good Not assessed Not assessed Not assessed
9 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership 5 - Very good 5 - Very good 5 - Very good Not assessed



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