

# Wendy Holt - The Wendy House Child Minding

Type of inspection: Unannounced  
Inspection completed on: 28 September 2018

**Service provided by:**  
Wendy Holt trading as The Wendy  
House

**Service provider number:**  
SP2010977253

**Care service number:**  
CS2010237908

## Introduction

Wendy Holt - The Wendy House has been registered with the Care Inspectorate since 1 April 2011 to provide a care service to a maximum of 8 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. The numbers are inclusive of the childminder's own family.

Wendy Holt is the sole provider of the childminding service and will be known as 'the childminder' throughout this report.

The service operates from the childminder's home in a small residential area close to the local school, nursery and parks. The areas of the house used for childminding include a living room, playroom, kitchen/dining area, downstairs toilet and an enclosed garden to the rear of the house.

The aims of the service include:

"To provide a safe, flexible homely environment for children and provide for the changing needs of the children and their families."

## What we did during our inspection

We completed this report following an unannounced inspection, which took place between 11:15 and 14:45 on 20 September 2018. The inspection was carried out by a Care Inspectorate early years inspector.

During the inspection, we spoke to the childminder and minded child present. We observed the care given by the childminder and looked at a number of documents including planning information, children's records and the methods in place for evaluating the service. We also looked at the childminding environment and considered the experiences of the children.

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 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.

## Views of people using the service

One minded child was present during the inspection. The child was very relaxed and confident in the childminder's care. As the child played and interacted with the childminder, it was evident they had formed a positive relationship. The child approached us with ease to chat and invite us into their play. This showed they felt safe and secure in the minding setting.

The child told us they have lots of friends at the childminder's house and spoke about playing with the childminder's cat. They proudly showed us a den they and the other children had made. This came from a discussion about snails and their shells which led to the children making a den house.

We sent three care standards questionnaires to the childminder to give to families who use the service. Two were completed and returned to us before the inspection visit. Both parents strongly agreed that overall they were happy with the quality of care their children received in the service. Throughout the questionnaires parents responded positively, indicating they and their children experienced a professional and child led care service. We also spoke to one parent during the inspection. Parents' comments included:

"Mrs Holt has been excellent in providing for him and in understanding his needs. Our son is very much at home in her care".

"Wendy is a fantastic lady, who provides the most amazing care for the children she has. Our daughter has comes on leaps and bounds since being with Wendy. Wendy is always planning new adventures, things to do and see and the kids love all the excitement of this".

The parents also told us they had a good relationship with the childminder and made very positive comments about the specific care given to their children. The parents told us the childminder openly shares information with them and works well with them to support their children's continued learning, achievement and development.

## Self assessment

The self assessment submitted was of a very good standard. The childminder provided a good reflection of her service, identifying what she thought she did well, improvements that could be made and how children and their parents had taken part in the self assessment process.

## What the service did well

Children were cared for in an extremely warm and nurturing environment where their individual needs and interests remained a high priority. Relaxed and trusting relationships with the childminder promoted open and honest discussions; encouraging children and their families to share their views and support improvements within the service.

Children were achieving and having fun as the childminder skilfully used her strong knowledge of up to date guidance and best practice documents.

## What the service could do better

To enhance evaluation and secure future improvements, the childminder could develop her current quality assurance methods.

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	not assessed
Quality of management and leadership	6 - Excellent

## Quality of care and support

### Findings from the inspection

Throughout the inspection we saw warm, caring and nurturing interactions between the child and childminder. The child affectionately approached the childminder who gently responded to their non-verbal request for cuddles, promoting a feeling of security and being well cared for. The child confidently chatted to the childminder, inviting her to join in her play. As they chatted and played it was evident a strong, trusting bond had developed. Consistent and genuine praise and encouragement promoted the child's self-esteem and motivation; supporting their continued achievement.

The childminder spoke fondly of each child and demonstrated a sound knowledge of their individual needs, personalities and interests. Individualised daily care and skilful planning of activities and experiences ensured the children's all round development and emotional wellbeing. Enhanced levels of care for particular families further supported resilience and inclusion within their community.

Records kept of children's specific care needs and development progress were maintained and used to an exceptional standard. Clear links between individual needs, interests, personalities and planning ensured continued achievements, development and enjoyment in the childminder's care. Encouraging children and parents to contribute to these records helped ensure information remained current, meaningful and further promoted a respectful and inclusive environment.

A particular strength was the level of family involvement and working with parents to support their child's development. Open and effective information sharing about children's development, strategies and professional guidance encouraged positive working relationships and contributed to children's continued achievements and meaningful experiences in the childminder's care. These strong links between the childminder's and home promoted a high level of continuity of care.

The high level of respect and value of children and their families' preferences, choices and wishes contributed to the exceptional care and support experienced. Children were empowered to express their views and remain involved in the planning of activities. This encouraged responsibility and ownership of their time spent in the service. Making choices and setting their own pace of day promoted children's feeling of being understood, respected and belonging in the service.

Children could enjoy a wide variety of healthy snacks and meals. Their involvement in planning, buying, preparation and serving of snacks and meals encouraged their interest and learning of healthy eating and positive lifestyles.

Children's physical health and positive emotional wellbeing was further encouraged as they engaged in daily outside activities and experiences. Open access to the garden area, walks and visits to play parks gave children choice and opportunities to remain active.

Regular opportunities to engage in risky play promoted children's curiosity, exploration and creativity. Their learning of keeping themselves and others safe was encouraged by positive role modelling and discussions as they assessed and discovered their own abilities to take positive risks. The childminder had a good understanding of the benefits of allowing children to take part in risky play. Consideration should now be given to enhancing access to this type of play. More information and examples of quality outside experiences can be found in the professional document 'My World Outdoors.' This can be accessed on the 'HUB' section of our website.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 – excellent

## Quality of environment

### Findings from the inspection

Children were cared for in a nurturing, stimulating, safe, clean and homely environment. Throughout the inspection the child experienced a relaxed and caring atmosphere.

The layout of childminding areas enabled children to freely play and access activities, toys and games with ease. This promoted self-directed play and contributed to the child-led ethos of the service. Activities were of a high quality and varied, ensuring each child was able to choose and play with activities which were stimulating, of interest and encouraging of their learning and development.

Children's emotional wellbeing was supported as they relaxed and rested in comfortable areas where they could be alone or sit and chat with their friends. This and the positive relationship with the childminder also gave children space where they could confidentially chat to the childminder, sharing news, thoughts, worries or fears. Enabling time and space for these experiences showed children they were respected and well cared for.

Children experienced a trusting, calm and pleasant environment as the childminder skilfully encouraged positive behaviour and friendships. Their learning of being kind and responsible was promoted through positive role modelling, general discussions and helping children to understand the importance of being kind, caring and listening to each other. Children were encouraged to celebrate the achievements of others and work together to resolve disputes, further promoting an inclusive and respectful care setting. Supporting children's learning of their rights empowered them to voice their views and further promote listening and respect.

The minded child told us they helped to take care of the childminder's cat. This further promoted the children's understanding of responsibility and caring and increased their awareness of showing respect for living animals and creatures in the environment.

Children were supported to contribute to and remain part of the local community. Visiting shops, the library, local parks and woods, walks, the community garden and attending local groups and mixing with other children supported them to identify with their local community. This also extended their learning experiences and social responsibility.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder remained passionate and strongly committed to providing a high level of care and support to children and their families. She was engaged in her own professional development and enthusiastically researched relevant documents and websites. She regularly sought training and took steps to maintain and enhance her already sound knowledge of child development and childcare issues. Sharing her learning with parents contributed to the trusting relationships and demonstrated a professional care service where children's individual development and needs remained a high priority.

In particular, children benefited from the childminder's strong knowledge and understanding of the professional documents the 'Health and Social Care Standards', 'Building the Ambition' and 'Getting it Right for Every Child'. The childminder used these guidance documents and the eight wellbeing indicators extremely well to further support children's individual development and ensure continued positive outcomes.

The childminder was reflective of her work and the experiences of children in her care and their families. Current evaluation methods strongly supported family involvement in evaluating the care and support provided and the quality of the overall service. Improvements had been made as a result of listening and working with families which contributed to the inclusive and respectful environment. The childminder could now enhance the way she and families assess the service. This could include building on current methods and implementing a quality assurance plan. This will help ensure the continued high quality of care and support offered and experienced by children and their families.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 0

Grade: 6 - excellent

**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	
2 Nov 2016	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	6 - Excellent
7 Nov 2014	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	6 - Excellent
26 Nov 2012	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed
12 May 2011	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed

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