

# Laura Coll Wraparound Childminding Child Minding

Type of inspection: Unannounced  
Inspection completed on: 3 October 2018

**Service provided by:**  
Coll, Laura

**Service provider number:**  
SP2013985130

**Care service number:**  
CS2013318980

## 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)

This service registered with the Care Inspectorate on 13 November 2013.

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 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. Getting it right for every child 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 getting it right for every child. 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.

Laura Coll offers a childminding service known as 'Laura Coll Wraparound Childminding'. The service operates from her family home in the town of Broxburn, West Lothian. Her home is well located to access a range of amenities such as; local walks, parks, nurseries, schools and local centres.

The areas of the house used for childminding include the living room, access to the kitchen, toilet and supervised use of a shared garden to the rear of the house. Ms Coll told us the garden is rarely used as they use the local community.

At the time of the inspection the service is registered to care for a maximum of six children who are under 16 years of age. There should be no more, than three that are not yet attending primary school and no more than one child is under 12 months old. Numbers are inclusive of the childminders own family.

The aims of the service are:

'To provide a caring service that will meet the needs of you and your children'.

## What we did during our inspection

We wrote this report following an unannounced inspection carried out by an inspector on 3 October 2018 from 1.30 pm to 3.45 pm. We provided feedback to Ms Coll on the same day.

We sent three questionnaires to Ms Coll to distribute to parents/carers. Two completed questionnaires were returned to us. One questionnaire was from parents who have two children attending the service. Parents who made comments were very happy with the service.

During the inspection we gathered evidence from a variety of sources, including discussion with Ms Coll and the minded children. We examined some records that included activities undertaken with the minded children, child protection, medication and two of the children's personal plans.

We walked with the childminder to collect the children from school. On our return from school we stopped off and the children played in a suitable park area, where we then walked home with the children. We observed how the childminder interacted with the five children during the inspection. We considered the general environment and the equipment used in the provision of the childcare service.

## Views of people using the service

### Children comments;

"We love coming to Laura's, she's great, we do lots of activities and she listens to us".

"We play board games, such as, Junior Monopoly and Draughts. We also have a circus tent we can play in. Look it's over there. It's fun".

"I get to play with the electronic chess on my own. Look, it's fun. I played with it yesterday and I am going to play with it again".

"We have a 'Pow Wow' session in the school playground every day with Laura. We then decide as a group what we want to do. We get to stop off and go to the statue where we get to play some games. It's fun". Laura always includes us in deciding what we want to do".

### Parents told us:

"She is simply an amazing childminder. She does such a fantastic job. She takes such care of each and every child and speaks to them all on an individual level. Simply put, without her, I don't think I would be able to work at all!"

"She helps the children learn new mindfulness techniques and thinks about others. The children learn skills beyond the classroom. Compared to my previous experience she is simply the best".

"Laura provides a home from home for our boys and is always responsive and creative in meeting their needs. Laura always tries to link activities to current interest and provide lots of opportunities to be active. We are very happy with her service".

Overall, parent's comments show they were extremely happy with the service and felt their child was offered a variety of activities and play opportunities. They considered their child was provided with a stimulating, nurturing, safe environment.

## Self assessment

The Care Inspectorate received a fully completed self-assessment from the provider. The provider identified what it thought the service did well and areas for future development.

## What the service did well

Ms Coll has developed strong relationships with the children and their families. Her respectful approach helps to provide for the children's overall wellbeing. We found she was mindful of children's individual needs and works hard to meet their needs.

The children's social and physical skills, confidence, self-esteem and creativity are developed through a balance of organised and freely chosen extended play, including lots of natural resources.

Training and research undertaken by the childminder, impacts positively on the very good service offered to children.

## What the service could do better

Parents should ensure they sign their child's personal plan. This will evidence their involvement in their child's personal plan.

## 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

We met the minded children in the local school playground and they were encouraged by the childminder to think what they wanted to do or where they wanted to go. The children chose to play outdoors for a while in a safe area in the local community. Throughout the inspection we could see that Ms Coll provided children with a safe, caring and supportive child-centred service.

The journey from school to the childminder's home was enjoyed by the children. The children liked playing in the fresh air after their day in school. They were seen to be happy and engaged with Ms Coll throughout the inspection.

On our return to the childminder's house we saw that the children could choose from a wide range of toys, games and activities. Children told us they looked forward to returning to an activity they had taken part in the previous day. Children were seen to have choices and their choice was respected by the childminder.

Children's care plans (sometimes referred to as a personal plan) continue to be updated with parents input. This showed how Ms Coll planned and provided for the child's interests and individual needs. It was evident that parents and children's wishes were valued by Ms Coll. We suggested that parents sign their child's personal plan to show that parents had input to their child's progress.

The children made use of facilities in the local community. They sometimes had a Friday packed lunch in a designated eating area in the local community library. There they could wash their hands and relax before eating. Parents confirmed the childminder promoted children to have a healthy life style.

Ms Coll has attended a variety of training and this has had a positive impact on the service.

For example, she raised children's awareness on how to keep themselves safe through several activities. This was evident throughout the service, records we looked at and a wall display.

The childminder was mindful to ensure she had health and safety procedures in place, such as, risk assessments, administration of medication and fire procedures. Overall, Ms Coll provided a service where children were happy, safe and could flourish.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 – very good

## Quality of environment

### Findings from the inspection

The childminder's setting provided a pleasant, homely, stimulating child-friendly environment. Ms Coll gave the children a balance of being indoors and outdoors and this supported children to be confident in different types of environments.

Since the last inspection Ms Coll had installed a higher fence and gate outdoors. This confirmed her commitment to keeping children secure in their environment.

The sitting room also known as the 'playroom' provided children with a wide selection of stimulating resources to choose from. This encouraged their independence and she linked this to their development. Children's work was attractively displayed and showed their achievements were valued.

The playroom and hall was used for children to undertake different types of activities, such as, piano lessons. Children told us they enjoyed activities and were never tired of them.

Ms Coll was proactive in her approach to cleanliness and potential hazards. This helped to prevent cross infection and helped to keep children well. The children also enjoyed taking part in the house fire evacuation drills. In a recent discussion about the procedures, one of the children suggested there should be a shoe monitor appointed daily, to ensure shoes are readily accessible. This was put into place.

Overall, we found that Ms Coll offered a nurturing, caring and stimulating environment.

## 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 Ms Coll has attended a variety of training and this has supported her to be responsive to the needs of the children and families. Comments from parents fully support this. Overall, Ms Coll provided a service that is valued by the parents and children who use her service.

There was evidence of a supportive and inclusive service. Children and parents were valued, respected and included in further improving the service. As a result, parents were happy to provide suggestions and children were excited in what they were doing and willing to contribute their ideas.

Ms Coll is a qualified teacher and kept this registration up to date. In doing so, she is required to keep her professional development in this area up to date. This has supported her role as a childcare provider.

The childminder is a member of the Scottish Childminding Association (SCMA) and received regular updates to do with best practice and current legislation. She received advance notification of the forthcoming SCMA conference and happily attended these over the years.

Ms Coll spoke about the recent SCMA conference and the workshop she attended on the 'Health and Social Care Standards: My support, my life'. These focussed on the experience of children using the service and supported positive outcomes. She discussed how she will use these within her daily practice as a tool to evaluate her service.

She spoke about how she enjoyed attending the past five annual Play Work Conferences organised by West Lothian Centre. This helped her to be inspired and motivated in her role.

Ms Coll received the Care Inspectorate newsletter and regularly accessed the Care Inspectorate Hub. This has helped keep her up to date with new developments, publications and legislation and make changes to her service when required.

## 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	
28 Nov 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good



## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.