

Lesley Allan Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 4 October 2018

Service provided by:
Allan, Lesley

Service provider number:
SP2013984887

Care service number:
CS2013317282

Introduction

Ms Allan (referred to as the childminder throughout this report) registered with the Care Inspectorate in August 2018. The registration is to provide a care service to a maximum of six children under the age of 16 years, of whom no more than three are not yet attending primary school and of whom no more than one will be under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder provides this service from her home in the Mayfield area in Midlothian. The parts of her home used by minded children are the living room, the kitchen with dining area, the family bathroom and the rear garden.

The aims of the childminding service are, 'To provide a quality childcare service where the children are cared for in a safe and happy environment'.

What we did during our inspection

We wrote this report following an unannounced inspection, which took place on Wednesday 3 October 2018. On the day of the inspection, there were two minded children present.

During the inspection, we observed the interactions between the childminder and minded children. We looked at relevant paperwork and documents related to the service. We spoke to the childminder about the service she provided and observed the children in their play. We looked at the resources available and the use of space.

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, included.

Views of people using the service

The children present appeared happy and settled in the childminder's care.

In preparation for this inspection we sent out three care standard questionnaires. These were completed by one family who used the service. They spoke highly of the childminder, for example they told us, 'Lesley is a wonderful, caring person. I trust her implicitly with my child. He loves attending her house and has been coming on leaps and bounds since starting with Lesley'.

Self assessment

The childminder did not complete a self assessment in preparation for this inspection.

What the service did well

Children have formed strong attachments with the childminder. She provides a warm and secure environment where children can feel safe to explore and develop a strong sense of belonging. The childminder knew each

child well. This valued them as unique which results in her service being one where each child is nurtured, respected and included.

What the service could do better

The childminder should put in place records for all children showing how she is supporting them to achieve milestones and with any specific additional needs. Parents and children where appropriate, should be involved in developing these records.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	4 - Good
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children were encouraged to enjoy the relaxed 'home from home' feeling of the service. Throughout the inspection the childminder engaged in nurturing interactions with the children. It was evident they had developed strong relationships and the children were at ease with the childminder, demonstrating their feeling of security and being well cared for. Consistent praise and encouragement promoted the children's self-esteem and inclusion in the setting.

The settling in process was respectful and supportive of each child's individual needs. Time was taken to enable the new child to get to know the childminder, other children and become comfortable in their new surroundings. This promoted a feeling of trust and belonging in the care environment.

The childminder knew the children very well and spoke fondly of their individual personalities. She had gained a sound knowledge of their individual care needs, likes, dislikes and development progress. She gave us examples of how she had worked with other professionals to support children's well-being and progress. This contributed to children receiving the right care and support to help them flourish.

The childminder had formed good working relationships with parents who valued her support. Effective communication helped ensure continuity of care between home and the service. Our questionnaire respondent told us, 'Lesley always asks my views on anything she needs to. She listens and uses my information accordingly'.

The pace of the day took account of children's ages and stages, as well as their individual needs and interests. Children were encouraged to form friendships with one another and be caring and considerate. Children were involved in planning for their time at the service. This ensure daily activities and experiences remained of interest to them, promoting a happy and fun care environment. Children were encouraged to make suggestions and take some responsibility and ownership of their time spent in the service. This further supported their feeling of being respected and listened to.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

Children were cared for in a safe and welcoming environment where risks have been identified and minimised which enabled them to move safely and independently within the home. Within a safe and secure environment children learned to keep themselves safe and how to identify potential hazards indoors and outdoors. Accidents and incidents were recorded and countersigned by parents. This ensured they were kept informed about this aspect of their child's care.

A sociable dining area offered children a positive mealtime environment and was helpful to promote their social skills as they could chat together as they ate. Our questionnaire respondent told us, 'my child receives a wide variety of food. He will have a nice lunch, sandwich and soup etc and healthy snacks are readily available.

The childminder had created a supportive and fun environment. She had a range of toys and activities for the age range of the children. These were stored so that children could reach them which respected children's ability to make independent decisions about their play. The respondent to our questionnaire told us, 'There are a wide range of toys within the home for different areas of stimulation for example bricks, blocks, cars and puzzles. My child participates in lots of various activities inside for example painting, drawing and outside for example trips to the park. Whenever possible, my child has outings to local parks, beaches'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

Findings from the inspection

We did not meet the childminder's assistant. The assistant was not needed to support the childminder on a regular basis. They had gone through relevant checks for the role. The respondent of our questionnaire told us, 'Lesley's assistant helps Lesley with any task in hand. Plays with my child through various activities and helps in general'.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of management and leadership

Findings from the inspection

Within the childminder's policies and through regular discussions, the childminder made it clear to parents that she was very keen to hear their ideas and feedback so she could improve her service. She gave parents the Care Inspectorate contact details and made it clear to them that they could contact us without her knowledge should they wish to do so. In our questionnaire the parent confirmed they knew they could contact the Care Inspectorate about the childminder's service. They also told us, 'I would speak to Lesley directly if anything were to arise and I'm certain it would be swiftly resolved. I have never had any concerns or complaints'.

Policies and procedures were shared with parents so that they were aware of the childminder's practice and what to expect. The childminder ensured that all information provided to her was treated in confidence. She was aware that if there was a Child Protection concern she would contact the relevant agencies.

The childminder's commitment and enthusiasm was a clear strength. Her friendly, reassuring manner meant that she provided a nurturing and supportive service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - 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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings	
28 Oct 2016	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

Date	Type	Gradings	
20 Jun 2014	Unannounced	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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