

# Lee's Childminding Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 January 2019

**Service provided by:**  
Connolly, Lee

**Service provider number:**  
SP2014986285

**Care service number:**  
CS2014330657

## 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 in December 2014.

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 the 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. This 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.

This service is registered to provide a care service for 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. Minded children cannot be cared for by persons other than those named on the certificate. Overnight care will not be provided.

The childminder provides her service from her home, a semi-detached house with a secure back garden in the Cathcart area of south Glasgow. It is in a safe setting with parking at the premises for parents enabling them to safely pick up and drop off children.

The childminder has seven children registered with her service, two were present at the time of our inspection.

The childminder's aim is to be able to offer a real home from home environment for children, and for them to feel safe and happy. The children will have the full use of the bottom of my house, and also my garden area, which is safe and enclosed. I will ensure that the children have a wide variety of toys and activities to enjoy, we will be out at local toddler groups and libraries as well as ensuring we have plenty of outdoor fun either in the garden or local parks.

## What we did during our inspection

This unannounced inspection took place Wednesday 23 January 2019 between 09:15 and 12:00pm. We gave feedback and grades to the childminder on the same day.

During our inspection we spoke with the childminder, two minded children and one parent. We observed the care given, and the interactions between them and the minded children. We assessed the environment indoors and outdoors and looked at a number of documents including children's personal plans, sections of policies and procedures and insurance certificates.

## Views of people using the service

For this inspection we received four care standards questionnaires from parents whose children attended the service. Parents commented very positively about the childminder, and the quality of care their child received at the service, some of their written comments included:

'I am very happy with the service Lee provides. My son has really settled in with her and enjoys going 3 days per week. He is always doing new activities with her and she has kept to his routine with me really well, as well as settling into their own routine. Lee is responsible and engaging with my child and I feel he is really thriving in her care.'

'We are delighted with the childminder, our child loves going.'

'Fantastic childminder, so lucky to have found her, my boy goes in no problem and always comes out with a smile on his face. Would highly recommend to anyone I know.'

'My daughter has access to such a wide range of activities and experiences, I am delighted that she got the chance to visit the European games and that she got to spend so much time outdoors playing in the good weather. Lee extended her patio especially to accommodate the children and it was lovely to see her eating her meals outdoors! I recommend Lee to anyone.'

## Self assessment

We received a fully completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

## What the service did well

The childminder had grown in confidence, skills and knowledge since her first inspection in March 2018. She had attended training and carried out her own personal research, this had supported her in her role, and improved outcomes for children who attended the service.

## What the service could do better

The childminder should continue to develop and implement her plans for the future development of the service.

## 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	4 - Good

## Quality of care and support

### Findings from the inspection

The childminder knew children and their families well. We observed very positive interactions between the childminder, the two minded children and a parent who was dropping her child off at the service. The childminder was friendly and welcoming. She reassured and comforted children in a very caring and nurturing way.

Daily discussions at drop off/pick up times ensured the childminder and parents shared information about the children which would be beneficial to the childminder and parents. The childminder provided daily sheets that gave a summary of the children's day at the service and used text messaging to share information with parents about the children and service. She had developed systems to gather parents and children's opinions of the service and involve them in the future development and improvement of the service.

The detailed information that the childminder knew about children, was also reflected in their individual personal plans. We saw strong evidence that plans showed children's individual stage of development and their personal care needs. It was evident that the childminder had respectfully consulted and agreed personal plans with parents. The childminder showed continue with her plans to continue to develop and enhance how she records the journey of children's growth and development.

We asked how the childminder how she would safely manage the administration of medication. the childminder described her policy and spoke through her procedures. We noted that there were areas where the childminder could improve; for example we noted that the childminder's medication policy did not inform parents of what she would do if a child refused or spat out medication. In addition to this we noted that the medication record forms that she used, did not allow for the recording of information such as what the medication was for and that time that it had last been administered. We pointed this out to the childminder, who agreed to review and update her policy and procedures.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder and the minded children had fun together. The carefully set up living room provided opportunities for children to play and relax. We observed children playing together happily with a range of age appropriate toys and resources that were of interest to them. The childminder supported children in their play;

she was sensitive about when to encourage them to be independent and when to offer help. Children responded well to the childminder's positive interactions.

The childminder's family home was warm, clean and cosy. The minded children and their families knew the childminder's children and her partner. Some parents who returned care standards questionnaires to us, prior to our inspection visit, commented very positively about the very positive relationships and friendships that their children had with the childminder's family.

A secure rear garden and patio area provided a safe place for children to play and learn outdoors. During our inspection, the two minded children enjoyed looking out into the garden watching the passing trains and wildlife. The childminder was committed to ensuring that children benefited from fresh air and physical exercise outdoors on a daily basis; either in the garden, or on outings to local parks, libraries and soft play centres. The childminder offered a very good balanced of opportunities to play and relax at home and in the local community.

The information that parents provided the childminder with, informed her of their wishes with regards to sleep routines for their children. Although the childminder had a travel cot available, most parents requested that their children sleep in buggies, either indoors or in the garden / patio area. The childminder respected and followed parent's requests. She ensured that she regularly monitored sleeping children. The childminder had a copy of, and was familiar with the guidance set out in the Scottish Cot Death Trust safe sleeping guidance.

The childminder was well equipped, and confident to deal with minor accidents, illnesses and emergencies that occurred. She held a valid first aid certificate, and kept written records of accidents that had occurred. Written accident records were kept and shared with parents. In order to safe guard and protect all minded children, the childminder referred to and followed the guidance set out in the NHS exclusion criteria for childhood illnesses. This contributed to the health and safety of all children who used the service.

## 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

The childminder was keen to provide a high quality service to children and families. She was respectful in the way that she involved children and families in the development of the service. She provided opportunities for children to choose what they wanted to do, and enabled parents and carers to give feedback and make suggestions about how she could further develop the service. We looked at some feedback the childminder had received from parents recently. We noted that feedback was very positive and that parents were happy with the service she provided. One parent had suggested that the childminder introduce tooth brushing in the service, the childminder had considered this and planned to seek consent from parents to allow toothbrushing.

The childminder was committed to her own personal development. At our last inspection in March 2018, we recommended that the childminder attend training, particularly around child protection. The childminder had attended this training, and as a result, she was more confident in recognising when children required additional support or intervention.

In order to keep up to date with current best practice and legislation the childminder visited and carried out research on both the care inspectorate HUB and the SCMA website. We discussed with the childminder how she could make further use of the SCMA website in order to access further training and development. The childminder agree to do this.

We noted that the childminder had a range of relevant and up to date policies in place, which supported the health, wellbeing and safety of children who used the service. We saw strong evidence that policies and procedures were shared with parents.

Appropriate and valid public liability and car insurance was in place, these documents as well as the service's certificate of registration, and training certificates were displayed. This showed parents that the childminder had attended training, and that she was working within the conditions of her registration.

## 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

#### Recommendation 1

The childminder should identify and access training opportunities, in particular child protection that will support the development of her knowledge, skills and practice.

National Care Standards, Early Education and Childcare up to the Age of 16, Standard 12: Confidence in staff

**This recommendation was made on 20 April 2018.**

#### Action taken on previous recommendation

The childminder had attended child protection training. This recommendation had been met.

### 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
8 Mar 2018	Unannounced	Care and support 4 - Good Environment 5 - Very good Staffing Not assessed Management and leadership 3 - Adequate

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Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

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

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