

Lesley's Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 16 May 2019

Service provided by:
McLagan, Lesley-Anne

Service provider number:
SP2014985909

Care service number:
CS2014325758

Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at www.careinspectorate.com.

Lesley's Childminding is provided by Ms Lesley-Anne McLagan, (referred to as the childminder throughout this report) and registered with the Care Inspectorate on 7 July 2014.

The childminder is registered to provide a care service to a maximum of seven children at any one time under the age of 16, of whom no more than six are under the age of 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 the childminder's family.

The aims of the service included:

- to provide quality, affordable childcare in a welcoming, safe and caring family environment.
- to encourage every child to learn about and recognise the beauty in their world, to stimulate curiosity and exploration.

What we did during our inspection

We carried out an unannounced inspection on 14 May 2019. On the day of the inspection there were two minded children present.

During the inspection, we observed the interactions between the childminder and the children. We spoke to the childminder about the service she provided and observed children in their play. We walked around all areas of the home used by minded children. We looked at the resources available and the use of space. We looked at relevant paperwork and documents related to the service and the children who used it. We discussed the childminder's policies and procedures. We used information from the childminder's self assessment.

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

Two children were present during the inspection. They appeared happy and confident in the care of the childminder and included her in their play.

Prior to the inspection three care standard questionnaires were sent to the childminder to give to families who used the service. Three completed questionnaires were returned to us prior to the inspection and were very positive about the service they and their child received. Written comments included:

- "Lesley is an outstanding childminder. She goes above and beyond her childminding duties. Nothing is too much trouble. I highly recommend her".
- "Lesley has a great rapport with the children and our child has thrived there. We are very happy with the service".

- "Since my child has been going to Lesley's I have always been 100% confident that he is well looked after. They love Lesley and are always happy to go with her, we are very lucky to have found her".

Self assessment

A completed self assessment had been submitted prior to our inspection. The childminder had highlighted the strengths of the service. We discussed with the childminder that she should consider including some areas for improvement for her service in her next self assessment.

What the service did well

The childminder provided a relaxed and homely environment for children. She made good use of the community to offer children new and varied experiences.

What the service could do better

We discussed with the childminder ways in which she could reduce the amount of paperwork she did, so that she still had the necessary information and wasn't duplicating her work.

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

The childminder provided a calm, nurturing and homely environment for the children. The children were relaxed in her care and comfortable to ask for what they wanted. It was a relaxed atmosphere and the children laughed and cuddled the childminder.

Before the children started using the service, the childminder met with the parent to gather information about the child. A settling in period was offered to allow the child and parent to get to know the childminder and her service. She told us how she considered the needs of all the children when a new child was settling in. At this time information was sought from parents to allow the childminder to meet the needs of the child. This was updated with parents at least every six months in line with legislation.

There was good communication with parents. A daily diary was sent via 'whatsapp' or email to parents. Photographs were sent daily so that parents knew what their children were doing. This meant that parents were included in their child's care.

Parents supplied lunch and snack for their children. The childminder said that she provided other healthy snacks and fruit. We spoke with the childminder about promoting healthy eating lunch boxes with the parents.

The childminder had appropriate paperwork to allow her to safely administer medication. This had been an area for improvement at the last inspection. This meant that if medication was administered to children the childminder had all the information she needed to keep children safe.

Parents who returned the Care Standards Questionnaires commented:

- "Lesley is very approachable and remains in contact all the time."

- "Lesley keeps me and his Dad regularly updated with a report at the end of each day explaining how they have eaten, rested, his mood and activities. She sends us photos throughout the day on whatsapp and encourages him to make friends and develop his social skills."

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of environment

Findings from the inspection

The childminder's home was a safe, secure, hygienic, smoke free, pleasant environment. She told us that she carried out a daily visual risk assessment to ensure the safety of the children.

Her home had a large kitchen with French doors to a large enclosed garden. It was a light spacious area with plenty of room for the children to play. A variety of toys and resources were available and the children were confident in asking the childminder for things they wanted to play with. During the inspection the children freely moved in and out of the house whilst playing.

The childminder told us that due to the age range of the children attending her service, she ensured that the resources and activities were suitable for all children. She discussed the differing needs and interests of the minded children and how she met them.

The children had many opportunities to have an active lifestyle though their visits to the local and wider community. Weekly trips to toddler groups for younger children allowed them to play with their peers and be sociable. Children learnt about the wider world through trips to the beach, parks, museums, city farm and gardens. This contributed to children's knowledge and understanding of the world as well as providing positive and fun experiences.

- "The daily routine is fantastic, varied, sociable and active. My child has a great time. We were really impressed with the space Lesley has and the range of toys. She regularly gets new toys. They visit playgroups, parks, soft play and in the holidays often country parks which are a bit further afield".

- "Lesley juggles age appropriate activities with all the children excellently. My child comes home happy and stimulated. She encourages free play with a little structured activity very well. Her home is beautiful, clean and well-kept, the garden has an abundance of toys. They have regular trips out to the beach, parks, library, National Trust Properties, play groups and soft play. They are active and outdoors a lot".

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

Parents were included in their child's sessions through regular updates and discussions with the childminder. Parents told us "Lesley sends a daily report of my child's day and asks if she has any questions", "We communicate on a daily basis and are very happy that Lesley is up to date with our child's development". This evidenced that parents views had been considered and acted upon.

A number of policies and procedures were in place to promote children's wellbeing and to support the effective delivery of the service. These were shared with parents so they knew what to expect from the childminder and had the relevant information.

The childminder was aware of best practice documents, which she accessed from The Care Inspectorate best practice website, The Hub. She told us how reading best practice documents informed her practice. She was registered with the Information Commissioner's Office (ICO) Scotland Office and was aware of the safety issues with regard to keeping information about children.

The childminder had attended a range of training courses to improve her service and her skills. These included food safety, child protection, first aid, child development, tracking children's progress and GDPR. This contributed to children's safety and well-being as well as enhancing the childminder's knowledge to improve outcomes for children. This evidenced the childminders commitment to continuing professional development and improving her service.

The childminder was aware of the notifications which she must make to the Care Inspectorate. A complaints policy was in place and was shared with parents. All parents were aware of how to make a complaint about the service should they feel the need to do so. Parent's comments included: "If I had a concern I would raise it with

Lesley but we have never had cause to complain". "Lesley is very friendly and approachable so having a discussion about any concerns I have would not be a problem".

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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
28 Apr 2015	3	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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