

Ross, Lisa

Child Minding

Type of inspection: Unannounced
Inspection completed on: 18 December 2019

Service provided by:
Ross, Ms Lisa

Service provider number:
SP2003906492

Care service number:
CS2003012773

Introduction

Lisa Ross (referred to as the childminder throughout this report) operates her childminding service from her home which is located in a residential area of Edinburgh and close to local amenities. The areas used to provide her service are the playroom, downstairs toilet and the kitchen with supervised access. There is a large, fully enclosed garden to the rear of the property.

The childminder is registered to provide a care service to a maximum of eight children at any one time under the age of sixteen, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. These numbers are inclusive of the childminder's family. The childminder's husband, Mr Neil Ross, is employed as an assistant.

The aims and objectives of the setting are

'To the best of my ability, I aim to:

- Provide a safe and caring environment in which children can feel happy and secure
- Complement the experiences of home by building from the child's own knowledge and skills through working in partnership with parents
- Encourage the emotional, social, physical, creative and intellectual development of the children
- Provide a stimulating and challenging environment with opportunities for exploration and discovery
- Create opportunities for play
- Motivate children to acquire new skills and learn
- Encourage all children to appreciate and respect others and the wider world around them
- Encourage positive attitudes to self and others
- Nurture feelings of self esteem, build confidence and independence
- Encourage the children to form positive relationships with other children and adults and begin to develop particular friendships with other children
- Encourage all children to have a voice in the decisions about my childminding environment'.

What we did during our inspection

During the inspection, we observed the interactions between the childminder, the assistant and the minded children. We spoke to the childminder and her assistant about the service they provided and observed the children in their play. We walked around all areas of the home and garden used by minded children. We looked at the resources available and the use of space. We read relevant paperwork and documents related to the service and the children who use it.

Views of people using the service

We received three completed questionnaires from parents who used the service. They were complimentary of the way in which the childminder cared for their children and responded positively to all our questions.

The children we met at the inspection visits were friendly and relaxed in their surroundings. They were keen to show us around the home and told us:

'I like coming here and meeting new people'.

'For snack we have fruit, toast and crumpets'.

'Sometimes we build dens'.

'In here we are respectful, helpful, kind and we always wash our hands'.

'We have a bird house that we can see from the window'.

'Would you like to see the video I made on Lisa's Ipad'?

Self assessment

As requested, we received a fully completed self assessment from the childminder prior to the inspection. The self assessment was thoroughly completed and identified areas where the childminder felt she did well and areas for development she had identified. We agreed with the self assessment of the service and the grades that the childminder gave.

What the service did well

The highly passionate and dedicated childminder had children's interests at the heart of her practice. Children were experiencing rich and engaging play and learning opportunities resulting in positive outcomes. Exciting and informative topics created opportunities for children to explore and discover a range of interesting subjects.

What the service could do better

The childminder should continue to assess her service, identify areas for improvement and work to implement these. She should continue with her professional development as it was apparent that this impacted on her service in a positive manner.

From this inspection we graded this service as:

Quality of care and support	6 - Excellent
Quality of environment	6 - Excellent
Quality of staffing	6 - Excellent
Quality of management and leadership	6 - Excellent

Quality of care and support

Findings from the inspection

The childminder ensured that each child had a voice within the service through discussion and observation of preferences. The use of sign language ensure that non verbal children and those for whom English was an additional language were able to make their needs known and be included. She encouraged older children to be supportive and kind to the younger members of the group but also made sure that older children could have the freedom and range of experiences to keep them interested and happy in the service. She encouraged children to be reflective about their behaviour and how it impacted on the rest of the group. Training in Adverse Childhood Experienced (ACEs) equipped her with the knowledge of her responsibility and role in ensuring children were supported and nurtured.

Parents commented that verbal communication was a significant strength and the childminder made sure that

there was time for effective exchanges of information at the beginning and end of the day. Along with regular verbal communication the childminder used e-mails and, where appropriate, diaries for the youngest children to share information with parents. Acknowledging that parents will not often collect their child from nursery, the child minder took photographs of noticeboards to keep parents fully informed of events and news. In addition to this, regular get together's, a closed Facebook page and monthly newsletters ensured that parents were well informed and had ample opportunities to become involved in their child's learning and development.

Children's development was recorded in their file, which was shared with parents each month. Personal plans evidenced that the childminder had an understanding of child development and the well-being indicators which underpin Getting it Right for Every Child. This helped her to effectively meet the individual needs of each child.

With a strong focus on health and well-being, the childminder supported children's emotional needs and resilience by encouraging them to do well and try hard. She gave lots of positive praise and encouragement, for example, by using high fives and giving cuddles when required. Similarly, there was a focus on healthy eating. Snack was sociable and unhurried. These experiences allowed children to enjoy and appreciate the food they ate and supported the process of developing healthy eating habits. The childminder administered medication safely and recorded accidents and incidents as required. This helped to keep children safe and protected.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of environment

Findings from the inspection

Children benefited from a warm, homely and nurturing environment. The children we met were relaxed and comfortable in their surroundings and knew the areas of the home that were accessible to them. The childminder had organised her home and garden to suit the children in her care. The children told us they found it an interesting and happy place to be. Children benefited from having a designated playroom that was resourced well to provide them with a range of play opportunities and cosy spaces that they could access independently. Meals and snacks were eaten at a table in the kitchen to support social interaction, role modelling and the development of good eating habits.

The childminder and her assistant's knowledge of science, technology, engineering, and mathematics (STEM) meant that children participated in a range of fun play-based learning activities that helped develop their skills and knowledge and understanding of their world. For example baking, art, music, block play, experiments, sensory table exploration and time in the outdoors. The older children told us how much they enjoyed such experiences as they were able to try out new things and work as a team. It was clearly having a positive impact on their time in the setting and their learning.

Healthy lifestyle choices were encouraged, through play in the large, enclosed garden which was easily accessed by children. There they could participate in sensory play, climbing, planting, fire pit experiences and role play in the mud kitchen. Opportunities to be active and experience risk benefit play in the outdoors was provided further afield. The childminder's Woodland Trust membership meant children benefited from a range of trips and excursions some of which linked into topics. Regular walks and play in nearby woods provided opportunities for children to climb trees, do artwork outside with natural resources, build dens and to socialise with their peers. During the holidays the childminder took the children on longer day trips to various places, which included country parks, soft play and the beach.

The wide range of toys, books and natural materials supported children to develop various skills, for example, social communication, literacy, maths and creativity. The playroom housed displays, photographs and artwork, which showcased the interesting things the children had been learning about. A balance of high quality wooden toys and home made resources allowed children to explore and manage risk in an age appropriate manner. The childminder was committed to continuing to replace plastic toys with wooden resources and natural materials to further embrace children's imagination and creativity. A wealth of resources were used when researching topics for example researching the internet and trips to the library to find relevant books. This helped develop children's problem solving, thinking and research skills.

The environment was very well-managed to promote children's safety and well-being. For example, risk assessments and measures were put in place to reduce hazards. Similarly, clear policies and procedures minimised the spread of infection, which kept children protected from illness.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of staffing

Findings from the inspection

The childminder and her assistant worked extremely well together to provide a high standard of care for children. Together with her assistant, the childminder evaluated their practice and continued to reflect on ways in which children's learning could be extended.

The childminder made sure that her assistant was checked under the Protecting Vulnerable Groups (PVG) scheme to ensure the children received appropriate protection and provide reassurance to parents. The childminder kept him informed of changes and new guidance she received which was relevant to her service and his role within it.

The childminder's assistant had completed a range of training. This meant he was well-informed in a range of subjects including first aid, child protection, food hygiene, risk assessments and infection control.

The children told us about the exciting experiments they did with the childminder's assistant. Feedback from parents and children made it clear that the childminder's assistant was well liked and held in high regard. Indeed, positive relationships between the assistant and the children were observed at the inspection.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 6 - excellent

Quality of management and leadership

Findings from the inspection

The childminder was professional and applied her childcare experience, qualifications and training to her every day practice which improved outcomes for children. Research through websites, reading, training and information sharing with other childminding colleagues and organisations meant she was familiar with current good practice documents. Furthermore she had used her understanding of childhood and child development to provide positive outcomes for the children in her care. The childminder wrote reflective accounts of training and research and noted how it had impacted on the quality of the service and any changes to practice that had been made. This, coupled with her comprehensive self-assessment which was part of the inspection process, showed a commitment to self evaluation. This ensured that all aspects of her service were managed to a high standard.

The childminder was highly respectful of families using her service and took very good account of their views and changing needs. She invited them to be involved in assessing her service by talking to parents and children and used questionnaires to gauge satisfaction and make improvements to her service.

The childminder had very clear objectives for her service and what she was aiming to achieve for the children and families who used her service. As with her improvement plan, she shared these objectives and discussed them with parents. The childminder ensured that parents were familiar with current documents she used to provide positive outcomes for children. Sharing good practice documents, future plans and ideas enabled the childminder to highlight to parents what influenced some of the decision making in her service and allowed them be involved.

The childminder was well organised and aware of her responsibility to make notifications to the Care Inspectorate. Documents were kept up to date and reviewed regularly. She was aware of her responsibilities to safeguard children. She had attended child protection training and knew how to access support/share concerns should the need arise.

The childminder's understanding of the SHANARRI principles of safe, healthy, active, nurtured, respected, responsible and included was apparent in the actions she took to support and develop her service to the benefit of the families using it. We saw that this knowledge was naturally reflected through her daily practice, including her recording and planning for children.

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.

Enforcement

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

Inspection and grading history

Date	Type	Gradings	
2 Jun 2017	Unannounced	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
22 May 2015	3	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent 6 - Excellent
6 Jun 2013	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent Not assessed
16 Jun 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent Not assessed Not assessed
20 Feb 2009	Announced (short notice)	Care and support Environment Staffing Management and leadership	6 - Excellent 6 - Excellent 6 - Excellent Not assessed

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.