

# Eleanor Cullen Childminding Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 12 February 2020

**Service provided by:**  
Cullen, Eleanor

**Service provider number:**  
SP2014986223

**Care service number:**  
CS2014329883

## Introduction

Eleanor Cullen is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom no more than three children are not attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family. Overnight care will not be provided. Minded children cannot be cared for by persons other than those named on the certificate.

The childminder operates her service from her family home in the Cambuslang area of South Lanarkshire. The children have access to the ground floor of the house and a secure back garden. The service is close to schools, nurseries, parks and other amenities.

The childminder's aims include, providing a safe, caring, nurturing environment where children will be respected and included at all times.

## What we did during our inspection

We compiled this report following a short-notice announced inspection, which took place between 12:00 and 14:30 on 12th February 2020. We provided the childminder with feedback on the same day. The inspection was carried out by a Care Inspectorate inspector.

Four minded children were present during the inspection. Throughout the afternoon, we spoke with the childminder and children and observed the quality of children's experiences. We also reviewed some documents which included, children's files, policies and personal plans.

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, active, nurtured, achieving, respected, responsible, included.

## Views of people using the service

We chatted to all children present throughout the inspection. The older children told us their views about their experience at the service. They said that they had fun and were settled and happy to attend. They felt respected and were consulted about the way their care was provided.

The two younger children were busy playing and were very comfortable in the childminder's care. They showed us their favourite toys, which included books, Lego and role play materials.

## Self assessment

The childminder submitted a fully completed self-assessment in advance of this inspection. The self-assessment highlighted reflective thinking about the quality of the service. Mrs Cullen identified strengths and areas for improvement. Our findings were consistent with the childminder's own evaluations.

## What the service did well

Children received person centred care from Mrs Cullen who knew them very well as individuals.

The childminder's approach was kind and nurturing, supporting children to feel loved and secure.

Children's personal plans reflected their needs, and set out how they would be supported to achieve.

Children's literacy was supported through very good opportunities to access reading materials.

Children regularly accessed areas within the local community to develop their skills, thinking and ideas.

## What the service could do better

The childminder should refresh her knowledge on safe sleeping best practice to ensure children's safety.

Consideration could be given to the inclusion of natural play materials. This would support development of children's creativity and imagination.

A more detailed long term medication form should be in place for children requiring 'as and when' emergency medication.

## 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

Children attending the service were happy, settled and secure. They received kind and compassionate care from the childminder who knew them and their families well. Mrs Cullen interacted positively with children, responding to their verbal and non-verbal cues, ensuring they felt listened to, included and valued.

Mrs Cullen worked with families to create personal plans for children which recorded their significant needs. Clear strategies had also been developed to support children's wellbeing and to help them achieve.

There was lots of laughter, chatter and fun in the childminder's home. Play experiences were varied and helped children develop skills in thinking, talking, reading, creating and imagining. For example, building with Lego, using puppets, reading books and pretend play with kitchen items. One child told us "It's fun here, we play a lot of games". Another said "There's lots to keep us busy, like Lego, books, Monday movies and sometimes we even play chess".

We discussed with the childminder the benefit of including some loose parts materials into her toy collection. Loose parts are materials that can be moved, manipulated, controlled and changed within play to support curiosity, imagination and problem solving. For example, boxes, pebbles, wood, pegs and scrap material.

Reading played a central part in children's experiences at the service. We observed some cosy story telling with the youngest children, and saw older children independently choose books to read from the large collection on offer. Reading helps children build knowledge, ask questions, communicate and concentrate.

The childminder provided children with nutritious snacks and meals. The menu was varied and took account of children's allergies. Children were developing positive attitudes to healthy eating. One child told us "dinners are really good here, we have things like meatballs, turkey steaks, chilli and fish". Another child said "I used to not try a lot of food, but I started liking everything when I came here". Children were offered drinks throughout the day to keep them hydrated and healthy.

Children were protected because Mrs Cullen had a very good understanding of her role and responsibilities in relation to child protection. She had completed recent training to ensure her knowledge in this area was current.

Overall, medication records reflected children's needs. However, we asked Mrs Cullen to review records for children requiring emergency medication. The Care Inspectorate publication 'management of medication in daycare of children and childminding services' would support the childminder to develop medication records.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

Children experienced a homely environment. They played and relaxed, making use of soft furnishings to get cosy. Mrs Cullen's own adult children chatted to minded children including them in family life.

Children were cared for in a safe environment. The childminder was aware of hazards and took a sensible approach to risks. Daily checks of the house ensured equipment was maintained and in good working order.

Some children were sleeping in buggies when we arrived at the service. We discussed with the childminder that it was safer for children to sleep on a flat surface. Mrs Cullen agreed to read 'Reduce the Risks of Cot Death: Early Years Safe Sleeping Guide' to update her knowledge and implement best practice.

The childminder's home was clean and tidy. The spread of infection was minimised through very good hygiene procedures. For example, regular cleaning, handwashing and wearing protective clothing during nappy changing.

Children accessed a very good variety of toys suitable to their age and stage of development. Toys were stored within children's reach, promoting choice.

The childminder made very good use of the community to extend children's opportunities to play and learn. Children excitedly told us about their experiences at the woods, parks and library.

## 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

Children received high quality care and support from the childminder who was trained, competent and skilled. She reflected on her practice and told us how training had impacted on positive outcomes for children. For example, Mrs Cullen had learned about how to reduce children's stress around eating after attending a conference.

The childminder had participated in paediatric first aid and child protection training. This provided her with appropriate skills to keep children safe.

Mrs Cullen had engaged in a great deal of professional reading which was impacting positively on children's care. For example, the childminder recognised the need for safe spaces, reduced lighting and a calm and predictable environment for children with autism. We asked the childminder to formally record professional reading so that it could assist her with reflections of the quality of provision.

Mrs Cullen submitted a well written self-assessment to the Care Inspectorate which evaluated the service. It identified strengths and areas for development, supporting continuous improvement of the childminding business.

The views of children and their families were sought regularly both verbally and in writing. We reviewed parents questionnaires which all indicated they were very happy with the service being provided.

## 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

### Recommendation 1

Personal plans should include a statement of intent about what the service will provide over the next twelve months.

National care standards for early education and childcare up to the age of 16, standard 14: well-managed service.

**This recommendation was made on 22 October 2015.**

### Action taken on previous recommendation

We found children's personal plans to be detailed and reflective of children's needs. Each plan contained information about how the childminder would be supporting children over each six month period. Therefore, this recommendation is 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	
14 Sep 2015	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	Not assessed
		Management and leadership	4 - Good

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