

# Happy Days Childminding Service Child Minding

Type of inspection: Unannounced  
Inspection completed on: 23 July 2021

**Service provided by:**  
Emma Whiteford

**Service provider number:**  
SP2019990349

**Care service number:**  
CS2019372787

## Introduction

The service registered with the Care Inspectorate on 22 May 2019.

The childminding service is located in Cairneyhill, Dunfermline. The service is situated close to local amenities including parks and the local nursery and primary school. The children have access to the dining room, kitchen, sun room, toilet facilities and quiet play room. There is an enclosed back garden area suitable for outdoor play.

Happy Days Childminding Service is provided by Emma Whiteford and is referred to as the childminder throughout this report. The service 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 are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's own family.

The childminder's statement of aims and objectives for the service included:

- To create a warm, fair, stimulating and happy home from home environment where children feel welcomed.
- Listen to children and value them as individuals.
- Work in partnership and closely with parents to gain knowledge of their child and experiences.
- Encourage friendships and trust.

A full statement of aims and objectives are available from the service on request.

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 of 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 and included.

## What we did during our inspection

We carried out an unannounced inspection of Happy Days Childminding Service on Tuesday 20 July 2021. The inspection was continued on Wednesday 21 July 2021 and feedback was given on Friday 23 July 2021. The inspection was carried out by an inspector from the Care Inspectorate.

As part of this inspection, we took into consideration Key Question 5 - Operating an early learning and childcare setting (including out of school care and childminders) during COVID-19 with a specific focus on Quality indicator 5.2: Infection prevention and control practices support a safe environment for children and staff. We will report on the overall performance of this indicator in Theme 1 Quality Care and Support.

We sent an email to families using the service asking them to provide us with feedback about their experience of using the service. Two families responded to our request.

During the onsite visit we gathered evidence from several sources including the following:

We spoke with:

- the children present
- the childminder.

We observed and viewed:

- the environment
- the childminder's practice and interactions with children
- the children playing.

We looked at the following evidence:

- children's personal plans
- policies and procedures
- documents relating to administration of medication, accidents and incidents and child protection
- registration certificate
- public liability insurance certificate.

## Views of people using the service

There were two minded children present at the time of the inspection. We observed children enjoying their play and they were happy and confident in the service. They told us they enjoyed attending the service where they were able to play with the toys and play with their friends. They showed us around the home and where all the toys were kept. The children were proud of their achievements and enjoyed showing us some of their creations.

Two families responded to our request for feedback. Some comments have been included below:

- 'We find (the childminder) to offer a home from home environment. She is really friendly and great at getting the children out and about'.
- 'My child's confidence has grown since attending the service'.
- 'My child is much more relaxed and secure since attending the service which helps us to relax'.
- 'I find the communication great. We receive many text messages throughout the day and enjoy a long chat at the end of the day'.
- '(The childminder) always provides active play, encouragement and praise to the children'.

When children were asked by their parents what they enjoyed about the service they said:

- 'I like to play in the house and (the childminder) gets me things I like. It is really fun there'.
- '(The childminder) is kind to everyone'.
- 'She is fun'.

## Self assessment

N/A

What the service did well

The childminder's compassionate and responsive approach created a welcoming and inclusive home from home environment. The children were relaxed, confident and engaged in a variety of activities. The childminder knew the children well, which meant they were offered a wide range of experiences that supported their individual needs, rights and choices.

What the service could do better

The childminder should ensure they are evaluating their service to make improvements where appropriate. We discussed how the quality framework document could support on-going self-evaluation leading to the continued development of the quality of care and learning for children and families.

The childminder could develop a more detailed individual personal plan for each child to ensure their likes and dislikes are used to support the planning and development of the service.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

We found that the quality of care and support children experienced was good as the service demonstrated a number of important strengths. These had a positive impact on children's experiences and outcomes.

The childminder provided compassionate and responsive care, which resulted in the children being happy and content in a loving and nurturing environment. Children had developed positive relationships with the childminder and their children. Children's needs were met responsively and children were encouraged to make choices. This meant children were respected which allowed them to be confident and feel safe and valued.

Meaningful information sharing was an important part of the service. Daily discussions took place with parents which meant up to date information was being shared. Children and families worked closely with the childminder so that they understood how to meet their needs and interests. We viewed photographs of some of the children's experiences which had been linked to the wellbeing indicators. We discussed how this could be extended to create individual children's personal plans to describe how children's development and interests would be supported. Planning for meaningful experiences with the children will allow the childminder to consider specific experiences and outcomes to support every child to meet their full potential.

The childminder made good use of the local community resources, such as walks and parks. Children were given opportunities to be active, meet other children outdoors and learn about road safety. The childminder discussed how they spoke to children to support their understanding of how to keep themselves safe outdoors. For example, by risk assessing outdoor play areas with the children during their visits.

Children's snack time was relaxed and unhurried. The childminder sat at the dining table and chatted with the children which showed they enjoyed spending time learning more about the children's interests. This supported children to feel valued and respected. Positive language was used to praise children on their achievements, which supported children to develop positive views of themselves and others.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. We observed the children being supported to understand the need for good hygiene. The childminder could confidently tell us ways they were minimising the risk of the spread of the infection, for example, their enhanced cleaning routine.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We found the quality of environment was good with a number of important strengths to support positive outcomes for children.

The childminder's home had been organised to suit the needs of the children in the service and found it a happy and positive place to be. The home was clean, hygienic and safe. Enhanced cleaning of the resources and environment was promoting children's health, wellbeing and safety. For example, regular cleaning of frequently touched surfaces and disinfecting toys between use was reducing the risk of the spread of infection.

Children had access to specific areas in the home which offered space to play freely. Children could choose areas to rest, or use the side outdoor area to be active and have fun. There was another garden area at the rear of the house which was used for ball games and activities when supervised. This allowed children to choose where they spent their time which supported them to feel valued and respected.

Children had access to a wide range of toys and equipment for both indoor and outdoor use. Toys and equipment which were seen were of high quality and good condition. Children knew what was available and were encouraged to choose how they would like to spend their time. To further children's natural curiosity, learning and creativity, the childminder could add to their resources and materials to offer more natural and open ended resources to engage children's curiosity and challenge their thinking.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We found the quality of management and leadership was good. Improvements to some areas will maximise children's wellbeing and ensure continued positive experiences and outcomes for children using the service.

The childminder's friendly and open approach supported trusting relationships to be developed with children and their families. Positive connections allowed for children to benefit from planned experiences and activities that matched their current interests.

The childminder had created a document for parents which contained the service policies and procedures. Formal written contracts included the terms and conditions under which the service would be provided. These measures helped parents to know what to expect from the service and to make informed choices about their children's care.

Children were kept safe as the childminder completed risk assessments which detailed appropriate measures to safely operate the service within the home. The childminder should ensure all trips and outdoor visits are fully risk assessed to identify and minimise any potential risks. All risk assessments should be regularly reviewed and updated.

The childminder regularly asked children and parents if they would like to offer any suggestions on how the service could be adapted in an informal way. We saw some ways in which the children had influenced the service, such as specific toys and resources the children had requested. The childminder should introduce ways for children to have increased ownership of play and learning throughout the day. The childminder could work together with children and their families to both plan and reflect on the outcome of the planning, to support children to enjoy their successes and share their achievements in play and learning. To support the development of the service and reflective practice, we advised the childminder to review the Quality Framework to develop self-evaluation processes. Further professional development would enhance this area including researching best practice documents to improve practice.

### 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](http://www.careinspectorate.com).

## Enforcement

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

## Inspection and grading history

This service does not have any prior inspection history or grades.



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