

# Little Stars Childcare Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
29 July 2021

**Service provided by:**  
Jacqueline McKinney

**Service provider number:**  
SP2019990901

**Service no:**  
CS2019377738

## About the service

This service registered with the Care Inspectorate on 20 January 2020.

Jacqueline McKinney, operating as Little Stars Childcare, is registered to provide a care service to a maximum of 6 children at any one time up to the age of 16 years of age, of whom no more than 3 are not yet of an age to attend primary school, and of whom no more than 1 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. No overnight care can be provided.

Jacqueline McKinney operates her childminding business from the family home, which is a semi-detached house located in Bishopbriggs, East Dunbartonshire. The children have the use of the living room and dining/kitchen on the ground floor and the toilet facilities on the upper floor. There is a good sized secure garden to the rear and side of the property. With a school, nursery and parks nearby.

The childminder aims to provide: "A safe and caring atmosphere within a homely family setting. Offer flexible care of children providing a wide range of experiences relevant to ages and stages of development with reference to curriculum and other documents. I will use local resources such as libraries and toddler groups as well as my home setting to provide fun experiences and learning opportunities." A full copy of this statement can be obtained from the service.

We carried out an unannounced inspection visit of the service on Thursday 3 June 2021 between 15:20 and 16:20. With a follow up announced visit on 11 June 2021 between 12:30 and 13:30. We also engaged with the childminder by email and telephone. We spoke with four parents by phone. Feedback was provided on 29 July 2021.

This was a focused inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

The inspection was carried out by one inspector from the Care Inspectorate.

## What people told us

There were two children under two years old attending the service on 3 June 2021. They were too young to give us their views. However, we saw that the children clearly enjoyed being with the childminder and had formed a close bond with her. The children were secure, happy and content in her care. We watched them as they had fun playing with the toys and getting hugs from the childminder. We observed that the children were very relaxed and played well in the homely environment the childminder had created for them.

We spoke to four parents by telephone. Their responses told us the parents were very happy with the quality of the care their children received. Comments included:

"Amazing, gained an extra family. Recommend her. Perfect, kind ... so caring towards the kids. I feel so relaxed. Settling in was good, visit in garden. Get updates; sends photos, texts, WhatsApp, talk at pick-up. Care plan update. Extremely happy."

"Friendly and welcoming ..."

"She is great, XXXX [child's name] loves her. Welcome pack, filled in paperwork. Verbal information, WhatsApp, texts to let me know changes. Go to parks, toddler group ... Makes me comfortable, very happy."

"XXXX [child's name] is happy to go there. He is always happy. Kept up to date. She gives great feedback. Jackie is supportive, a really caring person ... texts daily, is there for me. Very happy."

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

5 - Very Good

### 5.1 Children's health and wellbeing are supported and safeguarded during Covid-19.

We found that the young children attending the service were happy and confident in the care of the childminder. The childminder knew the children well and had provided a homely environment which helped them form trusting relationships. We saw that the interaction between the childminder and the children was relaxed, warm and comforting. She offered appropriate cuddles and support to the children as needed. This approach helped the children feel loved, secure and gave them a sense of belonging.

Parents confirmed that the childminder had ensured that the settling in procedure had been sensitive to the needs of their child and their family. The very good exchange of information between the childminder and the parents helped promote continuity of care for the children. Care plans were in place and parents confirmed that the childminder regularly updated these.

A parent commented: "Fantastic transition ... Went through routine ... Everything about XXXX [child's name]. She's great. Get updates, pictures, parks, messy play. Fabulous."

Although the children were young, we saw that the childminder responded warmly to them. She watched, listened and helped them decide what they wanted to play with or do. This approach helped the children express their emotions. Although, we did not see the children take part in outdoor activities. The childminder and parents shared that the children had lots of opportunities to play outdoors, get fresh air and be active.

Parents told us: "XXXX [child's name] has the best of time at buggy boot camp" and "Go to the park. Go to toddler group."

As discussed, the childminder should continue to develop the range of toys available to the children, taking into account their age and stage of development.

The childminder had formed very good relationships with the parents. Discussion with the childminder and the parents confirmed that the childminder was knowledgeable and supportive of the needs of the children and the families. She had communicated with other professionals to support the families as needed. Parents told us that the childminder really listened to them and gave great feedback. They appreciated the regular contact through texts, WhatsApp, and discussion, and felt very well supported by the childminder.

A parent commented: "Verbal information, WhatsApp, text to let me know changes."

The childminder held a recognised childcare qualification. She had a good understanding of her responsibility to protect children from harm. A child protection policy and procedure were in place.

## 5.2 Infection prevention and control practices support a safe environment for children and staff.

The childminder kept up-to-date with the Scottish Government guidance in relation to Covid-19 including infection prevention and control procedures. She had undertaken Covid-19 training. Parents confirmed that the childminder had shared Covid-19 procedures with them. This included physical distancing between the adults, the wearing of masks and the use of hand sanitiser for adults. This approach helped keep the children safe.

The childminder's home was clean, tidy and well maintained. A Covid-19 risk assessment and enhanced cleaning procedures were in place to help prevent the spread of infection.

The childminder told us how she supported the children to regularly wash their hands at appropriate times. The childminder had appropriate personal protective equipment; disposable gloves and aprons in place. This approach helped reduce the spread of infection. To help make it easier for children to reach the sink when washing their hands, we suggested the childminder purchase a safety step. At feedback, the childminder confirmed this was now in place.

Appropriate procedures were in place to manage illness. Parents confirmed that information had been shared with them about Covid-19 procedures, including isolation periods and the need for their child to stay at home if unwell.

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	5 - Very Good
5.1 Children's health and well being are supported and safeguarded during COVID-19	5 - Very Good
5.2 Infection prevention and control practices support a safe environment for children and staff	5 - Very Good

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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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