

# Holding Hands Childminding Service Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 13 August 2021

**Service provided by:**

**Service provider number:**  
SP2019991014

**Care service number:**  
CS2019378513

## Introduction

Joanne Rollo operates her childminding service under the name of Holding Hands Childminding Service. She is registered with the following conditions:

The childminder may care for a maximum of 7 children at any one time up to 16 years of age:

- of whom no more than 6 are under 12 years;
- of whom no more than 3 are not yet attending primary school and;
- of whom no more than 1 is under 12 months.

Numbers include the children of the childminders family/household.

Any other conditions unique to the service:

2. Children must be supervised when in the garden at all times.
3. Minded children cannot be cared for by persons other than those named on the certificate.
4. No overnight care will be provided.

The childminder provides the service from the family home in a rural area of East Lothian. The home is a single story detached house set within extensive garden areas and surrounded by open countryside.

The provider has been approved by the local authority to provide funded hours for Early Education and Childcare.

Aims for the service are in place and were developed as part of the registration process. Aims include:

'My aim is to care for the children in my setting

Provide a safe and happy place for children to have fun

Provide a family homelike environment

I will provide a range of activities that are suitable for the age and stage of the child

I also aim to communicate with parents on the care of their child.'

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 GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

## What we did during our inspection

One inspector from the Care Inspectorate visited the childminder on 13 August 2021.

During the inspection we gathered evidence from various sources including talking to the childminder, talking to children, looking at key information kept to ensure that children's needs were met. We assessed the suitability of the environment and equipment used for childminding.

We asked the childminder to issue an e-mail to parents requesting feedback about her service.

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.

## Views of people using the service

There was one child present during our visit. They were very relaxed and appeared 'at home' with the childminder. They went easily to her for assistance or to have a chat. Our observations of the relationship between the child, childminder and her family helped us to assess that positive relationships had been formed.

We asked the childminder to issue an e-mail to parents asking for feedback about her service. Three parents contacted us regarding the service. Parents were very happy with the quality of service that they and their children received from the childminder. The childminder was said to be very kind, quiet and caring towards children in her care. Parents said that their children loved going to the childminders and enjoyed a very good range of indoor and outdoor activities. They said that the childminder had children's best interests at the heart of what she did. They also commented that a flexible service to meet the needs of families was provided.

## Self assessment

We did not request a self-assessment as part of this inspection.

## What the service did well

The childminder provided a warm and nurturing environment for children. Children's individuality was taken into account when their care was provided.

## What the service could do better

The childminder was asked to pull together the information she already held about children and develop it further to form a personal plan. This will help the childminder and parents identify if support is needed and how positive outcomes are achieved for each child.

## 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 assessed that the childminder had a good understanding of care and support through her knowledge of child development, communication with parents and the relationship that she had developed with minded children.

The childminder had collected registration information and parents had been issued with contracts to ensure that both parties were aware of what to expect and each other's responsibilities. The childminder knew families well and had developed positive relationships with them to ensure the sharing of information. We gave advice to the childminder about the further development of information to form a personal plan for each child. This will enable the childminder and parents to identify how positive outcomes for children are being met.

To help with sharing of information the childminder offered a daily diary for younger children. For older children verbal feedback was given. Through discussion the childminder showed a good understanding of what level of information each parents required.

There was one child present during our visit. The childminder had a calm and quiet manner when interacting with the minded child. It was clear that this child shared a good bond with the childminder and her family. The childminders children played with and chatted to the minded child who was very comfortable in the home.

The childminder had a good understanding of how to promote healthy lifestyles for children. Normally she provided a range of home cooked foods for snacks and meals and was aware of good practice guidance on nutrition. During the period of Covid-19 parents had prepared packed lunches for children. The childminder showed an understanding of the importance of meal times as a social and valuable experience for even the youngest children.

The childminder was aware of her responsibility to keep children safe. The child protection policy gave families information about her responsibility to protect children and the action she would take in the event of concerns over children's wellbeing.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. The childminder had a good understanding of the current guidance issued by the Scottish Government and Health Protection Scotland. The childminder had ensured that parents were aware of the steps she took to ensure that the service operated in a safe way.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

The home provided a good environment for children to use. The parts of the family home used by minded children were welcoming and easy for them to move around in. Children were comfortable in the home and

knew the areas that they could use. Meals were eaten in the kitchen at the table to promote a positive mealtimes experience and children could access the toilet without assistance which promoted independence.

Children had access to a range of well-maintained good quality toys, games and resources. These were stored within easy reach of children to enable them to access them as they wished. The outdoor areas used by children were extensive and safely enclosed. The childminder had a focus on outdoor physical play for all age groups. The youngest children were taken on daily walks in the nearby village. Older children played for significant periods in the garden using the trampoline and climbing equipment.

The home was clean and well organised. Good hygiene routines, including regular hand washing, were encouraged. During Covid-19 the childminder had spent time role modelling good hygiene practices for children to follow. Older children understood the importance of these routines and practices which helped prevent the spread of infection and embed protective habits for life.

The family had a dog and a cat. Both were familiar with children and very quiet and calm around visitors and new experiences. The dog was very well behaved, parents were advised that there were pets in the household before taking up a placement with the childminder.

The childminder had developed policies and procedures which were shared with parents to inform them of how she kept their children safe. We asked the childminder to look again at the process for risk assessment to ensure it covered the preventative actions that she took to keep children safe.

## 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

The childminder had begun the process to reflect on the service she was providing to children and their families. She planned to use these reflections to adjust and make improvements to the service. The childminder described the ways in which she consulted with children to gain their views and suggestions. These methods were informal but effective in enabling children to influence the pace of their day and the activities they took part in.

The childminder had been unable to access a wide range of face-to-face training over the period of Covid -19. She was aware of current government guidance and how to access the Care Inspectorates HUB for further good practice information. She had enrolled to undertake her childcare qualification as part of the agreement with the local authority to provide funded Early Education and Childcare hours. The childminder was looking forward to this and saw it as an important part of her professional development.

The childminder was aware of her responsibility with regard to keeping the Care Inspectorate notified of significant events and worked within the conditions of her registration. Information needed to meet statutory requirements such as displaying of registration certificate, public liability insurance, regular maintenance of heating systems and car insurance were in place.

## 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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