

Laura's Childminding Child Minding

Type of inspection: Unannounced
Inspection completed on: 10 December 2021

Service provided by:
Laura Smith

Service provider number:
SP2019990676

Care service number:
CS2019376363

Introduction

Laura Smith, trading as Laura's Childminding (referred to as the childminder in this report) has been registered with the Care Inspectorate since 18 November 2019 to provide care for a maximum of six children at any one time up to 16 years of age of whom no more than three are not yet of an age to attend primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminders family.

Other conditions include:

Minded children cannot be cared for by persons other than those named on the certificate.

Overnight care may not be provided.

From 28 June 2021 until 17 August 2021 (or before if a child leaves the service) the childminder may care for an additional child not yet of an age to attend primary school and over the age of 12 months for periods of time as stated in the variation application dated 29 May 2021.

The childminding service is located in Dunbar, East Lothian. The service is situated close to local amenities including parks, beaches and the local nursery and primary school. The main areas used to provide the service are the living room/kitchen and downstairs bathroom. Children also have access to an enclosed shared garden at the rear of the property.

What we did during our inspection

We wrote this report following an unannounced inspection on Monday 06 December 2021 between 13:00pm and 14:00pm. An further announced visit took place on Friday 10 December between 10am and 11:30am. Feedback was given throughout the inspection. The inspection was carried out by an inspector from the Care Inspectorate. During this inspection we looked at the areas used by the minded children. We spoke with the childminder and minded children. We reviewed relevant documentation to support the evaluation findings.

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 of Care and Support.

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, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Views of people using the service

Three minded children were present during the first inspection visit. One child was present during the announced visit. All children were too young to share their childminding experiences with us. We saw them freely choose what they wanted to play with and were supported well by the childminder.

We received feedback from three parents whose children attend the service. They were very happy with the service provided by the childminder.

Comments included:

"Laura sends regular updates by email and text message as well as providing verbal updates on pick up and drop off. We are very pleased with the service. Our little girl really enjoys her time at Laura's and the activities are varied. We get photographs and updates on activities via Facebook group as well as face to face feedback on what our daughter has been doing each day. The children play in the garden and also go out for regular walks and to play parks. Indoor activities include drawing/painting, craft, baking, role play, board games and books".

"Communication was made very clear, either by email, on the Facebook page, text and in person too. Laura goes over and beyond to accommodate. If there is a change in pick-up or drop off on our side, she will do her best to help and adjust. We exchange text messages which is the most reliable as I don't check my emails all the time and too busy to talk on the phone.

I particularly love receiving photos of what they've been up to. They have lots of toys to play with and if it seems to be changing quite often too.

Very good, good communication, flexible and great with my kids!"

"The communication around Covid has been excellent and also re any times she or we have needed to get tested. We get regular updates of the kids on her private facebook page and she texts us through whatsapp too. She is really organised with her paperwork and billing and gives a lot of notice for any holidays taken. The childminder is really professional and caring towards the kids. She always has fun activities for them to do. Indoors things like painting, drawing, puzzles and baking. Outdoors lots of trips to the park and the woods. In the summer visits to the beach for paddling. The kids really enjoy going to her and we are very happy with her service".

Self assessment

The childminder completed a self assessment form for her service. This contained some information about how she supported children and their families who used her service.

What the service did well

The childminder has developed very good relationships with the children and families. She provides a flexible service to accommodate the individual needs of the families attending.

The childminder had attended a good range of training and was beginning to use this professional knowledge to update her skills and practice.

What the service could do better

The childminder should continue to evaluate her service, involving the children and families in the process, to identify areas for development and improvement.

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

The childminder was warm and caring towards the minded children. The children were relaxed and confident around the childminder and in the childminder's home.

We saw the children freely choose what they wanted to play with, supported well by the childminder who encouraged sharing and turn taking when needed. We observed good interactions between the childminder and the children, who was in tune with their speech, encouraging words and vocabulary during the inspection visit.

The childminder maintained good levels of communication with parents through the use of whats app, email and social media. Information about activities and how their child had settled kept parents informed on a daily basis. Parents confirmed that they were happy with the level of communication they received.

The childminder had collected relevant medical, dietary and "all about me" information for all children attending her service and through discussion, demonstrated that she knew the individual needs, preferences and personalities of each child in her care. We advised the childminder to record further information including support strategies, if required, to support her in meeting children's individual needs.

Children brought their own food and snacks and the childminder demonstrated an understanding of the importance of mealtimes as a social and valuable experience for children.

The childminder spoke of her role and responsibilities to protect children and keep them safe. She spoke of the action she would take if any concerns over a child's health, safety or wellbeing should arise.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children and families. For example, children were supported to understand the need for good hygiene and windows were open to allow appropriate ventilation.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

We found that the childminder's home was well maintained, warm and welcoming for children attending the service. The childminder used her living room for the children to play in and made good use of the space available. A small table in the kitchen area provided an opportunity for children to play with messier activities.

A range of toys, books and resources were available to children and we found these to be clean, in good condition and appropriate for children's individual needs and interests. On the day of inspection, we saw the minded children choosing the toys they wanted to play with, allowing them to make choices and promoting their independence.

The childminder told us that the children spent time outside in the fresh air. There was an enclosed, shared back garden with some resources available, which was not currently being used. The childminder made good use of the nearby parks as well the local woodland and beach. When walking to and from the local school the children sometimes used their balance bikes and scooters. This encouraged their physical development as well as developing their road safety skills.

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 kept updated with best practice and legislation through communications she received from the Care Inspectorate and the Scottish Childminding Association (SCMA). We reminded the childminder that the Care Inspectorate Hub was available and contained all best practice and legislation.

We found that the childminder had participated in a good range of training opportunities to develop her knowledge and support her with meeting children's individual needs.

The childminder was aware of her responsibility with keeping the Care Inspectorate notified of significant events and worked within the conditions of her registration. She had developed a range of policies and procedures which were shared with parents to inform them of how she kept their children safe.

Daily discussions with children and parents took place and the childminder told us that verbal feedback influenced improvements within the service. She communicated with parents through social media and face to face at the front door. The childminder talked about gathering feedback on her service informally through social media messages. We advised that the childminder continue to provide parents and children with opportunities to assess the childminding service and offer feedback. We made some suggestions about how she could gather views of parents using methods such as a questionnaire. This would allow the childminder to develop a process that would help her to reflect on her service and identify areas for improvement.

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.

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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