

# Ryan, Colleen Child Minding

Type of inspection: Unannounced  
Inspection completed on: 17 November 2021

**Service provided by:**  
Colleen Ryan

**Service provider number:**  
SP2015987023

**Care service number:**  
CS2015338083

## Introduction

Colleen Ryan is registered as a childminder to care for a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Colleen Ryan provides a childminding service from her home in a rural location on the outskirts of Fort William. She makes use of a designated playroom, family kitchen/diner/lounge, hall and toilet. There is a large enclosed garden surrounding the house which the is very popular with all the children and is used on a daily basis. The childminder also regularly takes the children out in the local area with visits to the beach and woodland to offer the children the opportunity to be healthy, active and have access to fresh air and exercise.

## What we did during our inspection

We wrote this report following an unannounced inspection, which took place between 13:45 and 15:30 on 17th November 2021. An inspector from the Care Inspectorate carried out the inspection. There were three children under the age of three present at the time of the inspection.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people - and what they can do to improve. Getting It Right For Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

## Views of people using the service

On the day of the inspection, there were three young children present. They were all extremely settled and relaxed in the care of the childminder. There was lots of chat, smiles, laughs and positive interactions between the childminder and the children. The childminder offered the children encouragement and praise when trying various activities and, when required, reassurance which helped the children to feel safe and secure.

As part of the inspection process, parents and carers were invited to contact us and share their feedback. All the parents and carers who contacted us provided extremely positive feedback about the childminder's service and the standard of care their children received. They all highlighted how much their children loved attending and how much they have benefited from the experiences offered to them.

Comments made included:

'I am so lucky that I have her as a childminder.'

'Colleen's is like my child's second home.'

'We rely on Colleen so much.'

'Colleen is always warm and welcoming and I am so glad I managed to get (child's name) in with her.'

'My daughter is really excited to go.'

'Colleen is so approachable and very good at communicating and sharing information with families.'

'We are so happy with the service.'

'He settled in so quickly and absolutely loves going to hers.'  
 'She is so flexible.'  
 'She always has them out and about and having wee adventures.'  
 'Other parents talk so highly of her.'  
 'We have peace of mind knowing Colleen is looking after our child.'

## Self assessment

The service was not asked to submit a self assessment prior to the inspection.

## What the service did well

The childminder provided a service of a very high standard which promoted positive outcomes for all children. She was committed to the ongoing development of her service to ensure that she continued to meet the changing needs of the children in her care.

We saw the childminder being very caring and nurturing with the children. We were able to observe the children being fully engaged in a range of activities. The children were able to freely select what it was they wished to do.

The childminder had established very good working relationships with the families which allowed for open communication and information sharing. This was confirmed by the comments made by all the parents and carers.

## What the service could do better

The childminder was committed to their professional development and should continue to access appropriate training and keep up to date with best practice guidance.

## 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

We found that the childminder provided very good care and support for the children which ensured positive outcomes for them. Children had strong attachments with the childminder who was very responsive to their individual needs.

The children presented as being very happy, confident and relaxed in the care of the childminder. The

childminder was warm and caring in her approach which supported the children to feel nurtured and secure.

During the visit the childminder was very attentive and responsive to the needs of the children. Initially one of the children had just woken from their nap and the childminder ensured that she provided them with reassurance and cuddles. There was lots of warm and nurturing interactions, chatting, smiles, praise and encouragement. Listening to the children, reading their cues and taking account of their choices was a priority for the childminder and made the children feel included and valued.

From our observations and discussions with the childminder, it was evident that she knew each of the children in her care very well which ensured that she was able to respond to their individual care needs. The childminder had put in place detailed personal plans for each child, which contained relevant background information and details of the child's routine. They also included evidence of the children's progression. The plans were completed with parents and carers and routinely reviewed to ensure that they continued to meet the changing needs of the children. This meant children were receiving the appropriate care and support.

Establishing close working relationships with the parents which allowed for open communication and information sharing was very important for the childminder. All the parents who provided feedback were extremely positive about the service provided by the childminder and the very good working relationship she had with them. They highlighted how much they appreciated the frequent updates and photographs they received. All the parents were of the opinion that the childminder was very approachable and always made time to speak with them.

The childminder was very aware of her responsibility to safeguard children. She had completed relevant training and had a very good understanding of child protection. We were confident that the childminder was committed to her role and responsibilities in keeping children safe from harm.

The service had appropriate infection control procedures and practices in place to ensure that the children were cared for in a safe environment. The children were supported to understand the need for good hand washing and keeping things clean. Children were supported and encouraged to wash their hands at different times during the day including before and after eating, after playing outdoors and after being to the toilet. Parents were all very happy with the systems the childminder had put in place to protect their children's health and wellbeing.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

## Findings from the inspection

Both the indoor and outdoor environments offered a wide range of learning experiences. The children clearly enjoyed the freedom to play and explore their surroundings. We found the environment to be very good and offered the children who attended a fun and enjoyable experience.

The premises were very homely, well maintained and welcoming which allowed children to feel safe and secure. There was a designated playroom which contained a range of resources which captured the children's interests and supported their play and learning experiences. The childminder recognised the benefits of having open ended and natural resources to extend the children's learning through play.

The childminder stated that all the children enjoyed spending time outdoors each day. There was a large fully enclosed garden which contained a range of activities, including loose parts and natural resources, to stimulate the children's curiosity and imagination. The childminder also made very good use of local outdoor resources including visits to the playpark and walks to the forest or beach to allow the children to explore and investigate their local environment and community.

The infection control procedures in place were robust and ensured children were kept safe and healthy. The childminder had access to personal protective equipment (PPE) and was up to date with current practice in relation to infection control and nappy changing. The children knew when to wash their hands and were supported to do this by the childminder.

Children attending the service were kept safe through the various systems the childminder had in place. The childminder explained that she completed daily visual checks before the children arrived as well as at the end of the day. We sampled the risk assessments the childminder had in place and found that she was very vigilant in their care of the minded children.

## 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

From the evidence gathered during the inspection, we found that the service was performing to a very good standard in this area. We concluded this after talking with the childminder, looking at supporting paperwork and individual records and from reviewing feedback from parents.

The childminder was committed to the ongoing development of her service. She had started to self evaluate the service and had involved the children and their families in this process. She encouraged the children and their families to give feedback informally. She had also circulated a short questionnaire for parents and carers to complete. By taking account of their views and suggestions contributed to them feeling valued, included and respected.

The childminder was aware of the importance of ensuring that she had the appropriate knowledge and skills to offer high quality care and experiences for the children. The childminder had previously worked in childcare settings and had attended a range of training. The childminder was able to tell us how she had used what she had learnt to develop the service to ensure that she met the individual needs of the children. She explained that she was hoping to complete further training as it became available.

The childminder was proactive in relation to keeping up to date with best practice and regularly accessed useful websites such as the Care Inspectorate hub, the Scottish Childminding Association hub and other childminding forums and Facebook pages. She got ideas as to how she could develop her service by reading various publications and any best practice guidance she received. The childminder also routinely met up with other childminders in the area.

## 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

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

Date	Type	Gradings	
2 Nov 2016	Unannounced	Care and support	4 - Good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	5 - Very good

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