

# Burns, Michelle

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 24 March 2022

**Service provided by:**

**Service provider number:**  
SP2009976696

**Care service number:**  
CS2009235988

## Introduction

This service was previously registered with the Care Inspectorate on 1 April 2011.

Michelle Burns provides a childminding service from her property in a quiet residential area of Irvine, North Ayrshire. The childminder is registered to provide a care service for a maximum of 6 children up to 16 years of age. Numbers are inclusive of the childminder's own children.

From 10 August 2020 to 31 August 2021 (or before if a child leaves the service) the childminder may care for a maximum of 5 children at any one time up to 16 years of age as identified in the variation request dated 11 August 2020, of whom no more than 5 are under 12 years, of whom no more than 4 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers include the children of the childminder's family/household.

The service is close to local primary schools, shops, parks and other amenities. The children can access the lounge, spacious hallway and downstairs bathroom. Children also have access to an enclosed rear garden.

The childminder principally aims to provide a safe and stimulating environment in which children feel happy and secure.

## What we did during our inspection

This was an unannounced inspection which took place on 21 March 2022 between 09:40hrs and 11:30hrs. One inspector carried out the inspection. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spoke with children using the service and received responses from 5 of their parents/carers
- observed practice and the environment
- reviewed documents
- had a virtual meeting with the childminder to discuss her childminding service.

## Views of people using the service

Two children under school age were present during the visit. Children presented as happy and settled. The younger child slept whilst the older child made choices in their play activities. They were encouraged by the childminder to be included in the inspection process, sharing their play experiences. Close relationships had been established between the childminder and the children. Online parent responses to our questionnaire indicated they were very happy with the service provided. Comments included:

'I honestly can't recommend Michelle enough. X is so happy there and the whole family make us welcome. X has come on leaps and bounds with her.'

'Michelle is fantastic and my kids have always went in willingly and look forward to the fun they'll have with friends.'

'Placement very good and childminder shows genuine warmth and nurture to the children who all appear happy with their needs attended to appropriately.'

## Self assessment

We did not request a self assessment before the inspection.

## What the service did well

The childminder continued to provide an excellent quality of care and support placing children and their families at the centre of her service. She provided a warm and welcoming environment and had established positive relationships with families.

## What the service could do better

The childminder should further develop her self-evaluation procedures to help plan for improvement and acknowledge what is working well. We signposted the childminder to national guidance 'A quality framework for daycare of children childminding and school-aged childcare' available at <https://hub.careinspectorate.com/media/4807/quality-framework-for-early-learning-and-childcare-2022-final.pdf> and 'My childminding journey' available at <http://www.childmindingjourney.scot/>

## From this inspection we graded this service as:

Quality of care and support	6 - Excellent
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 evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children.

Children were offered high quality nurturing, responsive and compassionate care. As a result, children were confident, happy, settled and making very good progress in their development. The childminder had a natural rapport with the children. We observed the childminder playful in her interactions with the children as she respectfully listened, valuing their views and including them in decision making. She had developed close relationships with the children by being meaningfully involved with them, offering affection that enabled children to feel secure and loved. It was clear she valued children and enjoyed caring for them.

The childminder demonstrated an excellent working knowledge of child development and was confident in her approaches to relate this to children in her care. Each child was recognised as a unique individual and children were fully included in planning their day. Personal plans containing a range of information were regularly reviewed to ensure the childminder could offer personalised care, linking with home routines. Children's individual needs were respected and valued, and the childminder showed a consistently high level of knowledge and understanding of each child's family situation, health and abilities. Parents who responded online to us agreed. One parent commented; 'I am always happy with the care and support, it is excellent.'

Play and learning activities were led by the children as they created their own play opportunities with appropriate interventions from the childminder. Children were engaged in purposeful play as they explored small world toys using their imagination, they were happy and achieving. They benefitted from the opportunity to repeat and practise different actions as they explored the world around them. The childminder used repetitive simple language that helped children to develop their vocabulary. The childminder asked for children and family's ideas about play activities, this resulted in a range of activities being available for children that linked with their own interests and experiences. New activities included strawberry picking. The childminder knew when to step back and observe children's play and when to step in to extend and support children's play and learning experiences.

We observed the childminder respond to a waking baby, she approached them quietly offering affection allowing the child time to wake up. Being a role model impacted on the other child present as they followed her lead talking to the younger child in a soft voice. This offered children the opportunity to make connections necessary for building relationships and developing social skills. Positive behaviour was supported with the childminder offering gentle reminders and guiding children to make the right choices using simple words and positive body language.

The childminder described how mealtimes were valuable and important for children in her care. She ensured they were sociable, unhurried occasions by sitting with children at the table, supporting them to enjoy eating together. This allowed children to try new foods encouraging a positive attitude toward healthy eating. Children were developing independence by setting their own place at the table.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. For example, we found that a Covid-19 policy was in place and shared with parents. Children were supported by the childminder to have good hand hygiene.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 6 - excellent

## Quality of environment

### Findings from the inspection

We found significant strengths in the environment children are cared for and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

Children were cared for in a safe, clean, welcoming and homely environment contributing to children feeling happy and secure. The environment had been created to allow children to move around freely with space to play on the floor, choose their toys or relax on the sofa. A kitchen/dining room offered children space to have meals and snacks or engage in play activities suitable for sitting at a table.

A secure garden offered additional opportunities for active play and access to fresh air. This area was well maintained with a variety of outdoor play resources which the children could choose from. The garden was easily accessible from the living room or kitchen and offered an opportunity for free flow play, indoors and outdoors. Daily cleaning routines and risk assessments were in place for the premises, outdoors, resources and the family's well behaved pet dog. This contributed to a safe and healthy environment.

Suitable resources stored in baskets were accessible for children to access independently allowing them to lead their own play and learning. We suggested the childminder could consider adding natural resources both indoors and outdoors helping to further promote creativity, exploration and imaginary play.

The childminder recognised when children needed a quiet time and had provided soft furnishings and a comfortable sofa for children to relax, when needed. Safe sleeping guidance was adhered to with regular checks taken on sleeping children and a travel cot was available for younger children. Children's privacy and dignity was respected by the childminder when attending to their personal care and support needs. This supported the inclusive, nurturing, safe environment observed.

During discussions the childminder was clear in her procedures to safeguard children knowing who to contact and when. She ensured she kept up to date with procedures by regularly reviewing her policy and attending regular training. This ensured children's safety needs were always placed first.

### 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

We found significant strengths in management and leadership and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

The childminder delivered a well-managed service presenting as confident and experienced in her work. Regular reviews of her policies including personal plan formats ensured record keeping was maintained to a very good standard. She kept up to date with national guidance using relevant websites including the Care inspectorate and the HUB for any updates during the Covid-19 pandemic.

Children and their families' views were important to the childminder, as she used any information gathered to plan for improvement. A range of questionnaires for parents and children at different stages including a settling in and leaving the service offered opportunity to assess the service and make any suggestions for improvement. This ensured families were included and could contribute to the development of the service. A parent who responded online told us;

'Michelle regularly offers opportunity to give her formal and informal feedback via online forms and verbal discussions.'

The childminder recognised the benefit of training to improve her skills and was committed to her own professional development. Previously she had attended specific training to meet children's individual needs. The childminder kept a written record of her training. Informally the childminder reflected on her practice. She should now develop a system that allows her to reflect on her day-to-day practice on what is working well and what can be improved. This should take into account learning from training or self-study and how this learning impacts positively on service procedures and provision. Any action taken for improvement should be shared with children and their families. We discussed the use of national documents to support her in this.

We noted that the childminder had an out-of-date condition on her certificate of registration. Following discussion the childminder agreed to submit an on-line variation to remove the condition.

### 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	Gratings	
17 Jun 2016	Unannounced	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	Not assessed
		Management and leadership	6 - Excellent

Date	Type	Gradings	
17 Apr 2012	Announced (short notice)	Care and support	6 - Excellent
		Environment	6 - Excellent
		Staffing	6 - Excellent
		Management and leadership	Not assessed
5 May 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed



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