

# Liane's Childminding Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 16 May 2022

**Service provided by:**  
Liane Bowen

**Service provider number:**  
SP2020991128

**Care service number:**  
CS2020379254

## Introduction

Liane Bowen trades as Liane's childminding and provides a care service from her family home in the town of Grangemouth, Falkirk. The childminder is registered to provide a care service to a maximum of 6 children at any one time up to 16 years of age, of whom no more than 6 under 12 years, 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.

The service is close to the local primary schools, parks and other amenities. Areas used for childminding are downstairs within the property. Children have access to the living room, designated playroom, bathroom and supervised access to the kitchen. An enclosed garden area is available to the rear of the house.

## What we did during our inspection

This was a short announced inspection which took place on 13 May 2022 between 13:00 and 16:30. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included registration information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation's we:

- observed the childminder's practice and the children's experiences during the inspection visit
- spoke with the childminder and children who were present during the inspection visit
- reviewed feedback from three parents
- looked around the areas used for childminding
- reviewed relevant documents and paperwork.

The childminder engaged well with the inspection process. This was her first inspection, she provided the evidence requested and answered the questions required to support the evaluation of her service. She was open to professional discussion about how to make improvements to her service.

We provided feedback to the childminder on 16 May 2022 once the inspection was concluded.

## Views of people using the service

Three children were present during the inspection visit. Throughout the visit the children were happy, relaxed and confidently interacted and chatted with us, the childminder and each other. The children were having fun and enjoying a variety of activities and experiences.

We received feedback from three parents through individual emails. Overall, the parents were very happy with the experiences offered to their children and the quality of care and support provided. They made positive comments about the level of information shared about their child and what was happening in the service. They also told us they could express their views about the service they and their child received.

One parent commented.

"Liane is very patient with the children and they always enjoy going to Liane's. She is fun and always looks out for their best interests. The children feel safe and are happy to go"

## Self assessment

The service had not been asked to complete a self assessment in advance of the inspection. We discussed their own planned areas for improvement which demonstrated their priorities for development.

## What the service did well

Children felt safe and well cared for as they experienced a fun and nurturing environment. Positive relationships between the childminder and families supported effective communication and information sharing.

## What the service could do better

Professional development and quality assurance methods could be improved. This will support the childminder to continually evaluate the service provided and promote positive outcomes for children and their families.

## 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	3 - Adequate

## Quality of care and support

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on the children's experiences. Children experienced warm interactions with the childminder which contributed to a feeling of safety and security in the care setting. Children were comforted when needed. The childminder respectfully listened to them and immediately responded to their nonverbal cues when seeking cuddles and attention. This further supported the children's feeling of security and being well cared for.

Children were supported well to settle into the care setting and were developing good friendships with each other. Children were given time to become familiar and comfortable in the new environment and build trusting relationships with the childminder. This strengthened their feeling of inclusion and belonging.

Children were developing positive attitudes towards each other and living things. They enjoyed taking care of the childminder's dog. Children's emotional wellbeing was encouraged as the childminder supported them to resolve disputes and problems together. This promoted the children's learning of important social skills and democracy.

Children continued to enjoy their time in the childminders care as she gathered important information to help her plan experiences which supported their current development and interests. Positive communication and actively working with parents promoted continuity of care between the home and care setting. This also enabled effective planning to enable the childminder to continue providing the right level of care and support.

The childminder should now enhance the level of information recorded in children's individual support plans. Including agreed strategies will further help the childminder when providing future learning and development experiences. Regular evaluations of support plans will help the childminder to reflect how she is meeting children's individual needs. This will also contribute when assessing if additional support is required to promote development and achievement. We advised the childminder to ensure all children's care and support plans are reviewed and updated at least every six months or sooner as changes occur.

Snack time was a positive experience for the children. They could choose from a variety of healthy choices. Older children had fun as they prepared and served snack. To promote independence and responsibility the younger children could be more involved in the planning and preparation of snacks.

Children's safety was promoted as the childminder had a basic knowledge of what action to take in the event of a child protection concern. However, we advised the childminder to ensure she remains up to date with current safeguarding guidance and protection issues to be aware of. To do this the childminder should seek current training relevant to safeguarding children.

We were satisfied the childminder had appropriate infection control procedures in place to support a safe environment for children. For example, children washed their hands at appropriate times, the home was well ventilated and enhanced daily cleaning practices were followed.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

We made an evaluation of good for this theme, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on the children's experiences.

The childminding environment provided a pleasant, comfortable and homely space for children to play. The children confidently moved around the childminder's home demonstrating a sense of belonging. The designated playroom and living room gave children a choice of space if they wanted to rest, relax or be on their own.

Children independently accessed games and activities with ease. This promoted choice and gave children responsibility to set their own pace of day. The wide range of activities available supported children's different ages, interests and development needs. Opportunities to enjoy natural materials and loose parts play could be enhanced. Offering more of these play types will provoke children's curiosity and creativity and will further support their individual learning and continued enjoyment in the service. More information and examples of natural and loose parts play can be found in the professional document 'Our Creative Journey'. This can be found on the HUB section of our website. Also, the guidance document 'Loose Parts Play Toolkit'

Children enjoyed daily access to outdoor play and fresh air. This supported their physical and emotional wellbeing. Children benefitted from attending regular activities within the local area. For example, toddler groups, play parks, the library and farms. This prompted their presence and inclusion in their local community.

Children's risk of harm within the home and during outings was reduced as the childminder completed risk assessments and kept these under review. We asked the childminder to include all the daily actions taken to ensure safety in garden to her formal risk assessments.

Children were given some opportunities to engage in risky play, promoting curiosity and enabling them to explore and expand their capabilities. They could be given more access to this type of play to promote their confidence and learning of keeping themselves safe. More information and examples of quality outside and risky play experiences can be found in the professional documents 'My World Outdoors' and 'Out to Play'. These can be accessed on the 'HUB' section of our website.

## 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

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

Families were encouraged to express their views about the service provided. Positive relationships with families promoted discussions and enabled parents and children to make comments and suggestions. Involving families in this way supported an inclusive, child led and family based care service.

Although some quality assurance methods were in place, the childminder should now take steps to develop a formal approach to assessing the service she provides. For example, building an evaluation programme which identifies strengths and areas for improvement. This will help the childminder to continually reflect and build realistic and effective action plans to support improvement. We signposted the improvement section on the 'HUB' within our website and various professional documents which can be found there.

Since registration the childminder had completed food hygiene training. The childminder should continue to identify training or professional reading that will support her professional development and ensure positive outcomes for children and families. (See area for improvement 1).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To support children's positive outcomes and effective quality assurance, the provider should develop her professional practice through engaging with relevant best practice documents. This should include but is not limited to the new 'Quality Framework', 'The Health and Social Care Standards', 'Realising the Ambition', 'My Childminding Experience' and 'Your Childminding Journey'. These documents can be found on the HUB section of our website .

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

**Grade:** 3 - adequate

## 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.

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.