

# Cathro, Lorraine Child Minding

Dundee

**Type of inspection:**  
Unannounced

**Completed on:**  
11 August 2022

**Service provided by:**

**Service provider number:**  
SP2010980447

**Service no:**  
CS2010274801

## About the service

Lorraine Cathro is registered to provide a care service to a maximum of 4 children at any one time under the age of 16, of whom a maximum of 4 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. The part of the premises not to be used: the first floor of the house. Overnight service will not be provided.

The childminding service is provided from the childminder's family home, close to the city centre of Dundee. Minded children have access to the kitchen/diner, living room and the downstairs toilet. There is an enclosed garden at the rear of the house.

## About the inspection

This was an unannounced inspection which took place on Thursday 11 August 2022 between 09:30 and 12:00. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with two children using the service and received communication from two parents
- observed practice and daily life
- reviewed documents.

## Key messages

- The childminder was warm, caring and responsive to the children and their needs.
- The childminder had developed positive relationships with parents and worked in partnership with them to provide continuity of care for the children.
- Children attending the service were happy, settled and confident around the childminder and the childminding environment.
- The childminder should develop formal methods to evaluate the service and identify improvements.

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care, play and learning?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	3 - Adequate
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

## How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

### Quality Indicator 1.1: Nurturing care and support

Children were happy and settled in the service. They were relaxed and confident around the childminder and in the childminding environment. They chatted with the childminder throughout the inspection, involving her in their play.

The childminder knew the children well and discussed personalities, interests and how children's individual needs were supported and met. The childminder was nurturing and caring. She was respectful in her manner with children and her interaction.

Information was gathered for each child to help the childminder care for and support each child daily. Personal plans were in place, with information recorded to support the children's health, wellbeing, interests and needs. Very good communication between the childminder and parents ensured that children's information was current and beneficial in supporting the children. Personal plans were updated every six months or sooner. The childminder should make sure all information including parental consents are signed and dated by parents on review and/or update. The childminder should include the observations of children's development and learning she undertakes within the personal plans and identify next steps and progress. These should be shared with parents.

We observed the children being encouraged to be independent and confident. They freely chose what they wanted to play with from a range of accessible toys, helped prepare snack and washed up their snack plates when finished with them.

Snack time was relaxed and unhurried. The children helped cut up the fruit chosen, for example, satsumas, and were helped as needed by the childminder, who sat with them, encouraging language and vocabulary as they all chatted. Once snack was finished the children had fun washing up their snack plates in the small basin.

The childminder was very aware of keeping the children safe and protected when in her care. She had undertaken child protection refresher training online and was confident in the procedures she would follow should she have concerns about children. We observed the childminder keep children safe during the inspection, which was on a very hot day. The childminder kept children indoors during the hottest part of the day to protect them from the sun and heat. She explained to the children about the very warm weather and the need to stay cool indoors and out of the sun. The children were told they would go out later in the day once it was cooler.

Administration of medication records were in place should children require medication. Parental consents were gathered from parents before any medication was given. The medication policy was also shared with them so they fully understood the procedure the childminder would follow when administering medication. We asked the childminder to ensure the medication record was as detailed as possible, including recording the signs and symptoms that may be present.

### Quality indicator 1.3: Play and learning

Children were encouraged to lead their own play, supported where needed by the childminder. The childminder provided resources and activities which were of interest to the children and supported their learning and development. We observed the children confidently choose what they wanted to play with. The children were particularly interested in the wooden toys which encourage shapes, colours and numeracy.

Effective use of questioning from the childminder encouraged children's thinking and understanding. The childminder introduced words and repeated words encouraging the children's language and vocabulary. She told us that the children enjoyed story time and that was an activity to support language and literacy in her service.

The back garden of the childminder's home was not child friendly due to an incline and the childminder told us that the children did not use the garden often. The local and wider communities were used daily so that children could have opportunities for active play, exploring nature and accessing fresh air. The children visited parks, the beach, the museum and the library. The childminder ensured parents were included and informed about their children's learning and development by sending photographs through WhatsApp and discussing verbally at drop off and collection times.

### How good is our setting?

4 - Good

### Quality indicator 2.2: Children experience high quality facilities

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

The childminder's home was clean, tidy and well ventilated. She made use of the space available to her in her home and children moved around unhindered. Most of the children's play indoors took place in the kitchen diner, where there was a large table for art and craft activities, play kitchen and the mud kitchen had been moved indoors due to the extremely warm weather outdoors. The childminder had storage boxes of toys which were rotated regularly so that the children had a variety of toys and resources to meet their interests and encourage the use of their imaginations.

Infection measures were in place at the service, with children being supported to wash their hands before eating and after toileting. The childminder's home was cleaned after the children left for the day, ready for their attendance at the next session. Toys were washed regularly to ensure that they were clean and fit for purpose.

The childminder visually risk assessed the childminding areas before the children attended the service to ensure that all risks had been identified and minimised or addressed. We advised the childminder to further develop the written risk assessments, ensuring outings were also risk assessed and recorded. (See area for improvement 1).

Children's information was stored securely and the childminder ensured confidentiality at all times.

## Areas for improvement

1. In order to keep children safe and protected, the childminder should ensure written risk assessments are developed, identifying levels of risk, measures in place to control and address risks. Risk assessments should be reviewed regularly and updated as needed.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards which state that

'My environment is secure and safe.' (HSCS 5.17)

## How good is our leadership?

**3 - Adequate**

### Quality indicator 3.1 Quality assurance and improvement are led well

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

The childminder had service aims in place encouraging child centred care, play and learning. We saw the childminder was responsive to children, respectful in her interactions and supported children to be independent and confident.

Policies and procedures were in place to support the childminder in her practice. We advised the childminder to review her policies and procedures in line with best practice guidance to ensure all policies were detailed and relevant to the service. We discussed ensuring policies were in place for all areas of the service, including a missing child policy.

The childminder understood the importance of evaluating her service to ensure continued improvements were identified to support positive outcomes for children. The childminder informally consulted with parents asking for feedback on the service. Parents told us they were happy with the service provided. One parent said "Lorraine is fantastic. (Child's name) is always chuffed to see her in the mornings." Another parent told us "I am 100% happy with the service I receive from Lorraine she always goes above and beyond for the kids." The childminder should develop formal methods of assessing and evaluating her service, identifying areas for improvement. Children and families should be involved in this. We suggested the childminder become familiar with as 'A quality framework for daycare of children, childminding and school aged childcare', which may support her in evaluating her service. (See area for improvement 1).

## Areas for improvement

1. In order to improve practice and outcomes for children, the provider should formally evaluate the service and develop a continuous quality assurance system to support the development of the service.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19)

**How good is our staff team?****4 - Good****Quality indicator 4.1: Staff skills, knowledge and values**

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

We saw that the childminder was respectful and responsive to the children in her care. It was evident that good attachments had been developed between the children and the childminder. The children included the childminder in their play and chat, whilst the childminder encouraged the children's decision making throughout the inspection. The childminder talked about the importance of keeping parents fully informed and involved in what the children were experiencing at the service.

The childminder kept updated with best practice and legislation through emails from the Care Inspectorate. She had undertaken training to support her practice and positive outcomes for children, for example, Child Exploitation, Supporting Early Language Development, Improving Children's Learning Through Play and Equality and Diversity. We encouraged the childminder to record her reflections on training to support her practice and knowledge.

**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).

## Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good



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