

Little Stars Childcare Child Minding

30 Fintry Crescent
Bishopbriggs
Glasgow
G64 1SH

Telephone: 07834 241 011

Type of inspection:
Unannounced

Completed on:
5 August 2022

Service provided by:
Jacqueline McKinney

Service provider number:
SP2019990901

Service no:
CS2019377738

About the service

Jacqueline McKinney operating as Little Stars Childcare is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, 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. Overnight care will not be provided and minded children cannot be cared for by persons other than those named on the certificate.

The childminding service operates from the childminder's home, which is a semi-detached property in Bishopbriggs, East Dunbartonshire. The areas used to provide the service are the downstairs of the property and the toilet upstairs. Children also have access to the enclosed back and side garden.

The service is close to local amenities and parks.

About the inspection

This was an unannounced inspection which took place on Friday 5 August 2022 between 10:00 and 12:10. 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 registration information, information submitted by the service and intelligence gathered since the previous inspection. In making our evaluations of the service, we:

- observed a young baby as he played and interacted with the childminder
- spoke by telephone to three parents
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

- The childminder provided a positive and nurturing environment for children to play and learn. She put the children and their families at the heart of her service. The child present during our inspection was relaxed, very happy and enjoyed spending time with the childminder. We saw caring, warm and gentle interactions between the childminder and the child. The child had lots of opportunities to develop their skills as they had fun playing with the toys.
- The childminder listened to the parent and observed the child which helped her provide activities and experiences that linked to the child's interests, offering challenge and fun. The childminder took time to get to know the families and children prior to starting and this had helped the new child, who had only started that week, settle very well with the childminder.
- The childminder should continue to develop the children's personal plans and ensure that these are fully completed, reviewed and updated every six months or before, dependent on the needs of the child.
- The childminder should read the Health Protection Scotland/NHS document - Infection Prevention and Control in Childcare Settings (Daycare and Childminding Settings). This document is available on The Hub section of our website.
- The childminder should continue to undertake training relevant to her role as a childminder.

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?	5 - Very Good
How good is our staff team?	5 - Very 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.

We found that the childminder had good processes in place which helped her get to know the families and the children before they started. This approach helped the children and families settle well into the service. Through discussion, and observations, the childminder was able to meet the children's needs and personal preferences. We saw that the child was relaxed, happy and content, and clearly enjoyed being with the childminder. The childminder was caring, warm, and gentle towards the young child, giving him lots of cuddles and responding warmly to his needs.

A parent told us: "Started full time just this Monday. Did part days with Jackie to settle in. She is fantastic. He [child] settled well and it is a credit to her. In terms of communication, I think that it's great to be seeing what they are doing (Pictures via WhatsApp). You know what is happening and he has settled in well in such a short space of time."

The childminder confirmed that parents provided all meals and snacks.

The childminder understood the importance of sleep to help support the children's wellbeing. She ensured that children were given opportunities to sleep or rest. She regularly discussed with parents, the best way to support the children. For example, one of the children slept best in their own sleep suit and this was put in place. This approach helped the childminder meet the individual needs of the children, as well as their family's wishes in relation to their child's sleep routines. We saw that child slept well and was bright and alert after their time of rest.

Parents confirmed that the childminder discussed the individual needs of the children with them on a regular basis. Parents particularly enjoyed seeing the pictures and videos of their child taking part in activities. This reassured them that their child was having a great time, and it helped them feel part of the child's day. This approach helped to support effective communication and consistency and continuity of care.

The childminder really knew the children well and cared deeply for the children and their families. We looked at a range of documentation which helped the childminder support the children and meet their ongoing needs, wishes and choices. This information made up the children's personal plans. As discussed, the childminder should continue to develop the children's personal plans and ensure that these are fully completed, reviewed and updated every six months or before, dependent on the needs of the child (see area for improvement 1).

The childminder had a good medication procedure in place. This helped ensure that medication was stored and administered to children in a safe way. Appropriate procedures were in place to record accidents and incidents. These were discussed with and signed off by parents. The childminder should make sure that parents date the document as well as sign it. The childminder held a current paediatric first aid certificate. These procedures helped keep children safe and support the childminder to respond effectively to the care needs of the child.

The childminder's approach to play and activities was child centred and responsive to the children's interests, wishes and level of skill. Children had lots of opportunities for fresh air and physical play. They visited parks, playgroups, and other places of interest. They also played in the enclosed garden. The childminder shared with us how she encouraged the children to try new experiences safely. For example, one of the children had recently learned to slide down a pole while playing at the park.

The childminder listened to the children and provided activities and experiences that linked to the children's interests, offering challenge and fun. We watched the young child as he enjoyed playing with a rattle. He listened and responded to the childminder as she sang to him. She stroked his hair and smiled at him as he played. She had set out toys that interested him. This approach showed us that the childminder was fully aware of, and met the needs of, the individual children she was caring for.

Parents' comments included: "She knows every child inside out. She chats to every parent. She is friendly, dead happy, there is never an issue. She is easy to get on with, I trust her. I trusted her from the minute I met her."

Areas for improvement

1. The childminder should continue to develop the children's personal plans and ensure that the information is fully completed and kept up to date and reviewed every six months or before dependent on the needs of the child.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

How good is our setting?

4 - Good

We made an evaluation of good for this key question, 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 children and young people's experiences.

We found that the childminder had created a warm, comfortable, welcoming and homely environment for the children to play and relax in. There was good natural light and ventilation. The childminder ensured that the children had ample space to move around, play and learn. We saw that the home was bright and clean. The garden was enclosed and had interesting areas for the children to relax and play in.

The childminder provided appropriate activities, materials and experiences for the children, both indoors and outdoors, that were fun and exciting. This reflected the interests, development and learning stages of the children in her care. Children had daily opportunities to play outdoors and get fresh air. Parents really appreciated the care and range of experiences the childminder gave to their children.

A parent told us: "I could not speak highly enough of Jacqui ... She [child] is so happy. I can genuinely tell that she really enjoys her time there ... Kept up to date via WhatsApp and I can also WhatsApp her [childminder] quickly, we keep in touch. It is lovely to get updates. Yesterday they were at the park."

The childminder had a set of risk assessments for her home and outdoor activities. This approach helped to make the environment safer for the children she was caring for.

The childminder told us that she had followed the Scottish Government guidance in relation to infection prevention and control. We spoke about nappy changing procedures and she confirmed that she had disposable gloves and aprons and would use personal protective equipment (PPE) as part of her infection prevention and control measures to help keep children safe. However, we found that the aprons were not suitable, as they did not have ties. We have asked the childminder to replace them.

To help the childminder keep up to date with current infection prevention and control procedures, she should read the following document - Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings). This document is available on The Hub section of our website (see area for improvement 1).

Areas for improvement

1. To support the childminder in her role, and keep her up to date with best practice, she should read the Health Protection Scotland/NHS Scotland document Infection Prevention and Control in Childcare Settings (Day Care and Childminding Settings).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

How good is our leadership?

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.

We found that the childminder involved parents and children in the day to day running of her service. The childminder ensured that parents were involved right from the beginning through the settling in period. She shared policies and procedures and responded to ideas and routines highlighted by parents. For example, a child sleep routine, types of toys and settling in procedures.

Through regular communication with the parents and children, the childminder was able to provide a service that met the needs and interests of the children she was caring for. WhatsApp helped her to regularly share the children's experiences, successes and achievements with their parents. Parents were then able to give feedback/respond using WhatsApp or other means. This approach helped parents feel they were included in their child's day and that their input was valued by the childminder.

One parent commented: "She [childminder] finds things out about him that we don't see because he's playing with other children. She knows that he loves his animals, he loves football, and her children are great with him. She sends stuff on WhatsApp which suits me. I like that method of communication, as I can quickly look down at my watch to make sure that there's nothing wrong and I can also see what he is doing. We have our own private WhatsApp."

The childminder used feedback from the parents and children to reflect on the type of experiences they were having. This approach helped her develop future plans and evaluate the care and activities she provided to the children and families. It also ensured that she met the ongoing needs and wishes and interests of the children. As discussed, mind mapping would be beneficial to help her record the types of experiences the children may/or have taken part in and also show the ongoing involvement and feedback from parents and children.

How good is our staff team?

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.

We found that the childminder was warm, caring and compassionate to the child. We observed that the child was secure in the childminder's care and responded to her in a loving and affectionate manner. The childminder gave the child cuddles and continually praised and encouraged him. She was respectful and courteous and responded warmly to the child. Fun and kindness were at the heart of the childminder's service to the children and families she was caring for.

Parents comments included: "... Most definitely nurturing. We had a week off, and the cuddle she gave her [child] when she seen her, was from someone who cares for my child. She goes above and beyond ... Very happy."

The childminder had a good understanding of how to keep children safe from harm. The childminder planned to undertake child protection training to help her keep up to date with current information.

The childminder had undertaken some training for example, first aid. This helped her to support the children and keep them safe while attending her service. The childminder holds an HNC Early Education and Childcare. As discussed, the childminder should continue to keep abreast of current best practice and attend appropriate and relevant training to support her childminding role.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at 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?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good

How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good

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