

Little Penguins Childminding Service

Child Minding

256 Sutherland Way
Livingston
EH54 8JD

Telephone: 07881 101 426

Type of inspection:
Unannounced

Completed on:
29 August 2022

Service provided by:
Kayla MacKay

Service provider number:
SP2019990584

Service no:
CS2019375478

About the service

Little Penguins Childminding is provided from the childminder's home in the residential area of Livingston, West Lothian. The childminder is registered to provide a care service to a maximum of six children at any one time up to 16 years of age.

Children are cared for in the downstairs of the property which includes a living room, kitchen, rear garden and bathroom. The service is located close to a local primary school, park and other amenities.

About the inspection

This was an unannounced which took place on Wednesday 24 August 2022 between 10:15 and 12:15. 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 registration.

In making our evaluations of the service we:

- spoke with two people using the service and two of their parents
- spoke with the childminder
- observed practice and daily life
- reviewed documents

Key messages

Communication with families supported meeting children's needs.

The childminder had responsive, nurturing and caring relationships with children.

To support children to achieve, the childminder should review personal plans with families every six months.

The pace of the day was relaxed, giving children time to settle and build bonds with the childminder and their peers.

Children had opportunities to learn with their local and wider community and played outdoors every day, promoting health and wellbeing.

The childminder should update some policies to include contact details for external agencies.

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?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
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?

4 - Good

Quality indicator 1.1: Nurturing care and support

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

A parent told us "I was given the opportunity to complete a child wellbeing form to identify my child's areas of strengths and areas for support that will be completed and updated regularly as their interests and behaviours change. I think this is a positive and helpful record to keep and track my child's progress."

Interactions with children were positive, relaxed and met individual needs. We observed the childminder being supportive and encouraging. For example, when a child engaged in preparing for outdoor play in the rain the childminder said, "Would you like to try and put on your wet suit?" and "You are doing a great job getting dressed."

Children were valued as individuals. A parent told us "The childminder knows how my child works and knows how to work with them when they are not feeling themselves. The childminder will contact us to ask how our child was in the morning because they have noticed if our child is a bit off. I love the relationship that they have together." This was consistent with our findings that the childminder knew children well and responded to individual requests, needs and interests.

Children experienced kindness and compassion from the childminder such as when one child had an accident the childminder supported the child in a caring and sensitive manner. This helped the child to feel secure, loved and they quickly returned to play.

Good practice guidance from Setting the Table document was used by the childminder to provide nutritious, snacks and meals. With encouragement and support children were excited and keen to choose ingredients and help prepare their own lunch. They experienced an unhurried and sociable mealtime. Access to fresh water was available and children were encouraged to remain hydrated.

Children were protected from harm by the childminder who had a clear understanding of their role and responsibilities. Safeguarding children training had taken place.

The childminder knew children well and individual needs were supported. Communication with families took place verbally in person daily and through an app. This ensured that children's needs and families wishes were promoted and central to service delivery.

Children's progress was being monitored such as through personal plan targets, observations of wellbeing indicators and development records. A discussion took place around personal plans and how these were used as a tool to identify significant individual needs and interests.

However, not all reviews took place every six months as required. We reminded the childminder that reviews of individual children's targets should be completed with families every six months and they agreed. Focusing on this will ensure high quality care and support is based on guidance and best practice. See area for improvement 1.

Quality indicator 1.3: Play and learning

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

A parent told us "The childminder is quick to identify areas of opportunity for my child but is keen to praise and promote their self-thinking and encourages them to make their choices including games and activities to play." Children's learning and natural curiosity was stimulated in both the indoor and outdoor all-weather environments. We observed children laughing, happy and interacting with the childminder during play. A variety of toys were on offer providing children with opportunities to develop thinking, understanding and investigation. For example, puzzles, musical toys and blocks.

Experiences offered to children were varied such as a trip to Edinburgh castle, the national museum, arts and crafts and growing butterflies. Children engaged well in these, and their successes and achievements were celebrated and shared. This ensured that learning through play was at the heart of children's experiences. A parent told us "We feel these experiences are very important in helping our child learn about the world around them and develop their language skills."

Areas for improvement

1. The childminder should review personal plans with parents every six months. All information including review dates and parental input should be clearly recorded.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'My personal 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 quality indicator, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The environment was clean, accessible, and well ventilated. Children had access to a living room, bathroom, kitchen, and rear garden. The service provided a home from home, warm and pleasant environment for children to learn, play and relax.

The living room was well organised. Children were able to move freely around the room which had a cosy corner with books providing a quiet and comfortable place to snuggle supporting their emotional wellbeing. A variety of toys and resources such as blocks, play kitchen and imaginative toys supported children's choice and curiosity.

A parent told us "The childminder was very adherent to Covid-19 safety procedures, cleaning surfaces with disinfectant and wearing the appropriate PPE." This was consistent with our findings and appropriate infection control procedures were in place such as gloves and aprons were worn during nappy changing.

However, we reminded the childminder of the importance of replacing worn equipment such as the mat used for nappy changing and they agreed.

Children had the opportunity to play and learn through regular local and wider outdoor experiences. This included visits to the local park, toddler group and local forest all within walking distance of the service. On the day of our visit, we had the opportunity to see photo examples of these in a floor book. Children were smiling and happy as they reflected on those experiences. A parent told us "They regularly go out within the community, visiting the library and engage in lots of outdoor learning like, making dens in the woods while enjoying snack, stories and arts and crafts."

Risk assessments were in place and parental permission was sought for outings, trips, and events. This ensured risks were identified and children were kept safe. We reminded the childminder to store emergency and GP contact information in each child's file.

Appropriate systems were in place to manage information in line with general data protection requirements. The childminder was registered with the Information Commissioner's Office.

How good is our leadership?

4 - Good

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

Training undertaken such as paediatric first aid and food hygiene had helped shape the childminder's policies and practices. Accessing the Care Inspectorate Hub and membership to the Scottish Childminding Association (SCMA) had helped develop the childminder's knowledge and understanding of best practice guidance.

A variety of policies were in place which contributed to a well led service. These were shared with parents and were available should a parent wish to see them. We suggested policies such as accident and incidents and child protection should be reviewed to ensure they contain contact information for relevant external agencies as best practice. See area for improvement 1.

There was a commitment to improvement within the service. The childminder had established positive and trusting relationships with families and was happy and enthusiastic in the role. A parent told us "The childminder is amazing with their communication both verbally, through the app to keep us updated and also through messenger" and another told us "Going forward it would be lovely to have an opportunity to see her floor books of the children's activities or through a termly newsletter." We agreed that providing regular opportunities for families to view these would contribute to a well-managed service.

A range of communication methods ensured strong relationships with families. For example, all about me forms, face to face chats and parental involvement in setting children's progress and development targets. A parent told us "The childminder has an app which she updates daily which details everything from activities to the food my child has eaten and the naps they have had. They also complete a full handover at the end of every night."

Areas for improvement

1. The childminder should review policies such as accident and incidents and child protection to ensure they contain contact information for relevant external agencies as best practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state that, 'I experience high quality care and support because people have the necessary information and resources.' (HSCS 4.27)

How good is our staff team?

4 - Good

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

A forest school training experience had inspired the childminder to introduce new learning experiences for children that focused on the importance of learning outdoors and fun in play.

Children enjoyed experiences such as den building, outdoor snacks and making bird feeders in the forest. This had already helped to build children's confidence and supported a child's identified interest in learning outdoors.

Children were actively encouraged to decide activities and experiences on offer. Their voices were heard and considered as part of the personal planning process. For example, as part of discussions a child said they like to play on a seesaw. This was considered and a see saw was added to the garden resources. This meant children were listened to and knew their views mattered. A parent told us "It can be difficult handing your child over to someone when you need to work, but I feel safe in the knowledge that I am handing my child over to this childminder. She is caring, fun and loving."

The childminder understood how children develop. Regular training was taking place relating to areas such as reflective practice, learning through play and child protection. The childminder planned to continue to embed new learning within practice. This approach ensured positive outcomes for children and a high quality of early learning and childcare. A parent told us "My child loves spending time in the childminder's care and has been very happy and settled which is a credit to them and their nurturing manner."

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

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

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

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.