

Louise's Childcare Child Minding

Inverness

Type of inspection:
Unannounced

Completed on:
28 November 2022

Service provided by:
Louise Loossens

Service provider number:
SP2017989082

Service no:
CS2017356768

About the service

Louise's Childcare is registered as a childminding service. Where the childminder is working together with an assistant they may care for a maximum of 6 children up to 16 years of age, of whom no more than 6 are under 12 years, of whom no more than 5 are not yet attending primary school and of whom no more than 2 are under 12 months. Numbers include the children of the childminder's family/household. Where the childminder is working alone they may care for a maximum of 6 children up to 16 years of age, of whom no more than 6 are under 12 years, of whom no more than 3 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 operates from the childminder's home in a quiet residential area of Inverness. She makes use of a designated playroom, lounge, dining kitchen and toilet. The childminder makes very good use of the fully enclosed garden, which contains a good selection of age appropriate toys and equipment. The childminder also regularly uses various local resources including walks, play park and the woods.

About the inspection

This was an unannounced inspection which took place on Monday 28th November 2022 between 10:30 and 12:45. The inspection was carried out by two inspectors 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 people using the service
- reviewed feedback from parents and carers
- spoke with the childminder and her assistant
- observed practice and daily life
- reviewed documents.

Key messages

- Children were very happy, relaxed and enjoyed spending time in the care of the childminder and the assistant.
- Children experienced very warm, kind and nurturing interactions which supported them to feel comfortable, safe and secure.
- The childminder and the assistant were aware of and responsive to the individual care needs of the children.
- There was a good range of resources, including loose parts and open ended resources, which the children could independently access.
- The childminder had established good working relationships with families which allowed for information sharing.

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?	5 - Very 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 evaluated this key question as very good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

1.1 - Nurturing care & support

We found that the childminder provided very good care and support for the children which ensured positive outcomes for them. Children had strong attachments with the childminder and the assistant who were responsive to their individual needs. Families valued the close relationship between their children and the childminder.

There were two young children present on the day of the inspection who were very happy, confident and relaxed in the care of the childminder and the assistant. They were cared for with warmth, kindness and a nurturing approach which supported the children to feel safe, secure and loved. The children were relaxed and comfortable in their surroundings as they played happily throughout our visit.

During the visit the childminder and her assistant were very caring and responsive to the needs of each of the children. We saw warm and nurturing interactions, chatting, smiles, praise, encouragement and help when it was needed. This resulted in children feeling included and valued.

From our observations and discussions with the childminder and the assistant, it was clear that they knew each of the children in their care very well which ensured that they were able to respond to their individual care needs. The childminder had put in place personal plans for each child, which contained relevant background information and details of the child's routine. The plans were completed with parents and carers and routinely reviewed to ensure that they continued to meet the changing needs of the children.

The childminder had established very good working relationships with the parents which allowed for open communication and information sharing. As well as offering informal feedback at drop off and pick up times each day, she made use of photographs and messaging services to keep in very regular contact with families. Parents were very happy with the information they received about their child's day.

The childminder was very aware of her responsibility to safeguard children. She had completed relevant training and had a good understanding of child protection. We were confident that the childminder was committed to her role and responsibilities in keeping children safe from harm. It would be beneficial for the assistant to attend face to face training to develop their knowledge and skills in relation to safeguarding children.

1.3 - Play and learning

The childminder explained that she was developing her service in line with the curiosity approach which encourages children to be more independent, confident and lead their own play and learning. Children were able to independently choose from a range of resources and toys which were age and stage appropriate. The children were able to access open ended resources. We discussed the benefits of introducing more natural, loose parts and open ended resources indoors.

The childminder was very committed to ensuring that the care she provided was responsive and met the

developmental needs, interests and curiosities of the children. Children experienced appropriate challenges in their play supporting their interests and nurturing their abilities. Language, literacy and numeracy development were encouraged through the use of songs, books, games and activities which promoted these skills. She offered children opportunities for both planned experiences and spontaneous play activities. These enriched children's play and learning and stimulated their natural curiosity.

Children has very good opportunities for fresh air and physical exercise each day. They were able to take part in regular outdoor play which allowed them to be active and explore the world around them. The outdoor play area contained a range of resources which offered children opportunities for challenge, creativity, developing independence and imagination. The childminder also made good use of the local community for walks and visits to the local woodland and play park which promoted children's connection with the local community.

How good is our setting?

5 - Very Good

We evaluated this key question as very good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

2.2 - Children experience high quality facilities

We found the environment to be very good. Both the indoor and outdoor environments offered a wide range of learning experiences. The children enjoyed the freedom to play and explore their surroundings. The environment offered the children who attended a fun and enjoyable experience and supported positive outcomes. Children were able to direct their own play and activities, choosing and freely accessing appropriate materials and resources to support their learning.

The premises were homely, well maintained and welcoming which allowed children to feel safe and secure. There was a range of age appropriate resources which captured the children's interests and supported their play and learning experiences. As stated earlier in the report, the childminder was developing her service in line with the principles of the Curiosity Approach and was introducing more authentic, open ended resources which encourage the children's curiosity. She recognised the benefits of having open ended and natural resources to extend the children's learning through play.

Children had direct access to the fully enclosed garden where they could engage with a range of resources and take part in active and energetic play. The childminder also made good use of the surrounding area for walks and visits to the woods to allow the children to explore and investigate their local environment and community. Parents appreciated their children getting outdoors each day to take part in active play and have access to fresh air.

Children attending the service were kept safe through the various systems the childminder had in place. The childminder explained that she completed daily visual checks before the children arrived as well as at the end of the day. We sampled the risk assessments the childminder had in place and found that she was vigilant in her care of the minded children.

During our visit we witnessed effective infection prevention and control practices. For example: effective handwashing and children being aware of the handwashing routines. We also saw the childminder cleaning at appropriate times of the day supporting children's health and wellbeing.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

3.1 - Quality assurance and improvement are well led.

The childminder was committed to the development of her service to ensure that she provided improved outcomes for the children in her care. Evaluating her service was an ongoing process. She recognised the importance of involving the children and their families in this. She welcomed any feedback from the children and their families. She routinely circulated questionnaires as well as encouraging families to give feedback informally. By taking account of their views and suggestions contributed to families feeling valued, included and respected.

The children were very much involved in the day to day running of the service and deciding what they would like to do while they were there. The childminder listened to any feedback the children made about the activities they took part in and took this into account when reviewing her service.

The childminder reflected on her daily practice to assist her to improve the experiences for children and families. She reflected on what was working well in the service and what needed to be improved. This supported positive outcomes for children. We suggested that the childminder becomes familiar with and make use of best practice, including 'A Quality Framework for daycare of children, childminding and school aged childcare,' to support self evaluation and reflection on practice leading to continuous improvement.

How good is our staff team?

5 - Very Good

We evaluated this key question as very good, where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

4.3 - Staff Deployment

During the inspection visit the childminder and her assistant worked very well together and ensured all children received consistent care of a very good standard. They were warm, friendly and sensitive in their approach and demonstrated positive team working which promoted a happy and secure environment for children. They were responsive and respectful of children during their interactions and play which supported children to feel safe and secure. Parents spoke very positively about how well the childminder and her assistant worked together - 'Louise and Robbie are a brilliant team' and 'Both Louise and Robbie are engaging with the children and ensure they are safe while having a fun time.'

The childminder and her assistant were very caring and responsive to the needs of each of the children. We saw warm and nurturing interactions, chatting, smiles, praise, encouragement and help when it was needed. This resulted in children feeling included and valued.

The childminder was aware of the importance of ensuring that both she and her assistant had the appropriate knowledge and skills to offer high quality care and experiences for the children. The childminder was reflective and was able to identify areas for development to support individual children in their care. She had attended a range of training to support and improve her practice and was hoping to complete further training as it became available. We discussed with the childminder the need for her to ensure and support her assistant to also attend relevant training to enhance their knowledge and skills.

The childminder was proactive in relation to keeping up to date with best practice and accessed useful websites such as the Care Inspectorate hub, the Scottish Childminding Association hub and other childminding forums. She read various publications and best practice guidance to support her in developing her service.

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?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very 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
4.3 Staff deployment	5 - Very Good

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