

# **Bynoe, Karen** **Child Minding**

Kilmacolm

**Type of inspection:**  
Unannounced

**Completed on:**  
3 November 2022

**Service provided by:**

**Service provider number:**  
SP2003910153

**Service no:**  
CS2003015661

## About the service

The childminder is registered to provide care to a maximum of 6 children at any one time under the age of 16, of whom no more than two children are cared for from 3 years to those not yet attending primary school. Numbers are inclusive of children of the childminder's family.

The childminding service is located in the village of Kilmacolm, Inverclyde. The service is close to the local school, parks and other amenities. The children are cared for in a dedicated playroom, living room and bathroom. Children also have access to an enclosed rear garden.

## About the inspection

This was an unannounced inspection which took place on 31 October 2022. 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 people using the service and two of their family.
- spoke with the childminder
- observed practice and daily life
- reviewed documents

## Key messages

- Children experienced warm, nurturing care from a responsive childminder which helped them feel happy, secure and safe.
- Outings within the local community enhanced children's experiences, built their confidence and supported development of their skills.
- The childminder should ensure that paperwork is up to date and continue to develop the format of personal care plans.

## 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?	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?

4 - Good

### 1.1 Nurturing care and support

We made an evaluation of good for this indicator, 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's experiences.

During our inspection there were two minded children present who were relaxed and comfortable in the childminders home. The children were excited to tell the childminder about an author visit to the school and show the new book they had received. The childminder gave reassurance when needed and offered praise at appropriate times which helped develop their confidence and self-esteem.

Although we did not observe snack time on the day of inspection, we spoke about this with the children and the childminder who described sitting together at the table. Snacks and lunches were provided by the families; however, healthy eating information was shared with families in line with current good practice guidance. Children were encouraged to wash hands before snack supporting their health and wellbeing.

Children were supported by a childminder who knew their individual personalities well, she was able to verbally tell us of their needs and interests. As a result, children were appropriately cared for in the setting. However, personal plans were incomplete on the day of inspection and did not identify how the childminder would support next steps in children's health, wellbeing, and safety needs. We shared an example of a personal plan that could be completed with the children in her care.

Each child had their own folder which displayed activities, pieces of artwork and pictures of trips the children had engaged in with the childminder. Children could access their own folders and were confident talking to us about the pictures we could see. This was a good example of recording children's play and learning and sharing the achievements of children in her care. It also supported the children to have ownership of their own folders. One parent told us "The childminder gets to know our children very well as people. She is an important person in their lives".

The childminder had a medication policy in place which highlight the responsibility of the parents and the role the childminder when receiving, storing, and administering medication within her service. This was in line with current good practice guidance.

### 1.3 Play and learning

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

Children were able to free flow between the rooms indoors and the enclosed garden, weather permitting. This supported child led play and developed children's confidence. A good range of toys were available, and they reflected the interests of the children attending the service. As a result, children were engaged in play and having fun on the day of inspection.

Children participated in leading their play and learning through a balance of spontaneous and planned experiences that promoted choice and independence. The childminder responded to children's initiations by providing toys, support, and guidance when appropriate. The children present spoke about a STEM (Science, Technology, Engineering, Mathematics) activity they childminder organised the week prior and how much they enjoyed it.

Children's needs were supported by effective communication with the families. The childminder understood the importance of engaging with families to ensure the care and activities she planned met the children's age, stage, and interests. Families were communicated with through face-to-face meetings, WhatsApp messages and telephone calls. One parent told us "The childminder often discussed with us my child's current interests to be able to provide activities she would be interested in".

Children's language development was supported by the childminder through appropriate conversations and role modelling. Children also engaged in fun activities to support literacy and numeracy such as stories, singing, and other games. Children enjoyed regular trips to the local library.

### 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's experiences.

Children were cared for in an environment that was well ventilated, bright, and homely. Children had space to play together, relax on a sofa with their own blankets or have time to themselves if they wished. The children could access an enclosed garden space but choose not to due to the weather on the day of inspection.

Children were able to make choices and select toys. The playroom had been organised to ensure a range of toys were easy to access in shelves and tubs. Children could tell us what was in each tub, and they had their own drawer to put their creations and special things in. We suggested the childminder could add more natural, open-ended, 'loose parts' materials into environment to help develop children's creativity and offer more challenge in their play. We highlighted the "Loose Parts Play toolkits" available on the Care Inspectorate Hub.

The service had appropriate infection prevention and control procedures in place to support a safe environment for children and the childminder. Children were prompted to wash their hands when arriving in from school and before snack with soap and water. The childminder had installed a paper towel dispenser to support good hand hygiene in line with current good practice guidance.

Risk assessments were in place for outings and accessing the community. The childminder should continue to review these regularly to ensure they remain relevant and in line with current guidance. Risk assessment for the childminder home, garden and travel in the car required updating, the childminder actioned this immediately following our visit.

We sampled accident and incident records and found these were completed appropriately, the information had been shared with families and signed in line with current good practice guidance.

Children present spoke fondly of daily access to their local community. Children discussed visits to the local parks, walks around the local area, and day trips over the summer holidays. Opportunities to play outdoors enhanced children's play and supported their health and wellbeing.

## How good is our leadership?

### 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's experiences.

The childminder welcoming and engaged well with the inspection process, and she was responsive to our suggestions for development.

The childminder had created child centred values for her service which was shared with families. Children's views were actively sought by the childminder who valued their ideas and opinions. This showed us children's rights were respected. The childminder engaged with parents to gather verbal feedback and use this to develop her service. We suggested introducing a more formal way of recording parent's feedback such as in the childminder's self-reflection book or formally every year when updating personal plans. This will ensure all families can be meaningfully involved in the services self-evaluation and improvement process.

The childminder had developed a range of policies and procedures, these were shared with parents, so they knew what to expect from the service. The childminder should continue to review these regularly to ensure they remain in line with current legislation and guidance, including up to date contact telephone numbers.

The childminder had valid public liability and car insurances in place for her service which supported a safe environment for the children.

A complaints procedure was available to families providing accurate information about who to contact if they had concerns about the service provided. The childminder should update the Care Inspectorates details on the policy. Families told us they felt comfortable to approach the childminder to discuss any concerns.

## How good is our staff team?

### 5 - Very Good

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

The childminder was warm, kind and compassionate which ensured the children felt valued, loved, and secure in her setting. She was nurturing in her care and had formed strong attachments with the children and their families.

The childminder placed children and their families at the heart of her work and was committed to supporting children to be creative, curious, independent, and confident individuals. The childminder engaged with children in a responsive, and respectful manner which supported their self-esteem and confidence. She promoted positive behaviour by role modelling kind words and friendly engagement with the children.

The childminder was confident in her role and had engaged in various courses to further develop her practice. For example, First Aid, Child protection, Translating policy into practice, Childminding self-evaluation and self-improvement and gender stereotypes in play. The childminder recorded training and any reflection in a folder, we could see ideas from self-reflections and the impact of training through her notes. This supported the childminder to continue to develop her knowledge, skills and ensure positive outcomes for children in her care.

Membership with Scottish Childminding Association and the Care Inspectorate ensured the childminder kept up to date with best practice and legislation. We sign posted play Scotland and Scottish Out of School Care resources for school aged children's ideas and training as well as the Care Inspectorate hub.

## 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?	4 - Good
1.1 Nurturing care and support	4 - 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?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

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



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