

Marshall, Beverly Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
12 January 2023

Service provided by:
Beverley Marshall

Service provider number:
SP2003908839

Service no:
CS2003034565

About the service

The childminder operates her childminding service from her family home, which is a detached property in the Gartcosh area of North Lanarkshire. The children have access to the living room, kitchen/dining room, and toilet facilities all at ground level and the occasional use of the family bathroom on the upper level. The kitchen/dining room leads onto a large enclosed back garden. The service is close to schools, nurseries, and parks. There are public transport and motorway links nearby.

The service is registered to provide care to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school, and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family. The childminder has a named assistant, and at the time of inspection only supported the service on an occasional basis.

The childminder is currently caring for 12 children on a flexible, full-time or part-time basis to suit individual families' needs.

About the inspection

This was an unannounced inspection which took place on 11 January 2023, with the service receiving feedback on the 12 January 2023. 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 some of the children using the service, and gathered views from their families
- spoke with the childminder
- observed practice and children's experiences
- reviewed documents.

Key messages

- Parents were very happy with the service the children received and how the childminder had kept them informed of their child's progress.
- Children were happy, content, and familiar within the childminder's home.
- Children were confident selecting from the toys available to them.
- The childminder had a very good understanding of the children's wellbeing needs and created a nurturing and caring environment for children to play and learn.
- Children enjoyed participating in regular outdoor activities and getting involved in community activities.
- The childminder had good links with other childminders, which helped them reflect on the service provided and continue to improve the service offered.
- The childminder should continue with plans to have personal plans in place that support them to meet the children's needs.

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?	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?

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.

1.1 Nurturing care and support

The children were very comfortable, happy, and had fun playing in the childminder's home. They had formed positive relationships with each other and the childminder. Children welcomed cuddles and reassurance from the childminder during our visit. The childminder responded well to the needs of the children.

The childminder's interactions were kind, caring, and respectful. When talking to the children they asked what they wanted or if they needed help. The childminder was aware of, and understood, the children's gestures and actions. One parent told us the childminder 'is really kind, considerate and has provided a wonderful, homely, safe, and nurturing environment allowing my child to come out of their shell.'

New children were welcomed into the service using settling in visits. Alongside the visits, the childminder ensured regular discussions with families, which helped children and families to feel settled.

Mealtimes were an important part of the day. The children sat together in the kitchen for meals, creating a sociable and relaxed experience. Parents provided the children's meals. The childminder had shared healthy food ideas with parents to promote healthy eating at home.

The childminder was aware of each child's needs and interests and, in agreement with parents and children, they planned experiences to support these. All parents told us they were kept informed of their child's experiences at the end of the day.

1.3 Play and learning

Children's daily routines were well planned and there was a good balance between time to play in the house and garden, and being out in the local community. The pace of the day was regularly monitored to ensure children's needs were met.

Children had access to a very good range of resources that were age and stage appropriate. The childminder responded to children's requests, for example, if they wanted to play, sing songs or have something to eat. Children were having fun playing with jigsaw puzzles and action figures during our visit.

Daily experiences were planned in response to children's needs and interests. The childminder had a very good understanding of child development and planned appropriate play experiences. Parents were very happy with the support provided, one parent shared that 'she's been brilliant at identifying any needs' and another shared, 'Bev keeps things interesting for them with toys and colouring/crafts and takes them on trips during the holidays, but what she provides the kids is worth so much more.'

Children's play and learning was supported by the childminder using questions to challenge their thinking and creativity. The childminder's interactions helped children to consolidate their learning through play. Children were encouraged to lead their own play, however, this could be enhanced by further development of the personal plans.

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.

2.2 Children experience high quality facilities

The childminder's home was welcoming, clean, well ventilated, and had lots of natural light. Children played in the living room and kitchen/dining room which had access to a secure rear garden. In addition, the children were out most mornings in the local community visiting parks and local shops.

Children were confident accessing and requesting toys and activities from a good range of resources. Older children were able to access the toys by themselves whereas younger children needed supervised. The childminder had a range of toys for all age groups using the service.

The childminder had appropriate safety measures in place to reduce possible risk to children. However, we asked the childminder to update the premises risk assessment to include hazardous materials being out of reach of the children. We found the premises and equipment to be well maintained and monitored.

There were safe, cosy spaces where children could rest or sleep, as needed. Arrangements for sleep were planned around the family routine and the child's needs.

We found the service to be following good practice infection control procedures. For example, regular cleaning of the areas within the home used for childminding and resources.

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.

3.1 Quality assurance and improvement are led well

The childminder has been a childminder for many years, and during this time they had reflected and made some changes to the service. Their preferred method of self-evaluation had been informal. For example, reflecting on feedback from those using the service to ensure they provided the right care and support for each child. They had gathered more formal feedback through questionnaires which had helped to support positive changes and update service policies and procedures. The parents helped the childminder to implement changes to ensure they met their expectations and guidance.

The childminder recognised and consulted with the children. Children were encouraged to make choices, direct their own play and learning, and their daily routines were planned in response to their needs, wishes, and choices.

The childminder kept informed of good practice guidance and used this to review the service policies and procedures. However, some policies and procedures could benefit from further review, for example, the child protection policy, to reflect current thinking and the personal plans format. The childminder had piloted a few personal plans and following inspection, planned to conclude trials.

The childminder had links with other childminders and this provided good opportunities to discuss how best to implement good practice guidance and keep up-to-date with current thinking.

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.

4.3 Staff deployment

The childminder is the main carer for the minded children, and the assistant supports them to provide quality care and support on a very rare occasion. For example, the childminder may stay at home and care for the younger child, whilst the assistant collects the children from school. This is to minimise any interruptions to children's routines and experiences. Parents and carers are well informed of the childminder and assistant roles and responsibilities.

The childminder keeps well informed about current thinking, changes in guidance, and had attended various training events. The childminder ensured that the named assistant was updated with relevant changes. They also ensured that they were kept informed of children's needs and how best to support these.

When children were asked about their relationships with the childminder and assistant, they told us they 'really liked them.' One child told us that the named assistant 'was their best friend.' The childminder worked hard to promote a home from home environment where children and families felt safe and secure.

The childminder considered the children's needs when planning the daily and weekly activities, and ensured they had the skills and knowledge to meet the children's needs.

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
2.1 Quality of the setting for care, play and learning	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
4.3 Staff deployment	5 - Very Good

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