

# Colligan, Fiona Child Minding

Cupar

**Type of inspection:**  
Unannounced

**Completed on:**  
8 February 2023

**Service provided by:**

**Service provider number:**  
SP2004939287

**Service no:**  
CS2004079350

## About the service

Fiona Colligan is referred to as the childminder in this report and is registered to provide a care service to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, 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 service is provided from the childminder's home within a residential area of Auchtermuchty close to the local school, shops, parks and other amenities. The areas used to provide the service were the dedicated playroom, living room, kitchen/diner, downstairs/upstairs bathroom. Children also had access to the rear garden.

## About the inspection

This was an unannounced inspection which took place on Wednesday 8 February 2023 between 10:45 and 14:40. 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:

- spent time with the children using the service
- spoke with or received emails from parents
- observed practice and daily life
- reviewed documents.

## Key messages

- Children experienced warm, kind and nurturing interactions supporting them in feeling comfortable, safe and secure.
- Nurturing, relaxed mealtime experiences supported children to develop independence and were a warm social experience.
- A very good understanding of risk benefit allowed children to develop their real life skills and confidence through play.
- The childminder made very good use of local facilities, helping children feel included in their local environment.
- Children benefitted from a childminder that was committed to professional development which improved outcomes for children.

## 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 found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality theme as very good.

### Quality Indicator 1.1 - Nurturing care and support

Children attending the service were happy, settled and relaxed in the care of the childminder. Their needs were met through nurturing and caring interactions, which meant children felt loved, safe and secure. For example, one child looked to the childminder for reassurance and they responded to them with gentle interactions and cuddles. One parent told us, "Fiona is kind, caring and always has my child's best interest in mind".

Personal plans were in place for all children and contained important information that supported meeting children's needs. These were updated at least every six months and highlighted children's likes, dislikes and any relevant information to support their care. As a result, children received the care that was right for them.

The childminder provided a sociable and unhurried lunch experience for children with lots of chatting and interaction. They used this as a rich opportunity to support children to build skills for life such as cutting fruit, pouring their own drink and developing relationships. The lunch offered was nutritious and children had access to fresh water or milk throughout the session. The childminder recognised daily routines as a rich opportunity to promote close attachment. They focused on all children and ensured there was very good supervision during this time. As a result, children were safe and developing positive eating habits.

Experiences were very well considered for children's different ages and stages. The childminder used creative approaches to successfully engage children's imagination and enrich their play and learning. A wide variety of experiences such as trips for nature walks, play in the park and community activities were offered. This meant that children felt part of their community.

### Quality Indicator 1.3 - Play and learning

The childminder demonstrated a very good understanding of child development. They were child-centred and responsive to the interests of the children. Children were carefully listened to and their individual voices, ideas and suggestions were valued and responded to by the childminder. For example, children had recently been exploring different materials to make a Fairy House. The childminder skilfully extended this learning by developing an area for children to play with the house with grass or animals. As a result, the children were having fun and engaged in their play.

The childminder knew children well. They were meaningfully involved in leading their play and learning through a balance of spontaneous and planned high quality experiences. For example, children enjoyed spending time chatting with each other and the childminder during play. The childminder supported children to be curious and asked questions during experiences which promoted their learning. Children's care needs were met through sensitive and considered interactions. This enabled children to feel secure and confident in their relationship with the childminder.

Floor books were used to capture children's learning and interests. The childminder ensured that children's voice was recorded and valued as they documented their learning. This meant that children were valued and listened to, allowing them to reflect on their own learning.

Children were fully involved in planning experiences and leading their own play. The childminder's skilled approaches extended children's learning based on their individual interests. They had a very good understanding of opportunities to develop children's literacy and numeracy. Parents told us that they were involved in the discussions around their child's individual next steps. As a result, children were supported to reach their full potential.

## How good is our setting?

## 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 quality theme as very good.

### Quality Indicator 2.2 - Children experience high quality facilities

Children benefitted from a homely environment that was well furnished, comfortable and offered lots of natural light and ventilation. There was a dedicated space which allowed children to choose from a wide variety of age appropriate resources, activities and books. Resources were very well presented which supported children to access them freely. One parent told us, "Fiona has created a warm, nurturing environment for the children. It is like a home away from home for them". This gave a strong message to children that they mattered.

Children had access to a large room downstairs, one smaller room upstairs and an outside enclosed garden. The childminder understood the positive impact that outdoor play had on children's overall wellbeing. The garden area was fully enclosed and secure. It had been thoughtfully planned and adapted to encourage children's curiosity. The childminder said that the garden was an area of development. We encouraged her to continue with her plans to ensure this area is set up every day with the same attention to detail as the inside space. This would ensure children benefit from an environment that is ready for them.

The childminder often took children to the woods and local parks. These outdoor experiences meant children were learning about the benefits of an active lifestyle that promoted their health and wellbeing.

Risk assessments were in place which ensured children's safety was promoted as potential risks had been minimised. The childminder had a very good understanding of risk benefit. For example, some children had shown an interest in using real tools and this was supported very well by the childminder. We found that there were very good resources in place to support this experience, one child had their own tool bench. As a result, children felt listened to, interested and were learning how to assess risk themselves.

Effective infection prevention and control measures were in place. Children were encouraged to wash their hands at key times and effective cleaning procedures meant that the spread of infection was kept to a minimum. We suggested that the childminder consider the storage of resources or cutlery near the nappy change area as this could increase the risk of cross contamination. This will ensure that infection risks are minimised for children.

## 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 quality theme as very good.

### Quality Indicator 3.1 - Quality assurance and improvement are led well

The childminder provided a warm and welcoming service, helping children feel loved, safe and secure. They meaningfully engaged with families and children and asked for feedback about the service, with informal chats and questionnaires. This helped the childminder to reflect on the needs of children and make changes to support them.

Systems were in place to ensure care plans were updated regularly. This meant that children benefited from the care that was right for them. Robust quality assurance systems and self-evaluation were in place. Policies and procedures were updated regularly and followed best practice. The childminder used relevant best practice guidance to evaluate her service. This meant that improvements were manageable, well-led and guided by improving outcomes for children. We discussed with the childminder how they could continue to improve this. As a result, improvements were well led and focused on improving outcomes for children.

The childminder had a variety of ways to evaluate her service. They asked parents and children about the quality of the experiences and used this information to inform the development of the service. This ensured that children benefitted from a service that continually improves.

Trusting and positive relationships with families were established and helped to meet children's needs. When asked parents what could be done to improve in the service, one parent said, "I would make more Fiona's in the world".

## 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 quality theme as very good.

### Quality Indicator 4.1 - Staff skills, knowledge, and values

The childminder understood the importance of strong connections with children and their families. Their kind and nurturing approach ensured that children felt safe and their families were valued and respected. Children experienced warmth, kindness and compassion in the responsive interactions with the childminder. This enabled them to feel valued and secure as positive relationships had been established and maintained. Spontaneous cuddles received from children throughout the inspection clearly demonstrated their strong attachments with the childminder.

The rights of the child were promoted and evident in the childminders practice and in their interactions with children. As a result, children were happy and relaxed as their overall wellbeing was supported and their needs were being met. The experienced childminder had a good understanding of child development and listening to children. They were mindful of this as they planned learning experiences, ensuring activities were age and stage appropriate, and reflected children's interests and curiosities. This meant children received individualised support that was right for them.

The childminder was committed and enthusiastic about their own continuous professional development. They spoke confidently about the impact recent training had on experiences and outcomes for children in the setting. They had recently undertaken training on attachment and spoke confidently about how this impacted on their practice and outcomes for children. The childminder accessed best practice guidance regularly and used this to inform her practice. As a result, children benefitted from a childminder who had a wide range of knowledge and skills.

## What the service has done to meet any areas for improvement we made at or since the last inspection

### Areas for improvement

#### Previous area for improvement 1

The childminder should complete full written risk assessments on the home, pets and outings. These should demonstrate the hazard and the control measures. These should be reviewed annually or sooner if there is any new risk identified or any changes to the environment.

National Care Standards Early Education and Childcare up to the age of 16. Standard 2 - A safe environment.

**This area for improvement was made on 8 February 2023.**

#### Action taken since then

This has been met.

#### Previous area for improvement 2

The provider should review all care plans when the provider is requested to do so by the service user or if there is any significant change a child's health, welfare or safety needs and at least once in every six month period. See recommendation one.

National Care Standards Early Education and Childcare up to the age of 16. Standard 3 - Health and wellbeing.

**This area for improvement was made on 8 February 2023.**

#### Action taken since then

This has been met.

## 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?	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
4.1 Staff skills, knowledge and values	5 - Very Good

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