

Morrison, Lorraine Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
4 May 2023

Service provided by:
Lorraine Morrison

Service provider number:
SP2003902624

Service no:
CS2003004646

About the service

Lorraine Morrison 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.

Paul Padden is employed as an assistant. When working with the childminder, a maximum of six children can be cared for 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.

The service operates from the childminder's family home in Stepps, North Lanarkshire. The service is close to local amenities. Children have access to a lounge, kitchen/dining area on the ground floor and the family bathroom which is situated on the upper floor. They can also access the garden at the rear of the property.

About the inspection

This was an unannounced inspection which took place on 4 May 2023 between 10:50 and 12:30. 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 one young child using the service
- Spoke with the childminder
- Received feedback from five parents/carers
- Observed practice and daily life
- Reviewed documents.

Key messages

- Children were at the heart of the service and were cared for by a childminder who knew them and their families well.
- The childminder provided a high standard of care and support to children.
- Children's routines reflected their needs and parent/carer's wishes.
- Children were cared for in a safe, warm, nurturing environment.
- Children benefitted from participating in a wide range of child led play experiences.
- The childminder should continue to develop effective self-evaluation and quality assurance processes to support a culture of continuous improvement.

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

1.1 Nurturing care and support

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

Children were placed at the heart of this service and the childminder was strongly committed to ensuring the best outcomes for them and their families.

The childminder provided a warm, caring and nurturing care experience for the child in their care. The child was comfortable, relaxed and confident in the setting. We saw a positive, loving relationship had developed between the childminder and the young child who was present. The child was provided with cuddles, comfort and reassurance consistently throughout our visit. The childminder was attuned and responsive to their cues and interactions were warm, nurturing and respectful. A parent/carer told us, "I love the family feel to the service that Lorraine provides, it truly feels like an extension of our family."

The child's views were valued and they were able to influence how they spent their time at the service. The childminder's positive use of language, meaningful praise and celebration of achievements supported the child to develop positive self-esteem and confidence.

Children were cared for by a childminder who knew them and their families very well. We found many examples of how care and support was tailored to meet children's individual needs, for example, learning a new language to support children's communication. A parent/carer told us, "I have a great relationship with our childminder, herself and partner are so welcoming to our son and are also learning a new language so they can communicate in both English and Italian with our son."

Information recorded in children's personal plans was up to date, reviewed regularly by parents, and demonstrated how they were being supported to achieve. The childminder had identified, and we agreed, there was scope for plans to be further developed. The childminder was clear about how to take this forward. We suggested that that personal plan guidance could also be helpful. This is available on the Care Inspectorate's HUB.

The child benefitted from a very positive snack time experience that was sociable, unhurried and relaxed. Food choices were nutritious and reflected current guidance. The childminder sat with the child chatting about what they had planned for the day. Fresh water was available throughout our visit ensuring they were kept hydrated. This experience supported the child to develop independence and important life skills.

The childminder had not had to administer medication in some time, however they were clear about their procedures and a suitable recording system was in place. This helped ensure that medication was well managed in the service.

1.3 Play and Learning

The young child led their own play throughout our visit. The child engaged in some challenging play activities which were well supported by the childminder, whose skilful interactions supported their learning and development. For example, the childminder used play opportunities to develop early numeracy skills,

including counting and talking about size, using toy cars and farm animals. The childminder used play opportunities to strengthen the child's language skills and extend their vocabulary. A parent/carer commented, "Lorraine finds ways to ensure that while learning there are having fun in a safe space!"

The child could independently choose from a wide variety of play equipment which supported quality play experiences. The indoor play environment had their favourite and familiar toys that supported the child's imagination and language development. We saw photographs of other children who attended the service engaging in many fun play experiences that promoted creativity, imagination and curiosity.

Outdoor play was fun, exciting and provided the child with opportunities to engage in more challenging play. The outdoor space provided areas to run and play on large equipment, which supported child's physical development and overall wellbeing. A parent/carer told us, "Lorraine does an amazing job and my child is always happy to go and has lots of fun."

The childminder understood the importance of children having opportunities to play outdoors and told us about the exciting opportunities to visit fun places in the local and wider community. This helped enrich children's learning and enabled them to develop positive links with their community.

Children had opportunities to socialise with wider groups of children and develop extended friendships when attending local facilities and activities. This provided the opportunity to watch and listen to other children, which supports them to learn from each other.

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/people, therefore we evaluated this key question as very good.

The childminder had created a warm, welcoming environment, where children, families and visitors were valued and respected. The areas used by children were comfortably furnished, clean and well maintained. Soft furnishings helped create an inviting and homely environment for children. Children used the lounge for play activities which also provided a warm, cosy space for them when they were tired or wished to relax. The layout of the room had been well considered to ensure children had sufficient space to get maximum enjoyment from their play activities. A parent/carer commented, "Lorraine's home is an extension of our own home, my children have always felt extremely comfortable."

Children benefitted from having a wide range of toys and equipment to choose from. Storage of toys had been well considered to ensure children's independence and choice was promoted. Having access to some loose parts materials stimulated children's curiosity, exploration and imagination. Children could access the rear garden when they wished. This provided a secure, interesting play space for them to enjoy spending time in the fresh air. The garden area was a space where they could be active and develop physical skills. There were a wide range of outdoor play resources to support their play experiences.

The childminder carried out visual checks of their home prior to children arriving and throughout the course of the day to ensure all areas were safe. This enabled them to respond naturally to any potential hazards within the home.

Children's safety and wellbeing was promoted through effective infection control practices. The minded child was encouraged and supported to engage in good hand hygiene practices at key times, for example before eating.

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/people, therefore we evaluated this key question as very good.

The childminder had a clear vision for their service which held children and their families at the centre of their work. The childminder confirmed that key information about the service was shared with parents/carers, including aims and objectives, policies and procedures. This helped them to understand the childminder's vision and ensured they were informed about the service provided.

The childminder was committed to improving the service. Parents/carers and children's views were important to the childminder and a variety of methods were used to involve them in developing the service. Daily chats and use of social media apps enabled the childminder to respond naturally to any suggestions they made. Children regularly had opportunities to visit the shops to purchase toys and equipment. For example, we heard how children who were interested in role play, were able to purchase their favourite dressing up costumes. Another child wished to build on the range of resources for dolls. The childminder had taken the children shopping to purchase what they needed to support this interest.

Self-evaluation and reflective practice enabled the childminder to identify what was working well in their service and areas that could be further developed. This helped the childminder to identify their professional development needs. We found many examples of how the childminder had used learning from training to support children and their family's needs. The childminder had identified that current legislation, frameworks and best practice guidance could be used to further strengthen their approach to self-evaluation and positive steps had been made with this journey. We agreed that this would support continuous improvement and help ensure positive outcomes for the children and their families.

A parent/carer told us, "Lorraine knows her business, she has over the years I have known her demonstrated over and over again her ability to support all of my children, who as individuals all have different needs and Lorraine's experience has been fundamental to their happiness and wellbeing."

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/people, therefore we evaluated this key question as very good.

The childminder was well experienced, committed and professional. They told us they enjoyed their childminding role and wanted the best outcomes for the children and families who attended the service. Meeting other childminders, being a member of the Scottish Childminding Association and accessing information from the Care Inspectorate HUB, helped them keep up to date with new developments and explore topical issues. A parent/carer commented, "I think the service Lorraine gives is 100% amazing and is great with my son."

Children attending the service were happy, settled and comfortable. The childminder had a very good understanding of each child's individual needs and personalities. Children benefitted from being cared for in familiar surroundings which helped support continuity and consistency of care. A parent/carer told us, "I cannot compliment Lorraine and the service she provides enough. We as a family would be lost without her, she truly knows my children."

The childminder's assistant supported the childminder at key times, for example, occasionally collecting children from nursery or school. The childminder planned this with their assistant to benefit the children attending. The childminder confirmed the assistant is fully supported in their role.

A range of communication methods were used by the childminder to ensure parents/carers were involved in their child's care. This ensured good links between home and your childminding setting which supports continuity of care.

The childminder had appropriate insurance for the safety and wellbeing of service users. Record keeping was well maintained including, attendance and accident/incident records. This supported the childminder to deliver a quality, professional childminding service.

The childminder was clear about their role in protecting children and knew who to contact for advice and support. They had engaged in a range of safeguarding reading and training which helped support their knowledge and understanding, which was shared with the childminding assistant.

The childminder was committed to their professional development. They had engaged in a wide range of learning and development opportunities since the last inspection, with much of this related to supporting the needs of the children in their care. This enabled the childminder to keep abreast of current practice and kept their knowledge refreshed.

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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