

# Forrest, Michelle Child Minding

Larbert

**Type of inspection:**  
Unannounced

**Completed on:**  
17 April 2023

**Service provided by:**

**Service provider number:**  
SP2008971785

**Service no:**  
CS2008185783

## About the service

Michelle Forrest provides a childminding service from the family home in Stenhousemuir, Falkirk. The childminder is registered to provide a care service to a maximum of six children at any one time under 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 own family.

The service is close to local amenities including green spaces, the local nursery and school. The service is delivered from the ground floor of the family home with children accessing the lounge/dining space, kitchen, and downstairs toilet. Children benefit from outdoor learning experiences through access to an enclosed rear garden and the local community.

## About the inspection

This was an unannounced inspection that took place on 17 April 2023 from 09:15 to 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, information submitted by the service, and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with one child using the service
- met one family member as they dropped off a child
- spoke with the childminder
- observed practice
- reviewed documents
- gathered feedback about the service from families through an online survey.

## Key messages

- Children benefited from warm and respectful relationships with the childminder who knew them well.
- The childminder made good use of local facilities which helped children feel included in their local community.
- Children and families felt included in the service because positive relationships had been developed and communication was effective.
- The childminder had begun to develop their self-evaluation and quality assurance procedures highlighting what they did well, how they knew and what they had identified as areas for 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

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.

### Quality Indicator - 1.1 Nurturing care and support

The childminder showed a nurturing approach towards children who experienced warm, loving care. A child was excited when they arrived at the setting after being on holiday. They were welcomed with cuddles and asked about their holiday. The child felt safe and secure and was listened to as they talked about their holiday experiences. The childminder knew children well and was able to tell us about their individual needs. This meant that care was tailored to meet their needs and delivered in a respectful way.

Children's overall health and wellbeing was supported through care and routines that were agreed in consultation with families. The childminder worked closely with families to develop personal plans and review them at least every six months. They included information about children's routines, development and experiences. Effective communication meant families felt included and were informed about their child's progress in the service.

Children experienced relaxed, unhurried and safe mealtimes. The child present during our visit enjoyed a healthy snack sitting at the table with the childminder. The childminder created a positive social experience which provided a rich opportunity to promote close, secure attachments.

### Quality Indicator 1.3 - Play and learning

Children were able to explore a range of toys that encouraged their curiosity and promoted their learning and development. There was a balance of spontaneous and planned activities which promoted children's choice and independence. The childminder understood the importance and benefits of play experiences that took account of children's interests and stages of development. The child present enjoyed drawing and building a tower with the blocks. Play and learning experiences supported children to have fun. A parent said, "They love board games and Michelle supports this interest. I'm really happy about this."

Families were included in children's daily experiences through daily chats, photographs being shared using an online platform, and observations recorded by the childminder. The information gathered about children clearly showed their progress in the service. Referencing the Health and Social Care Standards and SHANARRI wellbeing indicators, meant that outcomes for children were shared regularly. This meant that the childminder was able to agree possible next steps in children's learning and development supporting them to achieve their potential.

Children's health and wellbeing was supported through their outdoor learning experiences. Trips to local parks and other activities supported children to benefit from fresh air and exercise. A parent said, "I like that my child is given lots of different opportunities, different activities such as house play and outside play."

**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 key question as very good.

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

Children experienced a warm, welcoming and homely environment. The areas used for childminding were clean and well maintained. The child present was confident as they moved around the areas of the home and selected their choice of toys and resources independently. This meant they were following their interests and leading their own play and learning. A parent said, "The setting is warm and homely which is exactly what I want for my children."

The garden provided a safe space for children to play outdoors. The childminder made use of local outdoor spaces to support children to enjoy their outdoor experiences. They enjoyed climbing trees and den building. They were having fun as they explored the natural environment.

Children were safe and secure in the setting. The childminder had an understanding of how to reduce and manage risk both indoors, in the garden, and in the local community. They had developed general risk assessments and were responsive to newly identified risks. The childminder spoke with children about keeping themselves safe. They talked about safety when crossing the road and about feeling safe when they were climbing. This ensured children enjoyed challenging, fun play experiences in a safe way.

Children and families' personal information was securely stored. This showed the childminder understood their responsibilities regarding storing and processing children's personal information.

**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 key question as very good.

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

The childminder had developed trusting relationships with children and families ensuring that they felt included in the service. Communicating effectively through sharing information in a range of ways helped them achieve their commitment to meeting the needs of children and families. A parent said, "I am confident everything is well managed by Michelle."

The childminder had kept the required records including accident and incident records, medication records and risk assessments. This supported them to meet the legislative and regulatory requirements of operating a registered childminding service and to keep children safe.

The childminder reflected on practice to improve the experiences for children and families. They used 'A Quality Framework for daycare of children, childminding, and school aged childcare' as a tool for self-evaluation. They gathered the views of children and families about the quality of the service in a variety of ways, including through a questionnaire. This meant the childminder was identifying their strengths and developing a clear plan to support continuous improvement to bring about positive change to children's outcomes.

## 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.

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

The childminder shared information about the service so families knew what the service offered. The statement of aims and objectives created a shared vision of respect and a nurturing approach to caring for children. This created a happy and welcoming ethos. A parent said, "Michelle has been friendly, professional and well informed in all our interactions."

The childminder's compassionate and responsive approach supported children's wellbeing. They knew each child well and offered support in an individualised way. Families felt that the childminder had contributed to their children's progress and learning. Warm attachments meant children felt safe and secure.

The childminder demonstrated their knowledge and skills were up-to-date to offer high quality experiences for children. They had attended a range of training courses that supported them to reflect on new learning, enabling them to identify how it could enhance their practice. Child protection and first aid training had supported practice in keeping children safe. Training in self-evaluation had supported the childminder to develop quality assurance in the setting. Children's outcomes were positively enhanced as the care provided was based on current research and best practice.

## 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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