

# Alexander, Nicola

## Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
12 May 2023

**Service provided by:**

**Service provider number:**  
SP2007963609

**Service no:**  
CS2007143533

## About the service

Nicole Alexander provides a childminding service from her home in a residential area within Jordanhill in the west end of Glasgow. The childminder is registered to provide a care service for a maximum of six children up to 16 years of age.

The childminder's home is close to the local nursery, shops, parks and other amenities. The childminder made good use of public transport to explore the wider community with children. Children are cared for within a playroom on the ground floor of the property. There is access straight to the enclosed garden, a toilet on the ground floor and the childminder used a utility room as a quiet space for children to sleep in travel cots.

## About the inspection

This was an unannounced inspection which took place on 4 May 2023 between 12:00 and 14:00. Feedback was provided on 12 May 2023. Two inspectors carried out the inspection.

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 throughout the inspection year.

To inform our evaluation we:

- spoke with one child using the service and four parents
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

## Key messages

- Parents were very happy with the quality of care provided by the childminder.
- Safe, loving and warm relationships supported children's wellbeing.
- Strong bonds between the childminder and families supported good communication.
- The children had lots of fun with the childminder.
- Further opportunities for training courses will enhance the experience 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?	4 - Good
How good is our staff team?	4 - 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 evaluated this key question as very good. We found significant strengths in aspects of the care provided and these supported positive outcomes for children.

### 1.1 Nurturing care and support

The childminder told us she loved the children she was caring for and we saw warm, caring and loving relationships between the childminder and the children. This was also confirmed by parents of children attending the service who told us: "My children see the childminder as family, and she has made both of my returns to work so smooth when working full-time. My child adores her and the other children who attend and I couldn't fault anything in her provision" and "My children adore the childminder. They love being with her and thrive on the experiences she gives them. She forms excellent nurturing relationships which are founded upon respect." This showed us that families were happy with the quality of care provided by the childminder.

Interactions were fun and children were happy and relaxed. The childminder told us how she linked with families and established positive relationships; this was evident through the bond she had with the children. This helped children to feel safe and secure. The childminder knew all the children well and could confidently talk about their individual needs. She spoke of them fondly and used her professional judgement to establish good routines, plan activities and establish good relationships and communication. The childminder had personal plans in place which detailed children's individual needs, likes, dislikes and preferences. However, these should be reviewed more regularly as the needs of the children change and develop. This will ensure that all information is current and up-to-date to meet the needs of the children at that stage of development.

### 1.3 Play and learning

The play opportunities for children were engaging and fun. Children were exploring and investigating as the childminder interacted and played with them. This helped to enhance their play experiences. The childminder knew what children liked to play with and how they liked to play. For example, she told us about a quiet 1-1 time she had with one of the children that he really enjoyed as he could quietly access all the toys he liked while other children were sleeping. Parents also shared with us that the play opportunities for their children were so valuable to them when they were at work. They enjoyed the photographs and stories of the children's day. The playroom had toys accessible at children's level and the childminder ensured there was a good range of high-quality resources for children to play with. We saw the childminder reading stories and singing rhymes. There was also playfulness and fun when supporting children with their personal care. For example, laughter and chat during nappy changing. This helped to put children at ease.

Children had very good opportunities to play and explore outdoors. The local area had parks and green spaces where the children played. The childminder also had very good links with the local nursery, where most of the children would move onto, this really helped transitions. The childminder liked keeping things local with the children as it helped with care routines for meals and sleeps. This supported the children with good care routines that helped them stay happy and healthy. Children could access the enclosed garden and the childminder encouraged children to walk or she used the buggy when accessing the community. For exploring further afield, children enjoyed taking the bus and train. The area had good transport links which allowed children to explore the wider world. This promoted children's wellbeing as they had daily access to

fresh air and outdoor play. It also opened up their experiences as they navigated roads, public transport and the wider world while well-supported by the childminder.

## How good is our setting?

## 5 - Very Good

We evaluated this key question as very good as there were significant strengths which supported positive outcomes for children.

### 2.2 Children experience high quality facilities

The service was well-furnished and offered a comfortable and welcoming environment. There was plenty of natural light and ventilation. One large playroom was available to children, offering them ample space to play, sleep and relax.

The indoor environment was structured to allow children choice in their play and learning. A wide variety of resources was available which supported children's interests and learning. One parent commented, "My children look forward to these activities and have benefited enormously from their variety." There was direct access to the outdoors. While this was not used regularly it was in good condition. The childminder informed us that they make daily use of the local park and surrounding community. A separate room was used for children to sleep. This was located next to the playroom so the childminder could ensure the children were safe. The childminder followed the routine of the children and wishes of parents in this.

Risk assessments were recorded and reviewed regularly. This included making sure hazardous items were locked away from children and fire safety procedures were followed. Secure entry and child safety locks on doors meant that children were cared for in a safe environment. Clean, well-maintained resources helped to ensure children were not exposed to potential infection. Infection protection procedures were followed during nappy changing. The childminder provided children with individual cloths for washing hands and faces. We suggested that she follows the same procedure with towels for the children. This would be in line with best practice guidance.

The childminder had procedures in place to ensure personal information was stored securely. The childminder was registered with the Information Commissioner's Office (ICO).

## How good is our leadership?

## 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### 3.1 Quality assurance and improvement are led well

Families were meaningfully involved and influenced change within the setting. All parents commented on the good collaboration they had with the childminder when planning care routines that were individual to each child's wellbeing. Parents had all shared that they discussed their child's development daily and this impacted directly on positive outcomes for children.

Parents were all consistent and clear about the ways that the childminder would communicate with them. Parents shared: "Outstanding care of our children. The childminder is focussed on creating a nurturing environment whilst also ensuring consistent boundaries are instilled. She helps our children with all aspects of their development whilst always prioritising their wellbeing." Another parent told us, "The childminder

always has a routine structure to each day, which is extremely helpful for the children. This keeps it predictable for them. My daughter loves music and the childminder brings the children to a weekly music class which they love. We have regular communication with the childminder (every day child is supported) to share important information." The childminder valued communication with families and used social media to update them about their child's daily experiences. Photos were posted regularly to ensure families felt included and involved in their children's care and learning. Effective communication reassured parents that their child was happy and had fun attending the service. We have continued one area for improvement with regards to the childminder monitoring children's personal plans (see What the service has done to meet any areas for improvement we made at or since the last inspection).

Changes made to the setting and the children's care were always based on the discussions and communication that the childminder had with the families and were always in the best interests of meeting the individual needs of children. The childminder and families could confidently tell us about this. However, the childminder would benefit from having a framework for gathering and evaluating the views of families based on well-informed best practice.

## How good is our staff team?

## 4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

### 4.1 Staff skills, knowledge and values

The childminder was skilled in her approach to caring for children and supported children well through responsive care based on strong working partnerships with parents. The childminder had built good relationships with families. Parents told us their children were treated with respect and valued. We could see that families had a voice in the way that the childminder responded to children's individual needs. Children felt safe and secure in the care of the childminder. This was due to the childminder's professional approach to providing a quality experience for children.

The care routines for children were well planned and best practice underpinned this to ensure children's individual needs were met well. For example, the childminder planned the day around children's sleep routines, meal times and play experiences. This was important to the overall wellbeing of the young children attending the service. The childminder showed a good awareness of safe sleep practice and what that rest period meant for children's development. She also showed a good awareness of the benefits of a well-balanced diet, based on current best practice. Children had good play opportunities, along with clear boundaries and respectful relationships, that parents told us benefited their children's overall wellbeing and development.

The childminder told us she wanted to further develop her professional learning. She had not attended a lot of training outwith the Scottish Childminding Association (SCMA) forums. However, she showed that she was keeping up-to-date with best practice by using online resources. This was evident in the childminder's practice. The childminder had strong links with the local nursery. This gave opportunities for professional discussions. The childminder had identified that she would like to move on from home-based care in the future to complete further training qualifications. We signposted the childminder to various avenues of training and development. The childminder should consider further training and development opportunities as a matter of best practice.

## 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 improve her monitoring and maintenance of personal plans to ensure they provide an accurate picture of all children's all round progress and development. They should be updated when significant changes occur and at least once in every six month period. This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state: "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices."

This area for improvement was made on 7 February 2019.

#### Action taken since then

This area for improvement has not been met and remains in place.

### 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?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good



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