

Taylor, Elizabeth Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
21 July 2023

Service provided by:
Elizabeth Taylor

Service provider number:
SP2003909353

Service no:
CS2003014996

About the service

Elizabeth Taylor provides a childminding service from her home in a residential area within Newton Mearns in East Renfrewshire. The childminder is registered to provide a care service for a maximum of six children up to 16 years of age. The childminders home is close to the local nursery, shops, parks, and other amenities. The childminder made good use of the local and wider community with children. Children are cared for within a playroom on the ground floor of the property. There was access straight to the enclosed garden and a toilet on the ground floor.

About the inspection

This was an unannounced inspection which took place on July 20 2023 between 2pm and 3.45 pm. Feedback was given on July 21 between 3pm and 4 pm. The inspection was carried out by two inspectors 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 to three children using the service and five 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?	4 - 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, where major strengths promoted positive outcomes for children.

Quality Indicator 1.1: Nurturing care and support

Children were cared for in a warm and nurturing manner. The childminder clearly knew her children well which allowed them to feel comfortable and secure in the setting. The childminder used a rights-based approach with children, allowing them to have freedom in choosing what they wanted to do. One parent told us, "Her home is really a home away from home for my son. The amount of resources she has is brilliant and general enthusiasm is fantastic."

Children were assisted in their personal care, such as toilet training, in a caring way, which helped to support their confidence and security. When they needed support, the children were comfortable approaching the childminder who was attentive to their needs. One child was new to the setting and adjusting to the new environment. The childminder was attentive to the fact that the child needed extra support and offered this in a caring and nurturing manner.

Children's routines reflected their individual needs and family wishes. Drinks were available to children throughout the session. The childminder had taken account of children's individual routines and considered this when deciding on caring for new children. For example, she chose not to do some school collections as did not want children's time taken up in transit rather than play. Children's sleep was in line with their personal plans and sleep policy. Consideration should be given to children having access to sleep in cots so they are able to lie on their backs in comfortable positions. The childminder should refer to safe sleep guidance to ensure children's safety is supported in this area.

Personal plans were in place which were reflective of the positive relationship the childminder had with children and families. This helped the children to feel comfortable and supported. The childminder shared with us that she regularly updated parents throughout the day about their child's play and learning. A medication policy was in place for safe administration. Recording of medication should be updated to note that children have received the first dose of any medication they receive.

Quality Indicator 1.3: Play and learning

We observed children having fun and playing together. The childminder had a positive approach to play and shared with us that she believed that learning through play was the best way for children to learn. There was a variety of planned and spontaneous activities, giving time for rest throughout the day. The children participated in activities which were suitable to their stages of development. One parent told us 'The childminder brings my son to lovely toddler groups, wonderful days out, gives him lovely experiences with his wee friends. He is able to participate in lots of different play inside and out of her home. His vocabulary has improved immensely since starting with the childminder. She takes the time to read with him and knows his favourite books.'

Children benefitted from regular outings to their local and wider community. They had visited local parks, beaches, toddler groups and swimming. The children experienced care from a childminder who was skilled,

knowledgeable and confident in their practice. The childminder had taken account of children's interests and likes when planning for their activities. This helped to engage their curiosity and enrich their learning. One parent commented "I know that my child is involved in his own learning and is given choices about activities and games." A child commented "I love going to the childminder. I like seeing all my friends. I like going to the park. I like going to toddlers. I like the games. I like baking. "

We saw evidence of tracking of children's development and learning. This showed an understanding of the children's needs and helped to ensure positive outcomes for them. The childminder should look at continuing these for all children in her care. This will help to identify any learning needs and progress that has been made.

How good is our setting?

4 - Good

We saw a number of important strengths, which outweighed areas for improvement, therefore we evaluated this key question as good.

The setting was comfortable and homely with plenty of natural light and ventilation. The environment was clean, and there was ample space for children to move around freely. Children benefitted from direct access to a spacious garden area. A variety of toys and activities were available and easily accessible to children. This promoted their independence in learning. The outdoor area was spacious and had various resources to promote physical development including bikes and swings. One parents commented 'My daughter has only been with the childminder a few weeks but I am already so impressed with the care she provides. She offers a warm, welcoming environment and my daughter has enjoyed a range of indoor and outdoor activities with her so far'.

Risk assessments and policies were in place to help ensure children were cared for in a safe manner. These included all the places they visited, using the car and indoor and outdoor environments. This meant that children's safety and play was not compromised. Infection control procedures were in place and each child had access to their own cloth for washing hands and faces. This maintained a level of safety for children and prevented cross-contamination.

The childminder was vigilant of children at all times during our visit. We observed that the gate in the garden was not secure, this could result in children leaving the garden unsupervised. We also observed that the the keys to the front door were in the lock. We discussed with the childminder the importance of having the keys on a hook and keeping the back gate close and locked. This will allow children to play safely both indoors and outdoors.

How good is our leadership?

4 - Good

We saw a number of important strengths, which outweighed areas for improvement, therefore we evaluated this key question as good.

There were clear aims and objectives in place which had been shared with families when they started the service. These focused on service improvement and positive outcomes for the children.

The childminder verbally updated parents on a daily basis. She also contacted them at lunch everyday with photos and information of what their child had been doing. All parents shared with us that they felt that they were fully involved in their children's day to day life at the service. This was achieved through feedback

and conversations with the childminder. This included the childminder listening to suggestions for activities for their children and taking the learning forward in the setting. This gave the children the opportunity to lead their own learning and play.

The childminder had a flexible approach with parents, planning in advance for holidays and arranging hours of care to meet the needs of the families. All parents shared with us that they, and their children, were meaningfully involved in the development of the setting. Questionnaires were previously used to evaluate the service, however the childminder believed verbal communication worked best. Parents were invited to make suggestions and offer updates whenever they spoke with the childminder. The use of a more robust method of gathering views of children and parents would support the evaluation and development of the service. Parents agreed that they feel confident in the service provided for their children. One parent told us 'Nothing could be improved, the childminder is excellent'

How good is our staff team?

4 - Good

We saw a number of important strengths, which outweighed areas for improvement, therefore we evaluated this key question as good.

The childminder had a warm and kind approach, which helped children to feel safe and secure in the childminders care. Children benefitted from responsive care which met their individual needs. The childminder understood the importance of play and fun in helping children to learn and develop. The positive way the childminder interacted with children helped to develop their curiosity and confidence.

The childminder shared with us that she worked with other childminders as part of a local childminding group to secure training which was relevant and up to date. This helped keep children safe and promoted positive outcomes for children. She had previously accessed a variety of training and had a clear child protection policy in place. During discussions we noted that the childminder had planned to update her first aid training. We discussed with the childminder the importance of child protection training being updated regularly. This will ensure that she is aware of current best practice guidance. The childminder assured us she would be attending this soon. The childminder should continue to access relevant and updated training and best practice guidance to ensure positive outcomes are offered for children, see Area for improvement one.

The childminder worked in partnership with parents, as per her aims and objectives, to offer a quality service which meets the needs of individual children. All families using the service had done so through recommendations from other service users and were happy with the care their children received. One parent commented, 'I know that my son is safe, cared for and loved by the childminder and that is everything I want for my child. When a child is happy they are able to learn and I feel that is why he is coming on leaps and bounds in all areas'.

Areas for improvement

1. To support children's wellbeing, learning and development the childminder should identify and access suitable training, in particular child protection.

This is to ensure the service complies with the Health and Social Care Standards (HSCS) which state: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

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
2.2 Children experience high quality facilities	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?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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