

G.M Childminding Child Minding

Maybole

Type of inspection:
Announced (short notice)

Completed on:
27 July 2023

Service provided by:

Service provider number:
SP2016988355

Service no:
CS2016349917

About the service

Gemma Milligan provides a childminding service from her home in Maybole, South Ayrshire. The service is close to local schools, nurseries, shops, parks, woodland, the beach, the library, transport links and other amenities. Children are cared for in the kitchen and living room and have access to the family downstairs bathroom and a secure back garden.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

About the inspection

We first attempted an unannounced inspection on 26 July 2023 but, as the childminder was unavailable, we arranged to return the following day. This was a short notice inspection which took place on 27 July 2023. 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:

- spoke with two people using the service and reviewed online feedback from families
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

- The childminder was committed to supporting children to learn through play.
- Children were at the heart of the service and were cared for by a childminder who knew them and their families well.
- Children's health and wellbeing needs were met well.
- Children were cared for in a loving, nurturing and respectful environment.
- The childminder enabled children to lead their own play based on their interests.
- The childminder made good use of local facilities, this helped children feel included in their local community.

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

Children attending the service were confident, happy and relaxed in the care of the childminder. We observed the children having fun with the childminder and heard them laughing and enjoying the time they spent there. Children's needs were well met through loving, warm and nurturing interactions. The childminder responded to them sensitively providing reassurance when they needed it. This meant children felt loved, safe and secure.

The childminder knew the children very well, including their needs and preferences. We observed her supporting and encouraging loving, respectful friendships between the children in her care. Children and their families were at the heart of the service delivered. The childminder provided gentle encouragement, calm support and praised children's successes in a warm and nurturing manner. This provided reassurance and ensured children were well-supported in the service.

Personal plans included information to support children's health and wellbeing and interests. The childminder used a clear plan to show children's development. The childminder worked with parents to support children's routines. Children attending the service had personal plans in place that were up to date and had been reviewed with families through shared observation, photographs and digital technology. This ensured children's current health, wellbeing and developmental needs were supported appropriately by the childminder.

Mealtimes were calm, unhurried and relaxed. The childminder recognised the importance of supervising snack and mealtimes. Parents provided meals and most snacks for their children. The childminder had shared healthy and nutritional food guidance and ideas with parents in order to encourage healthy eating.

The childminder had a loving, friendly and open approach with children and families which supported the development of trusting relationships. As a result, effective communication kept parents informed.

Conversations with parents when children were dropped off or collected meant there were opportunities for informal chats about each child's day. Photographs and information about children's progress and local events were shared with families using digital technology. This meant families were included in children's experiences and care. One parent told us, "I get daily updates with everything they do including photos."

Quality indicator 1.3: Play and learning

Children benefited from being actively involved in leading their play. On the day of the inspection visits, two very young children had fun as they painted, glued and played with the Lego and cars. They enjoyed making up games between them and were loving spending time with each other and the childminder. The childminder joined in to support them, providing vocabulary, and helping them to share and cooperate with each other. As a result, children were very happy and learning from their play experiences.

The childminder demonstrated a very good understanding of child development. She supported literacy and numeracy as she played with children. Because she knew them well, she was responsive to them including to their nonverbal communication. This meant children were developing well and making good progress.

The childminder used a learning and development rainbow to support her to accurately assess each child's stage of development. Photographs and observations of children's play and learning were shared with parents through digital technology. This provided the opportunity for parents to respond and share comments about their children's play experiences.

Children's play experiences were enhanced from opportunities within their community. The childminder had established good links with other childminders in the area. They enjoyed meeting up and going to the local parks and library, as well as organised trips to local attractions such as the alpaca farm, animal workshops and storytelling sessions. As a result, children were developing skills, forming new relationships, and developing confidence whilst engaging with their local community.

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 were cared for in an environment that was homely and welcoming. Children had comfortable places to play, relax and sleep and the spaces were bright and well-maintained. As a result, children were settled and were given the message that they mattered.

Children were relaxed, confident and having fun with resources that allowed them to explore and experiment. Resources were well presented and easily accessible for children to choose from. They were age and stage appropriate and provided a balance of wooden and natural materials to engage children's imaginations and curiosities. A variety of loose parts and open-ended materials were available to develop children's creativity. The childminder understood the importance and benefits of play experiences that took account of children's interests and stages of development.

Experiences outdoors supported children to be healthy, active and develop confidence. The children accessed the secure back garden by a steep staircase, however the childminder had considered the risks to children and minimised them where possible. Along with access to the back garden, the children had frequent opportunities to play in local parks and amenities. On the day of inspection, the children did not go outside as the garden was being treated for weeds, however the childminder told us children spend time outdoors every day where choices included water play, painting, mud kitchen and a climbing frame. We saw lots of photographs to show this. Children also gained skills as they learned about growing and nature. For example, we saw that children were growing sunflower plants and the childminder had a friendly pet rabbit. As a result, children were being supported to lead a healthy lifestyle.

Information about children was kept securely. Sensitive information was only shared with those who needed it to meet children's needs. As a result, children's information was protected, and storage complied with relevant best practice.

Infection control procedures supported children's wellbeing. The childminder had developed an infection control policy and had reviewed nappy changing procedures. Children were supported to wash their hands at key times and effective cleaning procedures were in place. As a result, infection risks were minimised.

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 improvements are led well

Self-reflection had helped the childminder to consider her service and identify areas to improve. Improvement planning was helping to shape progress. We saw examples of emotions and feelings cards being introduced and training needs and skill updates being identified. The childminder should continue to develop robust approaches to quality assurance and improvement planning, this would help to further enhance outcomes and experiences for children.

Policies, procedures and risk assessments supported children's wellbeing. The childminder had reviewed and updated existing policies and had developed policies when they were required. To ensure children's continued safety, the childminder had regularly reviewed and updated risk assessments as circumstances change.

Children were encouraged to share their thoughts and views. These were recorded in engaging surveys which the childminder used to plan experiences. The childminder had sought parents' views and these views were evidenced throughout the service. Collecting the views of children and their families regularly had helped to plan activities and supported parents to feel valued and included. A parent told us, "It's a home from home service. Gemma will always go above and beyond to help out and make sure my daughter is safe and happy."

The childminder was aware that best practice could be used to develop the service and had familiarised herself with some of this. We could see that the childminder had made very good use of the Care Inspectorate guidance A quality framework for day care of children, childminding and school aged children and Realising the ambition: Being Me.

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 was kind and caring which ensured children felt valued and loved. A parent commented, "Gemma is a superhero." She recognised the importance of strong attachments, was nurturing in her approach and understood children's needs. Children responded positively to the support provided by the childminder, and they were given an appropriate amount of time to listen and respond to instructions.

The childminder had formed strong and trusting relationships with children and their parents, giving them confidence and security in the care she provided. A parent told us, "Gemma feels like an extension to our family."

The childminder was aware of the importance of ensuring that she had the appropriate knowledge and skills to offer high quality care and experiences for the children. The childminder was proactive in relation to keeping up to date with best practice and regularly accessed useful websites such as the Care Inspectorate hub, the Scottish Childminding Association hub and other childminding forums and Facebook pages. She had recently read various publications and best practice guidance to support her in developing her service. This contributed to supporting very good experiences and outcomes for children.

The childminder was knowledgeable about children's development and aware of the individual needs of each child. She used her knowledge to respond to their needs and interests. This resulted in children receiving care and support that was right for them. A parent told us, "Gemma takes her time to educate and entertain my child. She excels in numeracy and literacy all down to the fantastic skills which Gemma possesses."

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
4.1 Staff skills, knowledge and values	5 - Very Good

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