

# Little Miss Moffat's Child Minding

Carluke

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
21 August 2023

**Service provided by:**

**Service provider number:**  
SP2012983746

**Service no:**  
CS2012309625

## About the service

Little Miss Moffat's childminding service is provided from their home in the residential area of Law village, South Lanarkshire. The childminder is registered to provide a care service to a maximum of seven children at any one time up to 16 years of age.

Children are cared for in the downstairs of the property which includes a playroom, kitchen, bathroom and garden. The service is located close to local parks, amenities and primary schools.

## About the inspection

This was a short notice announced inspection which took place on Thursday 17 August 2023 between 09:15 and 12:30. Feedback was provided on Monday 21 August 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, information submitted by the service and intelligence gathered since the last inspection. In making our evaluations of the service we:

- Spoke with four people using the service and six families
- Spoke with the childminder and one other member of staff
- Observed practice and daily life
- Reviewed documents.

## Key messages

- Children were loved, secure and having fun.
- Children's rights were respected, their voices were heard and formed the core of service decisions.
- Improvement was needed with layout, links to good practice guidance and documenting progress in children's personal planning.
- The childminder was committed to providing a high level of early learning and care for minded 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?	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.

### 1.1 Nurturing care and Support

Personal plans were in place and areas of interest, needs and achievements were discussed with children and families in person on a very regular basis. One parent told us "They are warm, caring and nurturing towards my child and I am confident that they support their learning and development". This ensured positive outcomes for children were supported. We discussed with the childminder the benefits of having a more accessible system for recording this information. See area for improvement under key question 3.1.

A parent told us "They know each child so well" and another said the childminder and staff "Listened to our child and our family's needs regarding routine." The childminder described support provided for children's varying needs. Working with families and implementing shared strategies in a skilled way the childminder was able to support children as individuals. This responsive approach ensured children got the right support in a sensitive and compassionate way.

Children were protected from harm by the childminder who had a clear understanding of the role and responsibilities. The childminder had completed child protection training and this was due to be refreshed. The childminder was confident in recognising and responding appropriately to any concerns and had a policy to support safeguarding children.

Children's mealtimes were relaxed, unhurried and used as a valuable opportunity to connect with children and provide emotional support when needed. A healthy balance of snacks were offered and children had access to fresh water to remain hydrated. This helped to support children's health and wellbeing.

Appropriate arrangements were in place to support children's rest, sleep and care needs. The childminder had established good habits and routines and knew children's cues to support them individually. This meant that routines were reflective of individual children's needs and family wishes.

There were suitable systems in place to support the wellbeing of children relating to the management of medication, accident and incidents, medical and dietary needs.

Valued by the childminder, the rights and voices of children were central to their approach. The childminder captured examples of children's success and achievements in play and learning through photos and shared them with their family. This ensured the childminder was responsive to children's interests and their life experiences.

### 1.3 Play and learning

Children were engaged, confident and happy. The childminder provided children with a balance of fun planned and spontaneous play experiences. Provocations for learning and extension to learning through play were used to support this. For example, the childminder and staff followed children's interests and offered suggestions and prompts to extend play and learning where it was appropriate.

Trips to local parks and taking part in a weekly local toddler group were a few of the community experiences for children. Building confidence and having an active life were important parts of these outings. This provided children with a regular opportunity to connect with other children and learn in the community. A parent told us the service "Does everything from art, outdoor play, learning about colours, numbers to taking the children to play groups to interact with other children".

Sensitive approaches were used to positively influence care and learning during play. The childminder had a solid knowledge of how children liked to play and learn and used those cues to give them the best opportunity to experience successes and celebrate their achievements. Parents agreed and told us "My child receives fun play experiences" and "My child enjoys the vast range of books that are available, as well as the art activities".

### 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.

The environment was bright, clean and well ventilated. Children had access to a playroom, bathroom, kitchen and garden. These areas were well organised and provided children with a homely and welcoming environment to play and relax. Parents agreed and told us they felt the service was a "Nurturing, safe and purposeful learning environment."

The garden offered children a space for large physical play opportunities. The childminder told us they were fully committed to supporting children's learning outdoors and used local play and country parks to provide learning in nature. This meant that children's play and learning was enhanced through strong connections in the community. Children agreed and one child told us "I like the big chute in the garden".

The service had a variety of policies that supported the management of the service. These included confidentiality, child protection, complaints, medication and health and hygiene. Policies and procedures helped to ensure consistent approaches.

We discussed the importance of daily checks of the environment and the childminder agreed. Overall risk assessments covered the environment and experiences indoors, outdoors and within the community. These were considered using good practice guidance.

Appropriate procedures and practices were in place to support the prevention and control of infection. For example, embedded hand washing and clean, well-stocked bathroom and kitchen areas. Parents told us they liked "The set up with the playroom and also having the kitchen and changing facilities at hand, with a garden outside."

Appropriate systems were in place to manage information in line with general data protection requirements. The childminder sought permission from parents for several reasons such as trips and outings and photography.

### How good is our leadership?

### 4 - Good

We made an evaluation of good for this key question, as several important strengths, when taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Effective communication ensured strong relationships with families. For example, daily face to face chats were embedded and parents were able to meet individually with the childminder when needed. The childminder shared information such as community engagement activities, photos and details of children's experiences at the service. Parents told us that the childminder and staff "Often go the extra-mile and nothing is ever a bother for them" and "The childminder's passion and experience was what drew me to them in the first place."

The childminder was committed to delivering positive outcomes for children through regular reflections of practice. For example, the childminder was able to identify areas for improvements for the service. We agreed with some of these reflections such as ensuring personal plans were supporting high quality care and support. Improvement was needed with layout, links to good practice guidance and documenting progress in children's personal planning. See area for improvement one.

Parents told us the childminder and staff were "Always great at letting us know how our child is during the day, they keep us updated regularly which we really appreciate" and another said they felt the childminder was "Highly skilled and motivated. They show enthusiasm and creativity in all that they do with the children in their care." Children and families' views were actively sought to inform the development of the setting through questionnaires and discussion. This helped demonstrate a supportive and well led service with capacity for and commitment to improvement.

To keep up to date with developments in the sector, the childminder was taking part in online training. For example, some recent training included sharing successes and challenge and play grow and learn. These provided the childminder with ideas and guidance to support the development of a safe, stimulating and well managed service.

## Areas for improvement

1. The childminder should ensure personal plan layouts include links to good practice guidance and record progress of individual children's needs and interests.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS1.15)

## 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.

Staff participation in training had led to improvements in children's experiences. For example, training in Getting It Right for Every Child (GIRFEC) was helping to develop staff's knowledge and skills in supporting children significant needs and interests.

Staff were well deployed throughout the day. Roles, responsibilities and any change was supported through the distribution of staff roles. For example, one staff member supported with school drop off and collections. This provided children with opportunities for consistency and to discuss safety and build curiosity in their day. Best practice guidance supported improvements and was used as a foundation to support better outcomes for children.

Children benefitted from a warm and welcoming environment. Parents told us staff were "Friendly, caring and loving" and "The staff are all supportive". Committed to their roles and happy to be at work staff shared a clear vision and were working well as a team to provide quality care and learning for children.

Parents told us "My child always feels welcomed and valued and it's a home-to-home environment for them." We agreed staff worked well together to ensure supervision of children and quality engagement across the day.

## 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?	5 - Very Good
4.3 Staff deployment	5 - Very Good



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