

# Nina Real's Childminding Service

## Child Minding

Greenock

**Type of inspection:**  
Unannounced

**Completed on:**  
1 September 2023

**Service provided by:**

**Service provider number:**  
SP2011982760

**Service no:**  
CS2011299926

## About the service

Nina Real has been registered with the Care Inspectorate since 29 November 2011, to care for a maximum of six children at any one time under the age of 16 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

The service is provided from the childminder's home within a residential setting in Inverkip. The areas used to provide the service are the living room, dining room, kitchen and downstairs toilet. Children also have access to the fully enclosed garden.

## About the inspection

This was an unannounced inspection which took place on 28 Aug 2023 and continued on 1 September 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 one of their family members
- spoke with the childminder
- observed practice and daily life and
- reviewed documents

## Key messages

- Children received loving care from a kind and caring childminder.
- Children were, happy settled and confident in the childminder's home.
- The childminder worked closely with parents to ensure continuity of care for children.
- Children have strong links to the community and routinely visit parks and beaches in the local area.
- The childminder has a clear vision for her service and is committed to providing high quality care.
- The childminder should continue to include the voice of all stake holders when planning improvements for the service.

## 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?	4 - Good
How good is our setting?	4 - 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?

4 - Good

### Quality Indicator 1.1: Nurturing care and support

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this quality indicator as very good.

Children experienced warm and caring interactions and support from the childminder. They were given cuddles, praise, and encouragement at the appropriate times. This meant that children felt secure, happy, and loved in the childminder's care. One parent told us, 'I am so thankful we found her, I personally feel she goes above and beyond other childminders we have had before.'

Attachments and relationships were strong and loving. Children looked to the childminder for support and positive reinforcements during play. One parent told us, 'This showed us that there were strong positive relationships and that the children felt confident in the childminder's home.'

Children were given snacks and meals at a time that suited their routines and preferences. Meals and snacks were provided by parents which helped to provide for allergy and dietary needs. The lunch time was relaxed, unhurried and sociable. As a result, children were developing good healthy eating habits.

Children were able to sleep at a time that suited them and was in-line with parents' preferences. The childminder had a good awareness of safe sleeping guidance. This meant that children's safety and emotional wellbeing was supported through their sleeping arrangements.

All children had a personal plan which included likes, dislikes, and details of daily routines. The childminder used this information effectively to support the overall care of children. Parents were encouraged to regularly update this information and a daily diary was used for very young children. This supported the childminder to respond promptly to changes in a child's life and supported continuity of care.

At the time of the inspection, no children were receiving medication. A policy and procedure were in place and was in line with good practice guidance. The childminder was confident with the procedures in place and had recently completed first aid training. This meant the children were kept safe and healthy.

### Quality Indicator 1.3: Play and learning

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

Children experience a range of play experiences throughout the day. The childminder used prior knowledge of the children to plan experiences. For example, the children had an interest in the beach, and this was supported through regular visits. As a result, children experienced play that was responsive and meaningful to them.

The indoor environment in the childminder's home would benefit from being more sensitively structured to provide learning opportunities, with a particular focus on literacy and numeracy. This will allow for children to meaningfully lead their own learning.

Children's learning and development was tracked and planned for on a regular basis. Meaningful observations and information formed the foundations of this process. The childminder had a good understanding of child development and as a result children's learning experiences were developmentally appropriate which meant children were progressing well.

Children have a strong connection to their own community. They benefit from regular access to local parks, woodland areas, and beaches. The childminder had a good understanding of the benefits and importance of outdoor play. This meant that children were developing an appreciation for natural world whilst developing healthy lifestyle habits.

## How good is our setting?

**4 - Good**

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

### Quality Indicator 2.2: Children experience high quality facilities

The setting was comfortable, and children had ample space for their needs. The children had access to a lounge area where a variety of toys and resources were available to children, for example, a toy castle, cause and effect toys, dolls, and prams. Children who were learning to move around by themselves had space to do this safely. There was plenty of natural sunlight. A large dining table was also available for the children to eat and socialise. This gave a message to the children that they matter.

The children mainly access outdoor play in the local and wider community. The local parks and beaches were popular with the younger children and some school age children liked to play football at the local playing fields. As a result, children's interests and needs were respected and made them feel valued.

However, play and learning experiences in the childminder's home could be developed further. For example, loose parts would add value to the children's play and learning experiences. This would help to develop children's curiosity and creativity whilst at home.

Risk assessments were in place which supported the safety, health, and wellbeing of children, they included indoor, outdoor, and wider community assessments. Infection control measures were in place to reduce the potential spread of infection, regular handwashing and cleaning of toys and surfaces supported the wellbeing and safety of children. These practices followed best practice guidance. This meant that children were protected from harm. One parent told us, 'The childminder has always been very professional, placing my daughter's health and safety as her top priority.'

## 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.

### Quality Indicator 3.1: Quality assurance and improvement are led well

The childminder had clear vision and values that guided her practice. This information was first shared with parents when their child enrolls with the service. Policies and procedures set out clear expectations, which

were underpinned by national policy guidance and good practice guidance. This gives a message to parents that the childminder is knowledgeable and professional.

A sufficient service improvement plan was in place and highlighted several areas for improvements, with a focus on delivering high quality play experiences. For example, the childminder is looking to develop loose parts play. This improvement will help to enhance the experiences on offer to children that develop curiosity, imagination and creativity and we would encourage her to progress this area.

Parents are consulted throughout the year on most aspects of the service and the childminder is keen to improve or change where required. Feedback from parents is very positive with parents suggesting that they have no comment for improvements and are happy with the care provided. One parent told us 'I never had any reason to suggest change, however if I did, I would have been comfortable discussing this with the childminder and I am happy that she would take my comments on board.'

Children's achievements and success are shared daily using WhatsApp, daily diaries and / or at pick up times. Parents are kept up to date routinely throughout the year of their child's learning and development, also giving opportunities to comment or provide suggestions. This gives a clear message that parents' views on their child's development is of paramount importance.

There are opportunities for school aged children to be more meaningfully involved in shaping the service. For example, formally consulting them in fun ways. This would enhance the culture of improvement and give children a sense of ownership.

## 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

Children experienced care from a childminder that was warm, kind, and compassionate. This included giving children cuddles, encouragement and lots of smiles. The childminder understood the importance of recognising each child as an individual. For example, children were given the time needed when learning self help skills, such as putting on their own shoes. As a result, children felt valued, loved, and secure.

The childminder worked closely with other childminders from the local area, which offered opportunities for professional dialogue. She recognised the additional benefits this offered children, through increased opportunities for social interaction with their peers and other adults to develop their interpersonal skills. The childminder also told us this was an extremely effective way to highlight, share and exchange ideas and best practice advice.

The childminder had very good knowledge of child development and took a systematic approach to her professional learning, using her time efficiently. Recent core training included first aid and child protection. Other areas of learning undertaken were specific to the improvement plan and had a focus of improving the play and learning experiences for children. We saw evidence that the childminder had reflected on the impact of this training to improve. As a result, children experience care from a childminder who is committed to continually developing her service.

The childminder was a member of the Scottish Childminding Association (SCMA) and receives regular up-to-date information on developments in the early learning and childcare sector. She was confident in accessing best practice guidance as required on the Care Inspectorate hub. This meant that the childminder was skilled, committed and shows commitment to improve.

## 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?	4 - Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	4 - 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?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good



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