

# Kerr, Annette & James Child Minding

Paisley

**Type of inspection:**  
Unannounced

**Completed on:**  
2 October 2023

**Service provided by:**  
Annette and James Kerr, a partnership  
Annette and James Kerr, a partnership

**Service provider number:**  
SP2008969314

**Service no:**  
CS2008173234

## About the service

The childminders provide a childminding service from their home in Paisley. The service is situated in a quiet cul de sac, has access to public transport links and is within walking distance of a variety of local amenities.

The service is registered to provide care for a maximum of 6 children at any one time up to 16 years of age, of whom no more than 3 are not yet attending primary school, and of whom no more than 1 is under 12 months.

## About the inspection

This was an unannounced inspection which took place on 26 September 2023 between 11:30 and 14:00. 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 three children using the service and received questionnaires from two of their families.
- Spoke with the childminders.
- Observed practice and daily life.
- Reviewed documents.

## Key messages

- The childminders knew the children and families well and were responsive to their needs and preferences, as a result, children experienced nurturing care where they felt safe and secure.
- Children were happy and engaged in play experiences throughout the inspection. Curiosity and creativity could be enhanced through the introduction of more loose parts and open ended resources.
- Daily opportunities for outdoor play and to care for a variety of animals had a positive impact on children's well-being and development.
- The development of robust quality assurance and improvement processes would improve outcomes for children and ensure that written records remain up to date and in line with best practice guidance.
- The childminders were confident in their responsibilities and had completed recent training relevant to their roles. Skills and knowledge could be enhanced through evaluating the impact of their learning and development on 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?	3 - Adequate
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?

4 - Good

### 1.1 Nurturing care and support

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

All children were happy and relaxed in the setting. It was clear that the childminders knew the children and families well and were responsive to their needs and preferences. The childminders' interactions were kind and respectful. As a result, children experienced nurturing care in a homely environment where they felt safe and secure.

Children enjoyed a relaxed, unhurried mealtime and could independently access snacks and drinks throughout the day. Children sat together at a table in the living room eating packed lunches provided from home. The childminders provided plates and cups, creating a homely experience and were available for support if required. The childminders engaged in meaningful conversations, creating a positive and sociable atmosphere during mealtimes.

Personal plans had been developed with parents and implemented for most children which detailed appropriate information on children's individual health and support needs, interests, routines and next steps. However, these plans had not been reviewed within the required timescales, therefore written information was no longer relevant. The childminder was able to confidently discuss the current individual interests, care and support needs of all children and it was clear to us that the childminder knew the children and families very well. We discussed the importance of having up to date written personal plans in place for all children to meet legal requirements and ensure continuity of care. During the inspection the childminder bought a personal plan pack from the Scottish Childminding Association to support the development of new personal plans and next steps for all children.

The childminders had built positive relationships with children and families and understood the importance of genuine partnerships with parents. All parents spoke very positively of the childminders. One parent told us, 'They are very experienced and responsive childminders who provide a wonderful setting for my child to play and be cared for in'. Another parent commented that they are 'friendly and personable and my children enjoy being cared for by them. They are dependable and update me daily'. The childminders shared photographs and information with parents throughout the day via WhatsApp. This regular communication helped parents to feel reassured and involved in their children's day.

### 1.3 Play and learning

Children had opportunities to play indoors and outdoors with a range of resources that were appropriate to their age and stage of development. Children were able to independently lead their play and self-select resources from large shelving unit containing resources suited to their likes and interests. As a result, all children were happily engaged in a variety of play experiences throughout our visit, such as board games, arts and crafts and messy play. Children had access to some opportunities to practice and develop literacy and numeracy skills. We observed children reading books and playing board games that involved counting during our visit. Children's learning and skills could be expanded through providing additional resources or play experiences that incorporate literacy and numeracy.

The childminders were responsive to children's play experiences and provided additional materials to extend children's play. One child found stencils and requested hard boiled eggs to decorate. The childminders facilitated this, which then led to the children planning an outing to roll their eggs down a hill. Children's opportunities for creativity and curiosity could be further developed through the addition of more open-ended resources and loose parts.

Children's opportunities for play and learning were enhanced through connections with their local community. Children were excited to share their experiences of climbing trees in the local woods, playing football at the cages, going to local parks and regularly visiting the childminders' horses. One child also told how us that they particularly enjoyed collecting eggs from the childminders' ducks in the back garden. These opportunities for active outdoor play and caring for animals had a positive impact on children's well-being, development and encouraged responsibility.

## How good is our setting?

## 4 - Good

### 2.2 Children experience high quality facilities

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

Children were cared for in an environment that was clean, bright, and homely. The playroom was well ventilated with plenty of natural light. Children could independently move around the space to access furniture and resources independently, as a result children were relaxed, comfortable and confident in the childminders' home.

Children had daily access to a large, fully enclosed outdoor space that had been well planned to take into account the ages and interests of the children. The environment was clean, resources were in good condition as a result children experienced an environment that was safe, secure and well maintained. All parents spoke positively about the environment. One parent told us, 'I am 100% happy with the care and environment, the indoor and outdoor settings are great.'

The childminders were aware of their responsibility of keeping children in their care safe. They had identified potential risks in the indoor and outdoor environment and had appropriate procedures in place to ensure that children could interact with the family pets safely. The childminders had also considered potential risks for activities and outings and checked all play areas for hazards prior to use. As a result, children were supported to have fun in a safe and secure environment.

The childminders home was clean, tidy and clutter free, in line with infection prevention and control guidance. However, children did not always wash their hands before eating lunch and snacks. The childminders should support all children to remember to wash their hands before eating, this would promote good hand hygiene and ensure that any potential spread of infection is minimised.

The childminders had valid public liability and car insurance, were appropriately registered with the ICO and stored information securely. This helped to keep children and families safe and protected.

## How good is our leadership?

## 3 - Adequate

### 3.1 Quality assurance and improvement are led well

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

The childminders' vision, values and aims were reflective of the service provided and evident in the warm, sensitive interaction observed throughout the inspection. The childminders were welcoming and engaged well with the inspection process demonstrating a positive outlook to change and improvement. They began to initiate positive changes immediately based on initial inspection feedback such as updating medication permission forms and issuing questionnaires to gather feedback from children and families.

As the questionnaires were issued to children and families during the inspection, they had not yet had an impact on the service provided. We advised the childminders to further develop methods of gathering meaningful feedback from children and families and use this information to inform self-evaluation and service improvement.

Processes to evaluate the quality of the service and identify areas for improvement were in the early stages of development. The childminders were aware of quality assurance tools such as: 'A quality framework for daycare of children, childminding and school-aged childcare' and the Care Inspectorate hub, but had not yet used them to develop their service. They told us that they read provider update emails from the Care Inspectorate and the Scottish Childminding Association to keep up to date with changes in legislation and best practice guidance. However, the childminders had not yet used any of these documents or updated best practice guidance to make any changes or improvements within their service. Some paperwork contained outdated information and the children's files were not kept in line with best practice personal planning guidance.

We discussed the benefits of developing and implementing robust quality assurance and improvement processes (see area for improvement 1). This would enable the childminders to ensure that their written records are kept up to date and in line with best practice guidance. This would also support the childminders to identify areas for development and plan improvements. A consistent approach to quality assurance and improvements would impact positively on outcomes for children and families.

### Areas for improvement

1.

To identify areas for improvement to enhance outcomes for children, the childminders should develop robust quality assurance processes. This should include but is not limited to:

- a) regular meaningful consultation with children and families to gather their feedback as part of the self-evaluation process.
- b) self-evaluation of the service against current best practice guidance and required timescales.
- c) use and review the information gathered regularly to inform changes and improvements in the service, promoting positive outcomes for children and families.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes.' (HSCS 4.19).

## How good is our staff team?

4 - Good

### 4.1 Staff skills, knowledge and values

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

The childminders' interactions were warm, kind and nurturing. Parents told us that their children felt 'happy and relaxed in their care'. The childminders consistently sat with children on their level, offering encouragement and support. They were knowledgeable and responsive to the individual needs and preferences of all children. It was clear that they had formed strong attachments with the children and understood the importance of positive relationships with families. This supported children to feel valued, loved and secure.

The childminders were both confident in their role of caring for children. They could discuss where their individual strengths lay, and how they worked together as a team to support children and families. They had engaged in various training courses to develop their practice and kept an online record of their training. The childminders had recently completed core training such as food safety, infection control and child protection training. This helped the childminders to develop their knowledge and skills and we could see that this had a positive impact on their practice.

The childminders had also completed 'realising the ambition' and 'getting it right for every child' training. However, it was not clear how this training had been implemented and used to improve their practice and develop their service. The childminders professional development could be enhanced through the development of a clear training plan and a process to evaluate the impact of their learning and development on their service. This would support the childminders to implement the knowledge and skills gained and identify. This would support a cycle of continuous professional development and to develop their service and improve the experiences and outcomes for children and families.

## 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	4 - 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?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate

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



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