

# Frame, Lesley Ann Child Minding

Wishaw

**Type of inspection:**  
Unannounced

**Completed on:**  
11 October 2023

**Service provided by:**  
Frame, Lesley Ann Frame, Lesley Ann

**Service provider number:**  
SP2007966324

**Service no:**  
CS2007159027

## About the service

Lesley Ann Frame is registered to provide care to a maximum of six children at any one time under the age of 16, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. The numbers are inclusive of children of the childminder's family.

The service operates from the childminder's family home in Wishaw, North Lanarkshire and is close to local nurseries, schools, shops, parks and other amenities. Children have access to a comfortable lounge and kitchen/dining area. The toilet is situated on the lower level. Children can independently access the garden at the rear of the property from the kitchen.

The childminder is in partnership with North Lanarkshire Council to deliver early learning and childcare to children aged three to five years.

## About the inspection

This was an unannounced inspection which took place on Wednesday 11 October 2023 between 09:35 and 12:35. One inspector carried out the inspection.

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:

- spent time with three young children using the service
- spoke with the childminder
- reviewed feedback from three parents/carers
- observed practice and daily life
- looked around the areas of the childminder's home which were used by children
- reviewed service documents.

## Key messages

- Children were cared for by a childminder who knew them and their families well.
- Respectful and nurturing relationships with children supported them to feel safe and secure in the setting.
- Good communication with parents/carers and providing a flexible childcare service ensured children's needs were being met in a personalised way.
- Children were cared for in a safe and homely environment.
- Children had regular opportunities to engage in outdoor play in the garden and used local facilities in the community.
- The childminder should continue to develop effective self-evaluation and quality assurance processes to support a culture of continuous improvement.

## 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

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

### Quality indicator 1.1: Nurturing care and support.

Children were comfortable and relaxed in the childminder's care. Interactions between the children and the childminder were kind, respectful and loving. It was clear that strong attachments had been formed. The childminder knew the children well and was responsive and sensitive to their needs and personal preferences. Children were listened to and respected. Although very young, the children were able to make choices about how they spent their day as the childminder was attuned to them and responsive to their cues. This supported children to feel safe, valued and included. A parent/carer commented, "I leave my children in Lesley Ann's care always confident they are cared for with love, are stimulated through play and learning and enjoy being in her care."

Children benefited from being cared for in familiar surroundings and were safe, content and happy. The childminder had a good understanding of each child's development needs and individual personalities. The childminder knew each family well and described positive relationships. A range of communication methods were used by the childminder to ensure parents/carers were involved in their child's care. These strong links between home and childminding setting are important and ensure continuity and consistency of care. A parent/carer told us, "Lesley Ann continues to be a treasured part of our family and she plays an invaluable part in my children's lives."

The childminder spoke confidently and knowledgeably about individual children and how their development needs were being supported. We found some important information about children's health, wellbeing and development recorded in their personal plans. We discussed the importance of all children having a personal plan in place within the appropriate timescale. The childminder has agreed to ensure that details relating to children's personal preferences and routines are recorded for each child and updated with any changes and ensure plans demonstrate how parents/carers are involved in planning for their child. We also discussed how the SHANARRI wellbeing indicators from Scottish Government guidance 'Getting it right for every child' (GIRFEC) could support the childminder to meet children's needs effectively.

Snack time was an unhurried, relaxed, nurturing experience. The childminder was well organised and snacks were healthy and nutritious. The childminder interacted positively with the children, supporting when required. Children's independence was promoted well during this experience.

Children who were tired and required a nap were soothed and comforted in a gentle, sensitive way. This contributed to them feeling a sense of belonging, safe and secure. While the childminder was respectful of parents/carers wishes, we found that arrangements for sleeping children could be better. Following discussions, the childminder agreed to revise current arrangements and use best practice to improve practice. This will support the childminder to ensure children are kept safe and well while sleeping.

A parent/carer commented, "a safe, comfortable environment is always provided where my children feel they can truly be themselves."

While the childminder had a suitable medication procedure and recording system in place, we found gaps in the information recorded about children's medication. The childminder has agreed to ensure records are completed appropriately. This will help support the health and safety of children who used the service. We signposted the childminder to current best practice guidance.

### Quality indicator 1.3: Play and learning.

The young children played happily and the childminder interacted enthusiastically with them. The childminder was responsive to children's cues and provided toys and activities which reflected their current interests and to support their stage of development. Some play and learning experiences supported the development of children's language, literacy and numeracy skills. The children had lots of opportunities to participate in story time, singing and rhymes. The childminder used props, for example using bubbles to make these activities exciting and fun.

Children had opportunities to make independent choices about where they wanted to play and what they wanted to play with. They could choose from a good range of toys, jigsaws, books and construction materials, which were easily accessible to them. The childminder gently and sensitively supported the children to take care of resources.

We suggested that children's play and learning would be further supported by having access to more natural, sensory and open-ended materials to support their curiosity, problem solving and creativity. The childminder has agreed to take this forward.

Children benefited from spending time outdoors regularly. The spacious, well-equipped garden provided children with opportunities to enjoy active play outdoors in all weathers. They had opportunities to visit interesting and fun places in the local and wider community, including green spaces. This helped enrich children's learning and helped them develop positive links with their community. Children had opportunities to meet with different groups of children at local community groups, where they were able to develop friendships with wider groups of children.

A parent/carer told us, "Lesley Ann provides a range of activities that are both fun and educational."

## How good is our setting?

**4 - Good**

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

### Quality indicator 2.2: High quality facilities.

Children were cared for in a warm, comfortable, homely environment. The childminder's welcoming, inclusive approach ensured children and families felt respected and valued. All areas used by children were clean, well maintained and ventilated with large windows providing lots of natural light.

The children were relaxed, confident and comfortable in the setting. The childminder had created a safe, hygienic, child friendly environment and had carefully considered the children's development needs and interests. The lounge was homely with comfortable sofas and soft furnishings which offered children cosy, comfortable spaces to rest when they were tired and wished to relax. A parent/carer commented, "I like everything about the service. Lesley Ann provides a home from home for my children. They are welcomed like extended family."

Toys and resources were clean, safe and well maintained. They were easily accessible to children to promote choice and independence. Children had regular opportunities to play in the garden, which was easily accessible from the kitchen/dining area. The garden had different surfaces for children to practise key skills with a good range of outdoor play resources to support their play experiences. Children also benefited from regular opportunities to visit local parks and green spaces in their local community. A parent/carer told us, "Lesley Ann provides a home from home environment that is safe and nurturing for the children in her care. Lesley Ann provides excellent care."

The childminder carried out visual checks prior to children arriving and throughout the course of the day, responding to anything that could pose a risk. Children's needs had been well considered when planning the play area.

Procedures for recording accidents and incidents were in place and the childminder was now clear about when to notify the Care Inspectorate. We asked the childminder to be mindful of confidentiality when recording and sharing information with parents/carers.

We considered the measures in place to minimise the spread of infection in the service. The childminder ensured areas were well ventilated and toys and equipment were cleaned regularly. Children were sensitively supported with their personal care needs and personal protective equipment (PPE) was used appropriately. We found hand hygiene practices could be improved and asked the childminder to ensure children are prompted and supported to wash their hands at key times. This will minimise the risk of spread of infection and encourage good handwashing habits.

A parent/carer told us, "Lesley Ann provides a home from home environment that is safe and nurturing for the children in her care. Lesley Ann provides excellent care."

## 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 well led.

The childminder was well experienced and passionate about their role. They had high standards and wanted to provide children and families with a high quality childminding experience. Important information about the service was shared with parents/carers, including aims and objectives, policies and procedures. This helped them to understand the childminder's vision and ensured they were well informed about the service they received. A parent/carer told us, "Lesley Ann is constantly professional in her approach to her business and is observed to always be nurturing and caring towards all children in her care."

Appropriate records were in place which supported the childminder to deliver a professional service. For example, recording children's attendance and ensuring appropriate insurance was in place, ensured the childminder was meeting the responsibilities of delivering a registered childcare service and helped keep children safe.

Parents/carers were provided with mostly informal ways to share their views and evaluate the childminding service. Regular contact with parents/carers and informal communications meant families could naturally influence the care provided. The childminder respected children's views and was keen to explore meaningful ways in which to involve them in improving the quality of their experiences.

The childminder had taken positive steps to formally evaluate their service using 'a Quality Framework for daycare of children, childminding and school-aged children.' This was in its early stages. We provided information that could help the childminder use best practice documents to reflect on what is working well and consider what could be further improved in their service. The childminder should continue to develop more meaningful ways to involve children and their families in developing the service.

## 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/people, therefore we evaluated this key question as very good.

### Quality indicator 4.1: Staff skills, knowledge, and values.

The childminder was very experienced, professional and committed to ensuring positive outcomes for children and their families. A parent/carer told us, "Lesley Ann has a wealth of experience in childcare and this is evident in the way she manages her business as well as the high standard of care she provides."

The childminder was clear about their role in protecting children and knew who to contact for advice and support. They had engaged in a range of reading and training relating to this topic which helped support their knowledge and understanding. The childminder had identified that it would be beneficial to attend further child protection training and intended to access this in the coming weeks.

The childminder demonstrated a strong commitment to their professional development. They had engaged in a wide range of learning and development opportunities since the last inspection, which ensured they were informed of current practice and kept their knowledge refreshed. As a result children experienced quality care, play and learning experiences. For example, the childminder was starting to use Makaton and visual aids to support young children to communicate their needs and wishes. This ensured children for example, as a result of recent learning, the childminder had started to use Makaton and visual aids to support young children to communicate their needs and wishes. This ensured children were valued and respected within an inclusive childminding setting.

A parent/carer commented, "I am confident Lesley Ann has the appropriate expertise to care for and support my child. I'm aware she often looks for ways to expand on her knowledge."

Meeting other childminders, being a member of the Scottish Childminding Association and accessing information from the Care Inspectorate HUB supported the childminder to keep up to date with new developments and explore topical issues.

We suggested the childminder consider engaging in personal research or training relating to supporting children's emotional wellbeing and further developing loose parts play. This could impact positively on children's learning and development.

## 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?	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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