

Rachel Rollo Childminder Child Minding

Elgin

Type of inspection:
Unannounced

Completed on:
30 September 2025

Service provided by:
Rachel Rollo

Service provider number:
SP2023000056

Service no:
CS2023000077

About the service

Rachel Rollo is registered to provide a childminding service to six children at any one time, up to 16 years of age, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers include the children of the childminder's family/household.

The service is situated in a residential area of a town, close to some local amenities. Children are cared for in the lounge/diner. A secure garden to the rear of the property is accessed from the kitchen.

About the inspection

This was an unannounced inspection which took place on 30 September 2025 between 10.30 and 13.30. The inspection was carried out by one inspector from the Care Inspectorate. There was one child present at the inspection.

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:

- received three questionnaires from families
- spoke with the childminder
- assessed core assurances, including the physical environment
- observed practice and daily experiences
- reviewed documents.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure children are safe, the physical environment is well maintained and that a service is operating legally. At the time of this inspection, no improvements were identified relating to core assurances."

Key messages

The responsive and caring interactions of the childminder during play supported the child's wonder and thinking, and to have fun as they explored.

Children benefitted from a range of planned and responsive experiences both indoors and outdoors.

The service vision, values and aims were embedded in everyday life and helped to inform practice and how the service would be delivered.

The childminder was establishing purposeful self-evaluation, that recognised the importance of gathering and using the views of children and families.

Children experienced warm and consistent care that fostered their wellbeing.

Families felt welcomed into the service and their engagement with the childminder had a positive impact on the quality of their child's experiences.

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

Leadership	4 - Good
Children play and learn	4 - Good
Children are supported to achieve	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

Leadership 4 - Good

Leadership and management of staff and resources

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

The service vision, values and aims were embedded in everyday life and helped to inform practice and how the service would be delivered. The ethos of the service was founded on principles of quality childcare, learning and building strong and reliable relationships with children and their families.

To help ensure that children and families were well informed and shared responsibility for changes, we advised the childminder to actively involve them in the design and review of the vision, values and aims.

The childminder was establishing purposeful self-evaluation, that recognised the importance of gathering and using the views of children and families. We discussed how incorporating and capturing the views of children would also enable them to inform improvement. Keeping a concise record of changes and the differences made to children and families, would also support continuous improvement. Families considered that both them and their child were involved in a meaningful way to help develop the service. Comments included, 'regular paperwork is supplied to ask for feedback', 'Rachel is always open to new ideas'.

The childminder had appropriate records that were readily accessible. The childminder had clear policies that supported them in running the service and they were shared with parents. We suggested that having an established programme of review would help to ensure they reflected the provision of the setting and aligned with current best practice guidance.

Children play and learn 4 - Good

Playing, learning and developing

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

The childminder had an understanding of how children developed and progressed in their learning. The young child was engaged in floor play with wooden shape sorters and musical toys that excited their curiosity.

The responsive and caring interactions of the childminder during their play supported their wonder and thinking. Their modelling supported the child's social development and language. The childminder was building their skills and understanding for young children and continued use of practice guidance would support their knowledge. Ref: Realising the ambitions, growing my potential.

Children benefitted from a range of planned and responsive experiences both indoors and outdoors. The young child had been to the play park and spent time in the garden. They had recently started walking and enjoyed active play. The childminder enabled the child to play and learn at their own pace, having fun as they explored. We suggested that a wider and easily accessible choice of play experiences for the younger children would help to enhance their play and development opportunities. Families told us that their child could always be involved in a range of opportunities and fun experiences. Comments included: 'there he is

always busy, whether that is in the setting or on outings in the local area', Rachel takes the children on daily outings to ensure they are being socialised and does home activities based on the children's needs also.'

The childminder considered the stages of children's play and learning when offering play opportunities. Careful observation and assessment promoted children's achievements. The childminder considered that their intention to introduce a streamlined format of assessment, would help to ensure that children progressed and developed a broad range of knowledge and skills.

Children are supported to achieve 4 - Good

Nurturing care and support

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

The childminder understood that nurturing relationships were essential for children's growth and development. As a result, children experienced a warm and consistent care that fostered their wellbeing.

Children's privacy and dignity were respected. The childminder balanced promoting independence with providing support where it was needed. Children were supported to socialise, play in small groups or alone if they wished. It positively impacted on their ability to regulate their emotions and build social skills.

Generally all foods were provided by families that accounted for any specific cultural, dietary needs, allergies or intolerances. Occasional snacks provided by the childminder were nutritious. Water was readily available so that the child was able to remain hydrated.

Consistency in routines such as mealtimes, nap times and personal care provided children with a sense of safety and security. The childminder recognised that daily routines offered time to connect with children and support their growth and development.

Children's wellbeing was supported through personal planning, the plan was tailored to each child's individual strengths, needs and interests. Children and families were meaningfully involved in their child's plan. We advised the childminder to ensure that changes to a child's care were updated on the personal plan and to maintain regular review that ensured they were suitable and effective. The childminder considered that, intended changes to the format of the plan, would clearly identify support needs and ensure that children's wellbeing was being maintained.

The childminder knew their children and families well. Families were welcomed into the service that helped them to feel valued and supported. Their engagement with the childminder had a positive impact on the quality of their child's experiences. There were opportunities for them to informally and formally discuss their child's care, development and learning. Families considered I had a good relationship with their childminder. Comments included: 'Rachel takes great care of the kids, she is always there for whatever their needs are', Rachel has fantastic communication, she is easily approachable and welcomes any conversation about my child'.

What the service has done to meet any areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

To enhance the delivery of high-quality practice, that leads to improved outcomes for all, the childminder should establish a clear ethos of continuous improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that:

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership'. (HSCS 4.7); and

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'. (HSCS 4.19)

This area for improvement was made on 22 August 2024.

Action taken since then

The childminder was establishing purposeful self-evaluation, that recognised the importance of gathering and using the views of families and children. Families were welcomed into the home at handovers and information was regularly shared with them.

This area for improvement has been met.

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

Leadership	4 - Good
Leadership and management of staff and resources	4 - Good
Children play and learn	4 - Good
Playing, learning and developing	4 - Good
Children are supported to achieve	4 - Good
Nurturing care and support	4 - Good

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