

The Little Gemms Childminding Service

Child Minding

GLASGOW

Type of inspection:
Unannounced

Completed on:
12 April 2023

Service provided by:
Gemma Connolly

Service provider number:
SP2021000110

Service no:
CS2021000182

About the service

The Little Gemms Childminding Service is provided from the childminder's home in East Renfrewshire. The service is close to local schools, nurseries, shops, parks, woodland, public transport links and other amenities. The children have access to two rooms, these rooms are used to support various activities including: snacks and meals, rest, sleep time, and play and learning. The toilet and handwashing facilities are on the ground floor. Children have access to an enclosed garden leading directly from the house.

This was the childminder's first inspection, and she opened her service in August 2021. Numbers are inclusive of the children of the childminder's family. At the time of inspection, there were six children being cared for.

About the inspection

This was an unannounced inspection which took place on 11 July 2023. The inspection was carried out by two inspectors 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 one of their families;
- spoke with the childminder;
- observed practice and daily life; and
- reviewed documents.

Key messages

- Children experienced nurturing care which supported them to feel happy and confident.
- Children benefitted from being outdoors in the garden and local community.
- Good communication and positive relationships supported families.
- Links with the local childminding association was extending children play beyond the settling and supporting sharing practice.
- Personal plans should be further developed.
- A more planned approach to self-evaluation and improvement planning should be developed.

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

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|--|---------------|
| 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.

Quality indicator 1.1: Nurturing, care and support.

Children appeared relaxed, happy and to be having fun in the childminder's care. The childminder was warm in her approach, supporting children well and responding to their needs and requests. During our visit, the childminder was caring for six children. She gave them all support and care when required, in a warm and kind way. Parents strongly agreed "the childminder knows my child well, including what they like and what is important for their care". Children were clearly comfortable in her care, showing they felt secure and nurtured.

The childminder provided snacks for the children, and families provided all meals. We observed the children and childminder enjoyed eating lunch together outdoors in an unhurried and relaxed atmosphere, ensuring a caring and positive social experience. The childminder was focused on all children and offered individualised support to children when needed. Children were supported to manage their own mealtime by selecting their lunch and snacks from each of their lunch boxes. This supported a calm and relaxed lunchtime experience that promoted independence skills for children.

The childminder had taken part in safe sleep training and had a sleep procedure in place that supported children to rest or sleep safely. Children's sleep routines were noted within their personal plans. We found the childminder to be supportive in meeting children's sleep routines in a safe manner, and the sleep routines were reflective of family wishes.

Personal plans contained relevant information to ensure that children's likes and dislikes were recorded along with allergies, emergency contact information and health professional contact details. The childminder used a combination of paper records, and online records to detail the information that supported effective personal planning for children. Next steps were planned for some children in partnership with families. Plans were reviewed and updated in line with guidance. Personal plans could be developed further. Next steps should be agreed in partnership with families and children, and recorded for all children.

The childminder had taken part in child protection training and confidently described what she would do if any safeguarding concerns were identified. We were satisfied the childminder had the appropriate skills and knowledge to support the safeguarding of children.

There was no medication stored within the service on the day of inspection. The childminder had a robust medication policy and procedure in place. We reviewed previous medication records and found these to support the safe administration of medication. We were satisfied the childminder is storing, recording and administering medication safely and in line with best practice.

Quality indicator 1.3: Play and learning.

Children were happy and engaged in their play during our visit. The indoor and outdoor environments were developmentally appropriate spaces. Within the busy playroom a range of resources was on offer to support

children's play and learning. We noted that the children and childminder were just back from the park, and we did not see many resources to support children of older age groups. The childminder was able to tell us how she planned and supported children's interests in all age groups. We are confident children had a wide range of resources to choose from to support their interests and stage of development. Parents also told us they strongly agreed that:

"My child has opportunities to be involved in meaningful, interesting and fun play experiences."

"Children had access to a wide range of quality toys and play materials."

The outdoor space supported all children's interests; children had fun as they experienced safe outdoor play, learning and development opportunities. Children's opportunities for play and learning were enhanced through strong connections to their own and wider communities. On the morning of inspection, all the children were at the local park and told us that they were keen to go back in the afternoon, and that they enjoy going to the park. The childminder had also joined a local childminding group that has enhanced opportunities for children to play and learn together in the community and at planned events. One parent told us, "Our children are looked after so well and are able to experience many different activities and are taken to various places on holiday days for outings."

Effective use of questioning was used by the childminder to extend children's thinking, widen their skills, and consolidate their learning through play, during the inspection. She knew the children well and what support and challenge they needed to enhance their learning and development.

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 service was well furnished, clean and had plenty of natural light and ventilation. We noted that children had access to two rooms and a well-resourced outdoor area, this allowed plenty of room to play, learn, relax and rest.

The indoor and outdoor environments were set up with appropriate resources to support and extend children's learning and development. The childminder told us how she changes resources regularly to meet the stages of development of all children. She told us that the playroom was mainly used for toys, arts and crafts, reading books and imaginary play. She used another room, for children to play alone or in a small group. This room was also used when children wanted to sleep or rest, and she told us how she ensured that she spent her time equally between both rooms, ensuring that the children were safe. Parents strongly agreed that "the service was comfortable, well furnished, and homely".

We reviewed risk assessments the childminder had in place and found them to be updated regularly to reflect the mitigations and measures in place to minimise risk to children. Parents told us their children were safe whilst in the setting. We found the childminder to be reflective of her environment and proactive in managing risk. For example, we talked to the childminder about a new trampoline she had purchased for the children just days prior to the inspection. This had been detailed briefly within the outdoor risk assessment; however, the childminder told us she had plans to update the risk assessment further with mitigations and safety measures that will support the safe use of the equipment.

The childminder understood children should always be accounted for while in the service, in the outdoor garden, and on trips and outings. Through discussion with the childminder, it was clear that she was aware

of a range of ways to keep children safe in her care. We concluded the environment was effectively maintained and risk assessed so the children can enjoy challenging fun play experiences safely.

The childminder talked about the procedures she had in place to clean equipment and manage infection prevention and control. The childminder had taken part in food safety training. We observed children practicing effective hand washing during our inspection. We noted the childminder had a policy in place to support effective infection prevention and control. This was minimising any spread of infection and keeping children well and safe.

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.

The childminder is a member of the Scottish Childminding Association which is a professional organisation providing support, training, and information to childminders in Scotland. The childminder had implemented Scottish Childminding Association paperwork to support all aspects of her childminding service, including children's personal plans, consent from families and written procedures.

The childminder ensured all parents knew how their children had spent their day. She shared regular communication with parents through an online app. We reviewed the communications the childminder had sent and found these to detail news for the service, and the experiences children had taken part in with photographs and observations of their play. The childminder had also used this app to share monthly updates of children's achievements and next steps with parents for some children. Parents strongly agreed that "they were involved and informed about their child's learning and development". We concluded that the childminder had fostered good relationships with families and they were being kept actively informed and consulted on children's experiences and the life of the childminding service.

The childminder had recently involved families by encouraging them to share their views and suggestions with her. This involved sending out an online survey to parents with questions to support her to evaluate and plan improvements within her service. The childminder was proactive with the feedback from parents and told us this had encouraged her to join a group that provided more music and dancing opportunities for children attending the service.

The childminder talked about making improvement to her service in an informal way. This had included purchasing new resources to enhance the experience on offer outdoors and joining a local community group to extend children's experiences beyond the setting. We discussed how she could develop a more planned approach to self-evaluating, and continuous improvement within her service through the development of an improvement plan. The childminder was very keen to take this forward and we signposted her to the Care Inspectorate's hub for more information.

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.

The childminder had developed close, caring relationships with the children and very positive relationships with parents and carers. Parents told us that they were happy with the care and support offered to their children. Children told us they enjoyed spending time at the service. It was clear that the childminder was

supporting children's wellbeing and offering supportive and compassionate care giving.

The childminder demonstrated she had the appropriate skills and knowledge to support the children in her care. She shared regular updates and valuable information with parents. This meant parents were well informed and felt confident that the childminder fully understood their child's individual needs and characteristics. Parents strongly agreed "I am confident that staff have the appropriate skills, knowledge and experience to care for my child and support their learning". The childminder told us that she attended regular meetings with the other childminders locally. This group met to share any good practice that they had seen, or discussed any new best practice updates from the Care Inspectorate. The childminder told us this increased her professional knowledge of current best practice for childminders and enabled her to offer a better service to the families in her care.

The childminder told us she was committed to providing a quality service to families. She was currently undergoing a Scottish Vocational Qualification to support her practice and said she kept up to date with changing guidance by taking part in regular training and accessing useful websites such as the Care Inspectorate hub and Scottish Childminding Association dashboard. This supported the childminder to be appropriately skilled and trained and offer a high-quality service that supports very good outcomes for children.

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

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| 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 |
| 4.1 Staff skills, knowledge and values | 5 - Very Good |

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