

# Anderson Childminding Child Minding

Leven

**Type of inspection:**  
Unannounced

**Completed on:**  
26 May 2025

**Service provided by:**  
Norma Anderson

**Service provider number:**  
SP2012983415

**Service no:**  
CS2012307528

## About the service

Norma Anderson, trading as Anderson Childminding, operates a childminding service from their home in Methil, Fife. The childminder may provide care to a maximum of six children at any one time under the age of 16 years, of whom no more than three are of an age not yet attending primary school, and no more than one under 12 months of age. Numbers are inclusive of the children of the childminder's family.

The service offers children ample space to play and rest in the split level, open plan area of the home. Toilet facilities on the same level support children to be independent. Children have supervised access to the enclosed garden space.

## About the inspection

This was an unannounced inspection which took place on Tuesday 20 May 2025 and was continued on Monday 26 May 2025. 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 children in the service
- reviewed digital responses from two families
- spoke with the childminder
- observed practice and interactions with children
- reviewed documents.

## Key messages

- Children had fun as they explored the local and wider communities.
- Children were relaxed and happy in a service that supported their wellbeing.
- The childminder had a good understanding of how children develop and learn.
- Children were developing confidence in their abilities as they learned through play.
- Children experienced a warm and nurturing approach to the care they received.
- The childminder should continue to develop their approach to quality assurance and self-evaluation.

## 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

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

### Quality Indicator 1.1 - Nurturing care and support

Children were cared for with warmth, kindness and a nurturing approach. They experienced care which was well considered to meet their needs. The childminder understood the importance of developing positive relationships with families. This ensured clear communication and provided a consistent approach for children.

The childminder took into account personal preferences and personalities, which meant the care provided met the needs of individuals. One family told us, "We get on really well and Norma will always go above and beyond to make things easier for us." As a result, children were happy and relaxed as positive relationships supported their overall wellbeing.

The childminder had developed personal plans for children in a way that worked well for the service, children and families. Important information was recorded, stored securely, and updated regularly. This meant that the care provided met the needs of children and respected the wishes of parents.

We did not observe mealtimes during the inspection. Meals and snacks were usually provided by families. However, fruit and access to fresh water was also available for children if required.

### Quality Indicator 1.3 - Play and learning

The childminder was responsive in their approach to planning play and learning opportunities, based on children's interests. They had a good understanding of how children develop and learn, and considered this as they planned activities.

The child who was present during the inspection enjoyed playing fun games which promoted numeracy skills. For example, the childminder encouraged the child to count up the score as they played dominoes. They gave the child the time they needed and congratulated them on their efforts. The effective use of questioning supported children to widen their skills. As a result, children were developing confidence in their abilities.

The childminder had developed scrapbooks with children and used photographs to record play and learning experiences. Children were supported to share their thoughts as they looked through the books and revisited their learning. Using stickers and encouraging children to write a word or two meant children's voices were recorded and visible.

The local and wider communities were very well used by the childminder to extend children's experiences. They enjoyed visiting interactive places of interest, such as science centres, castles and museums, as well as local parks and beaches. As a result, children's opportunities for play and learning were improved as they developed connections to their own and wider communities.

## 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

Children had ample space to play and rest in the large, open plan area within the childminders home. The room had a split level which created a cosy space. Furniture, such as a sofa and armchair, and soft furnishings in this area meant children were comfortable as they relaxed and played.

There was an extensive variety of resources available for children, including interesting prompts to encourage children's curiosity and enquiry. Open-ended resources promoted children's problem solving skills and creativity. We encouraged the childminder to ensure resources were organised and stored tidily to support children's choice and independence.

Children had regular access to fresh air and exercise as they explored the local community and enjoyed supervised play in the enclosed garden. The all-weather surfaces provided opportunities for active, physical outdoor play all year round. Outdoor experiences meant children were learning about the benefits of an active lifestyle, that promoted their health and wellbeing.

Infection prevention and control measures were in place. For example, children being encouraged to wash their hands at key times. Regular cleaning of surfaces and resources, alongside effective handwashing meant we were satisfied that the spread of infection was minimised.

Children and families information was securely stored. The childminder was registered with the Information Commissioner Office (ICO) and understood their role in keeping information secure.

## How good is our leadership?

## 3 - Adequate

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

### Quality Indicator 3.1 - Quality assurance and improvements are led well

The vision, values and aims of the service were evident in the warm interactions and positive relationships we observed during the inspection. The encouraging and supportive ethos meant that children felt valued and secure.

The childminder was considering ways to reflect and evaluate the quality of the service. We discussed how they should develop their approach to quality assurance to lead to continuous improvement (**see area for improvement 2 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

Positive relationships had been established with children and families, and the childminder knew them well. Their views were gathered through observations, informal discussions and family questionnaires. These were used to influence the care provided and should be considered when planning improvements within the service.

We discussed the importance of the childminder documenting their improvement plan and sharing this with children and families. This would provide an opportunity for the childminder to share their successes and achievements (**see area for improvement 3 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

## How good is our staff team?

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 4.1 -Staff skills, knowledge and values

Children experienced strong relationships with the childminder who demonstrated a warm, kind and compassionate approach. They had an enabling attitude that supported children to achieve their potential through positive interactions and experiences.

Families "strongly agreed" when we asked if they were happy with the care and support their child received in this service. One family said, "Norma always puts the kids needs and happiness first." Another parent told us, "My child has always really enjoyed their time in her care."

Mandatory training courses ensured the childminder's knowledge was up to date and kept children safe. They had been pro-active in sourcing and attending online training relevant to their service and the children and families they supported. This meant that children and families benefitted from the childminders commitment to meeting their needs. We discussed ways to record the impact training had on the service they provided, the difference it made to their practice and the impact on outcomes for children.

## 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 support a clean environment where children are safe the service should ensure thorough cleaning procedures, and handwashing at key times is encouraged throughout the day.

This is to ensure I experience a high quality environment and is consistent with the Health and Social Care Standards (HSCS), which states that 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment.'(HSCS 5.24).

**This area for improvement was made on 16 January 2024.**

#### Action taken since then

Cleaning procedures had been established to ensure areas of the childminders home used for childminding purposes were clean and mostly organised. Children were encouraged to wash hands at key times which further minimised the potential spread of infection.

**This area for improvement has been met.**

#### Previous area for improvement 2

To ensure children receive high quality care and support from the continued development of the service, the childminder should develop quality assurance and self-evaluation processes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS), which states that: '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 16 January 2024.**

#### Action taken since then

The childminder had not yet documented their self-evaluation. Children were encouraged and supported to share their feedback and evaluate activities with the use of stickers. The childminder responded to children's feedback as well as their needs, preferences and wishes. They intend to continue to develop self-evaluation processes and plan to attend training/information sessions to support their understanding.

**This area for improvement has not been fully met and remains in place.**

#### Previous area for improvement 3

To ensure children and families experience a service that is continuously developing and improving, the childminder should actively seek and record their views. These should be used, alongside the childminder's reflections, to develop an improvement plan for the service.

This is to ensure confidence in the people who support and care for me and 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).

**This area for improvement was made on 16 January 2024.**

#### Action taken since then

The childminder had developed questionnaires for families and had gathered some feedback in this way. Children's views were gathered through observations, discussions and evidenced in scrapbooks where children use stickers to evaluate activities, for example, smiley faces if they enjoyed the experience.

The childminder should now develop this further by using feedback from families, alongside children's voices and their own reflections to identify improvement priorities for the services.

**This area for improvement has not yet been fully met and will remain in place.**

## 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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