

# Stewart, Claire Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
14 July 2023

**Service provided by:**

**Service provider number:**  
SP2013985030

**Service no:**  
CS2013318321

## About the service

Claire Stewart operates her childminding service from her family home in the Bishopbriggs area of East Dunbartonshire. The service is well-situated to local amenities and schools.

The childminder is registered to provide a care service to a maximum of 6 children at any one time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of the childminder's family.

The children have the use of the living accommodation on the ground floor and toilet facilities on the upper floor. There is an enclosed back garden for the children to play in.

## About the inspection

This was an unannounced inspection which took place on Friday 14 July 2023 between 13:45 and 17:15. 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, parental questionnaires, information submitted by the childminder and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with two children
- spoke with the childminder
- observed practice and daily life
- reviewed documents including three returned questionnaires from parents.

## Key messages

- The children present were very happy, relaxed and had fun as they played with toys, drew pictures and played in the park.
- The childminder took time to get to know the families and children prior to starting. This helped the children bond with the childminder and get to know the other children and her family, and settle well into the homely setting.
- The childminder was kind, caring and responded warmly to the children. Discussion with the childminder, and information from the parents, confirmed that she had built nice, nurturing and warm relationships with the children she was caring for.
- The childminder provided a good range of activities and experiences that linked to the children's interests. These offered challenge and fun and included lots of opportunities for fresh air and physical play. For example, visits to local parks and other places of interest.
- The childminder had built very good relationships with the parents/families. And sought their views and ideas in the development and improvement of her service.
- The childminder had taken part in a good range of training as part of her own continuous professional development. This included first aid, food hygiene and child protection. This helped her to continue to develop her skills and knowledge in her role as a childminder.
- The childminder had documentation which made up a child's personal plan. This information helped her care for the children and keep them safe.

## 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?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	5 - Very 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 made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

### Quality indicator 1.1: Nurturing care and support

We found that the childminder had very good processes in place which helped her get to know the families and the children before they started. This approach helped the children and families settle well into the service. Through discussion and observations, the childminder was able to meet the children's needs and personal preferences. We saw that the children present were relaxed, happy, had fun, and clearly enjoyed spending time with the childminder. The childminder was kind, caring and nurturing towards the children and met their needs by providing a loving and homely environment.

We looked at the responses from the three questionnaires. These told us that parents were very happy with the care given by the childminder to their children and their family. A parent commented: "Claire has a wonderful calm demeanour always approachable and willing to listen. I think these qualities make her a fabulous childminder."

Discussion with the childminder told us that she knew the children she was caring for very well. She had built very good relationships with the children and their families. We looked at a range of documentation which helped the childminder to support the children and meet their ongoing needs, wishes and choices. This information made up the children's personal plans. The childminder, in conjunction with the parents' and children's feedback, ensured that information held in each child's personal plan was dated, reviewed and updated every six months or before, dependent on the needs of the child. This approach helped to support effective communication and continuity of care.

The childminder had a medication policy and procedure in place. This helped to ensure that medication was stored and administered to children in a safe way.

The children chose and enjoyed their snacks: water, fruit and yoghurt. The childminder provided fresh water to ensure that the children stayed hydrated as they played. The snack experience was relaxed and unhurried.

### Quality indicator 1.3: Play and learning

The childminder listened to the children's and parents' ideas. This helped her to provide a good range of activities, toys and games. These were child-centred and responsive to the children's wishes. And this linked to their current interests and were challenging and fun.

The children had a lovely time. They played very well together. We saw that the children were really happy and enjoyed playing with the dolls, using the 'doctor's' bag, drawing and colouring in, and completing jigsaws. The children and childminder had a singing time, and each child got to sit on the childminder's knee as they sang songs, clapped their hands, and followed the actions. Children told us they liked being at Claire's and had fun: "I like coming to Claire's" and "I like making cakes".

Playing outdoors in the garden and regular visits to parks and other places of interest meant that the children had lots of opportunities for fresh air and physical play. The children told us they liked going to the park. We walked along to the park and the children enjoyed a brief time playing there. This was their second park visit of the day. The children were encouraged to develop skills and independence. For example, putting on their shoes and jackets. They showed us how they could put on their coats by lying them on the floor and flipping them backwards. We were very impressed. There was lots of laughter, and the childminder continually praised the children. This approach helped the children feel loved, developed their imagination, confidence and skills. It also helped to empower the children and involved them in deciding their choice of play. Parent told us:

"My son previously went [to the childminder's] and my daughter now. Both have progressed well and their speech and learning comes on so much with her. She is so friendly and caring towards the children. They feel so safe and are always happy with Claire. Always look forward to going (so much so my eldest still wants to go even though he is now at school!)"

"Lots of varied activities are provided by Claire, my child loves taking part in them all."

"I like the fact that I get my children happy every day. Also, they are always clean which shows to me the excellent care they are provided. Moreover, they are doing lots of different activities which helps through their development ..."

## How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

### Quality indicator 2.2: Children experience high quality facilities

We found that the childminder had created a warm, comfortable, welcoming and homely environment for the children to play and relax in. There was good natural light, with space for children to move around, play and learn in. We saw that the home was bright and clean. Safety measures were in place and the back garden was enclosed. These approaches helped ensure that the home was safe, secure and well-maintained.

A parent told us: "Claire in herself is a lovely calm person who my son adores. Claire provides a caring and structured environment for my son she also visits many parks, groups, and does multiple activities. Claire is very flexible and without her help I would not be able to be a working mother."

The childminder provided appropriate activities, materials and experiences for the children, both indoors and outdoors, that were fun and exciting. This reflected their current interests, development and learning stages. Children had daily opportunities to play outdoors and get fresh air.

Children's comments from the questionnaires included:

"I like the big walks and going to the park."

"It's fun."

"Claire is fun and keeps me safe when you [mummy] are at work."

The childminder had a set of risk assessments for her home and outdoor activities. This approach helped to make the environment safe for children. It minimised risk and helped keep children safe from harm.

The childminder had undertaken appropriate training to help her reduce the spread of infection. Infection prevention and control measures were in place. This helped to keep the children in her care safe.

To ensure that children's personal information was kept safe, the childminder had procedures in place to comply with general data protection requirements. The childminder should contact the Information Commissioner's Office (ICO) to find out if she should be registered with them.

## How good is our leadership?

**5 - Very Good**

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

### Quality indicator 3.1: Quality assurance and improvement are led well

The childminder involved parents and children in the day-to-day running of her service. She ensured that parents were involved in their child's care and the plans of the service right from the beginning through the settling in period. The childminder shared policies and procedures and responded to ideas and routines highlighted by parents. She actively sought feedback from the children and families to help develop her service.

We found that the childminder provided a service that met the ongoing needs and interests of the children and parents. She did this through communicating regularly with them. WhatsApp helped her to share the children's experiences, successes and achievements with the parents, along with discussions, emails and photos. This approach helped parents feel they were included in their child's day. And meant the childminder was able to meet the changing needs of the children and their families, offering care and support as needed.

The childminder used feedback from the parents and children to help her reflect on the experiences they were having. This helped her to evolve future plans, including her own ongoing training and development. This approach ensured that learning through play was at the heart of the care she gave to the children.

One parent commented: "I think Claire's service is outstanding, she goes above and beyond. The last three years we have used the service she has been very professional and reliable."

**How good is our staff team?****5 - Very Good**

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

**Quality indicator 4.1: Staff skills, knowledge and values**

We found that the childminder was kind and compassionate and responded warmly to the children she was caring for. This approach helped the children feel valued, loved and secure in her care. She took account of their views, interests and experiences. This enabled her to provide individualised support by effectively engaging with the children. We saw that the childminder was courteous and respectful and listened to the children throughout the time they were in her care.

The childminder encouraged the children to develop their independence, skills and confidence through play and fun activities, indoors and outdoors. They were given time and opportunities to expand their curiosity and use their imagination, have fun as they played with the toys, sang songs, drew pictures and played in the park. The childminder stepped in to support the children as needed, and they had formed a very close bond. We saw that the interaction between the childminder and the children was warm, kind, loving and gentle.

The childminder sought feedback from the parents and reflected on her own practice in order to continue to promote the ongoing improvements she wanted to make to her childminding service. This helped her to identify how she could improve her service to support the needs and wishes of the children she was caring for. The childminder held a full qualification in childcare and education. She had continued to develop her own skills and knowledge through engaging in continuous professional learning. The childminder had taken part in a range of training which included first aid and child protection. She had read documents and viewed various websites to keep herself up to date with current best practice. For example, the Care Inspectorate's Hub. The childminder offered child-centred care. The activities and experiences she provided linked to the children's interests, stages of development and personal preferences. This helped her to provide very good care and support to the children and families.

A parent commented: "I would highly recommend Claire to working parents, her standards and service are outstanding."

**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?	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?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good

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