

# Murray, Diane Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
8 October 2025

**Service provided by:**  
Diane Murray

**Service provider number:**  
SP2003903680

**Service no:**  
CS2003006264

## About the service

Diane Murray provides a childminding service from the family home in the Penilee area of Glasgow. They are registered to provide care to a maximum of six children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family/household.

At the time of inspection, one child was in attendance.

Children were primarily cared for in a comfortable living room. They had access to an enclosed garden which was accessed through the kitchen and a downstairs bathroom. The service is close to local amenities such as, schools, nurseries, community centres and parks.

## About the inspection

This was an unannounced inspection which took place on 7 October 2025 between the hours of 9:15 and 11:15. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with one child using the service
- spoke with the childminder
- reviewed electronic feedback from two parents
- observed practice and daily life
- reviewed documents

## Key messages

- Children experienced warm, loving and nurturing care from a childminder that knew them well.
- Children's opportunities for play and learning were enhanced through experiences in the local and wider community.
- Clear communication between the childminder and families supported positive outcomes for children.
- The service should continue with plans to develop its approach to self-evaluation and planning for 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

Leadership	4 - Good
Children play and learn	5 - Very Good
Children are supported to achieve	5 - Very Good

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

## 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: Leadership of management and staff resources

Clear aim and objectives were in place. We found these reflected in the ethos and practice of the service. For example, providing a safe, happy and healthy environment where children could play, learn, develop and grow. The childminder shared their vision with parents prior to children starting. This supported parents understanding of the care provided and helped them choose a service that was right for them and their child. One parent told us, "I feel my child is very well looked after. [The childminder] is very knowledgeable in childcare and has advised me on many occasions. They are very personable and professional and we all love her."

The childminder was experienced and confident within their role and cared deeply about children and families using the service. They engaged well with the inspection process and were receptive to feedback to discuss ways to improve the service. The childminder had identified areas within the service that would benefit from being further developed, such as, processes for self-evaluation and planning for improvement. We found the childminder had taken some steps to support this. They had attended a webinar on the Care Inspectorate's new quality framework for childminders and engaged in regular discussions with other childminders and early years professionals to share best practice. We advised the use of the challenge questions within the new framework would support them to identify what is working well and what needs to improve to promote good outcomes for children. Although this was in the early stages, positive engagement with the new framework had potential to contribute positively to the continuous development and improvement of the service.

Parent's and children's views were important to the childminder. Regular contact and informal communications meant parents could naturally influence the care provided. We saw that children were listened to, and their ideas and interests were used to influence activities and outings, which supported their learning and development. We advised consultation could be further extended through recording parents and children's views, suggestions and ideas and actions taken from these. This would allow them to see how their voice had helped shape the service.

The childminder had a range of policies and procedures that supported them to deliver quality care and support. Policies were regularly reviewed, updated and shared to keep families informed. This supported the childminder to deliver care that was safe, consistent, and responsive to the needs of children and families.

## Children play and learn 5 - Very Good

We found major strengths in this aspect of the setting's work and identified very few areas for improvement, therefore we evaluated this quality indicator as very good.

### Quality indicator: Play, learning and developing

Children were happy, relaxed and having fun. The childminder promoted a balance of planned and responsive experiences to support children's learning. Parents commented positively on the experiences

their children were involved in and shared with us, [the childminder] does arts and crafts, takes children to parks, groups and offers a wide array of toys to support the children's learning." Children were confident in leading their own learning. They independently explored a wide variety of resources including a picnic set, stacking cups, mark making materials and magazines. Resources were stored in shelves and baskets that were easily accessible to children. This supported children to follow their own interests and be fully engaged in their play.

The childminder was skilled in interactions to support children's play, learning and development. They used age appropriate comments and questions to extend children's thinking and to consolidate their learning. The childminder and children had lots of fun together as they played picnics and doctors. This supported children's imaginative play skills and contributed to deep levels of engagement in play.

Children's language, literacy and numeracy skills were promoted through interactions and resources. There were lots of natural opportunities for naming colours, shapes and counting through play with stacking cups and the picnic set. Children's language and literacy skills were continuously being supported through opportunities such as, mark making, reading books and magazines, singing songs and engaging in conversations.

Children's learning and development was being monitored through personal development plans. Observations, photographs and evaluations highlighted progress children were making. One parent commented, "my child learns a lot with [the childminder] and has come on amazing since being with them." Children's learning plans were shared with parents alongside daily updates. This supported parents to feel meaningfully involved in their children's play, learning and development.

Children's play, learning and development was further enhanced through strong links to the local and wider community. Children accessed local groups that used music, songs, stories and games and had daily access to outdoor play in the garden, local green spaces and parks. This contributed positively to children's overall development and enhanced their wellbeing.

## Children are supported to achieve **5 - Very Good**

We found major strengths in this aspect of the setting's work and identified very few areas for improvement, therefore we evaluated this quality indicator as very good.

### Quality Indicator: Nurturing care and support

We observed warm, caring and nurturing interactions between the childminder and the children, they were patient, kind and responsive. This nurturing approach reassured children and supported their emotional wellbeing. Interactions were respectful and promoted children's dignity and privacy. This helped build trust and security where children felt safe to explore, learn and express themselves.

Connections with families were at the heart of the service. The childminder worked closely with parents to ensure children's routines, care needs and preferences were respected. We saw that children were well cared for and loved. Families agreed and shared positive comments about the quality of care their children received. Their comments included: "[the childminder] is very warm and loving. My [child] feels they are part of their family. They are well-integrated and well loved in [the childminder's] home and they greatly enjoy their time there" and "[the childminder] is amazing. Anyone would be lucky to have their child in their care."

Children experienced mealtimes that were relaxed and unhurried. The childminder was fully aware of children's dietary and allergy needs and ensured food choices were safe. They encouraged children to choose what they would like to eat from a range of healthy options. This supported children to make independent decisions and choices to suit their preferences. Children sat at the living room table to eat and were well supervised to ensure their safety. The childminder promoted good manners and engaged children in conversation. This made mealtimes an enjoyable and social experience.

Personal plans were created in partnership with parents and contained information which supported individual children's needs. An 'all about me' section provided parents and children with opportunities to contribute to the plan. Plans were being reviewed and updated on a regular basis. This ensured the childminder had the most up to date information to consistently meet children's needs. Plans linked to wellbeing indicators, and photos, observations and personal development plans documented children's progress in their development and learning.

The childminder understood their responsibility to keep children safe. Medication within the service was stored and administered safely. Annual child protection training and a newly updated child protection policy ensured the childminder knew procedures to follow and agencies to contact should any safeguarding issues arise. This contributed to keeping children safe and well.

## 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

Leadership	4 - Good
Leadership and management of staff and resources	4 - Good
Children play and learn	5 - Very Good
Playing, learning and developing	5 - Very Good
Children are supported to achieve	5 - Very Good
Nurturing care and support	5 - Very Good

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