

Wendy House Childminding Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
27 October 2025

Service provided by:
Wendy Crisp

Service provider number:
SP2023000332

Service no:
CS2024000003

About the service

Wendy House Childminding provides a care service from their property in a quiet residential area of Blantyre, South Lanarkshire. The childminder is registered to provide care for a maximum 6 children at any one time up to 16 years of age; of whom no more than 6 are under 12 years; of whom no more than 3 are not yet attending primary school and; of whom no more than 1 is under 12 months.

Numbers include the children of the childminder's family/household. At the time of our inspection, six children were registered with the service who attended on different days.

A range of amenities are nearby including shops, schools, parks and transport links. The children are cared for in the living room, dining room and have access to a downstairs toilet.

About the inspection

This was an unannounced inspection which took place on 27 October 2025 between 12:30 and 14:30. 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 registration information, information submitted by the service and intelligence gathered since the service was registered.

In making our evaluations of the service we:

- spent time with three children using the service and received feedback from three of their family members
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

- Children experienced warm and caring interactions, supporting them to feel loved, safe and secure.
- The childminder knew the children well and had developed positive relationships with children and their families.
- Children's health and wellbeing was promoted through regular access to parks and local groups.
- The childminder should develop approaches for self-evaluation, to help identify the strengths and areas of improvements. This would help support good outcomes for children.
- Children experienced an enjoyable relaxed lunch time which supported positive social interactions.

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 thrive and develop in quality spaces	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

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.

Quality Indicator: Leadership and management of staff and resources

The childminder had a clear vision and values that reflected the needs of children and families. This included a secure nurturing home environment, which supported children to feel safe and secure, supporting their sense of belonging.

The childminder valued the views of families and communicated regularly through text messaging and day to day discussions. This approach helped families feel involved in their child's care and supported continuity between home and the childminder. When children started at the service, families received an information booklet outlining the service and childminder's experience, which contributed to parents feeling informed and developing relationships with the childminder. In addition, families were welcomed into the childminder's home when dropping off and collecting their children. One parent said "I am always welcomed into the childminder's home to discuss my child's care, play, and learning. It creates a warm, open environment where I feel included and informed".

The childminder engaged well during the inspection, wanting to reflect practice and consider ways to improve the service. They had informal plans to develop the family room and enhance recording observations through an online journal for individual children. We signposted the childminder to 'A quality improvement framework for the early learning and childcare sectors'. This would help support them with self-evaluation and help identify areas of strength and improvement to promote positive outcomes for children.

The childminder was a member of the Scottish Childminding Association (SCMA) and regularly engaged with other childminders. This helped contribute to the development of their service by sharing ideas and reflecting on practice. This supported children to benefit from a service that was responsive to their needs and interests.

Children thrive and develop in quality spaces 4 - Good

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.

Quality Indicator: Children experience high quality spaces

Children were cared for in a well maintained, homely environment with natural light, which contributed to children's overall wellbeing and inclusion. The living room was the main play space and offered children space to support physical movement and play. Children were able to access play resources independently, supporting their choice and wishes. For example, choosing between dinosaurs, dolls, small figures and books. Additional resources were stored in the family room, for rotation and variety, which helped support children's interests and engagement.

The childminder had a good understanding of potential risks and had taken steps to help keep children safe within and outside the home. For example, when children were playing in the enclosed garden, fencing was attached around a step to reduce the risk of falls and trips.

The childminder implemented effective prevention and control measures in line with best practice guidance. This supported children's health and wellbeing. The childminder maintained a clean and hygienic environment, demonstrating effective handwashing practices during nappy changes, which helped reduce the potential spread of infection. We discussed where further developments could be made by providing individual drying materials for children following handwashing. This would help ensure effective hand hygiene for children.

Children play and learn 4 - Good

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.

Quality Indicator: Playing, learning and developing

Children independently explored a range of play resources that reflected their interests, such as books, toys figures, a play kitchen, dinosaurs, dolls and jigsaw. These resources supported the development of language and early numeracy skills, for example through sorting games and imaginative play. The childminder discussed rotating resources to include art materials and playdough which offered opportunity for creativity.

Play experiences reflected the age and stage of children. One parent commented "my child takes part in a wide range of fun and engaging activities that are tailored to their individual needs and support their development in a meaningful way". We suggested expanding sensory play opportunities for younger children to include natural materials. For example, large pebbles, shells, textured materials and wooden items. This would enhance children's curiosity and creative problem-solving.

Responsive interactions were warm and supportive, contributing to children's communication development. For example, understanding when to engage in play and when to step back, offering opportunities for children to explore at their own pace. Achievements were celebrated with praise and encouragement, which supported children's engagement and self-esteem.

Children benefited from regular outdoor experiences, including visits to the local park. The childminder shared plans to re-establish access to forest school, which would support children's connection with nature. Community engagement was promoted through book bug, and toddlers group, helping children to develop social skills and build connections within their wider environment.

Children are supported to achieve 4 - Good

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.

Quality Indicator: Nurturing care and support

The childminder knew the children well and had built positive attachments, which supported children to feel safe and secure within the environment. The children experienced warm, kind and caring interactions which fostered positive attachments and contributed to their overall wellbeing. One parent commented "I like my childminder because she's caring and creates a safe, happy environment. She also takes the kids out regularly, which is great for their social development and confidence".

Children's needs were documented in personal plans, which included dietary requirements, interests and individual development needs. These plans were reviewed with parents every six months. Observations showed next steps, which supported planning for children's progress. However, we noted that some plans had not been updated to reflect changes in children's routines. We suggested that personal plans be updated regularly to ensure they accurately reflect children's current needs and support wellbeing.

Lunch time was a relaxed and enjoyable experience for children. Children sat together in the dining room, supporting positive social interactions and language development. Families provided lunches and the childminder was aware of and responsive to children's dietary requirements. Children had access to water and milk, supporting healthy hydration habits. One parent commented "I provide the main meals, while (childminder), provides healthy snacks, which supports my child's overall well-being".

Children's personal care needs were met in a sensitive manner that promoted their privacy and dignity. For example, the childminder supported children with cleaning faces after meals in a gentle manner.

Children could sleep and rest in response to their individual needs, which supported their overall wellbeing. The childminder was responsive to children's cues of tiredness and had a travel cot available to provide a safe sleep space for younger children. The childminder discussed how she implemented safe sleeping practices to meet individual children's needs, in line with best practice.

Medication procedures were in place and we were satisfied that systems supported the safe administration of medicines, contributing to children's health and wellbeing.

Complaints

There have been no complaints upheld since registration. Details of any upheld complaints are published at www.careinspectorate.com.

Detailed evaluations

Leadership	4 - Good
Leadership and management of staff and resources	4 - Good
Children thrive and develop in quality spaces	4 - Good
Children experience high quality spaces	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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