

Masterson, Lesley Child Minding

Dundee

Type of inspection:
Unannounced

Completed on:
18 November 2025

Service provided by:
Lesley Masterson

Service provider number:
SP2011982928

Service no:
CS2011301746

About the service

Lesley Masterson is registered to provide a care service to a maximum of seven children at any one time under the age of 16; of whom no more than six may be under the age of 16; no more than three are not yet attending primary school and no more than one is under 12 months. Numbers are inclusive of the childminder's family. No overnight care may be provided. Minded children cannot be cared for by persons other than those named on the certificate.

The service is provided from the childminder's home, within a residential area of Dundee, close to local schools, parks and amenities. The areas used to provide care are the living room, kitchen and upstairs bathroom. Children also have access to a summerhouse and enclosed side garden.

About the inspection

This was an unannounced inspection which took place on 17 November 2025 between 09:20 and 12:15. Feedback was provided on 18 November 2025. 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, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with the childminder
- spoke with children
- observed practice and daily life
- reviewed documents
- received feedback from six families.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure children are safe, the physical environment is well maintained and that a service is operating legally. At the time of this inspection, improvements were identified relating to core assurances. We have reported where improvement is necessary within Leadership.

Key messages

- Positive relationships had been established with families. The childminder promoted a welcoming service which supported families to feel included.
- Quality assurance including self-evaluation should be further developed. This would support the childminder to identify areas which they could improve.
- The childminder should undertake further professional development opportunities. This would support to build on their skills and knowledge, and ensure that care, play and learning are informed by best practice.
- Children had opportunities to lead their play through a range of activities that reflected their interests.
- The childminder's warm and respectful interactions supported children's engagement and emotional well-being.
- Personal plans could be further developed to support the childminder to plan for children's care, play and learning in a more meaningful way.

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	3 - Satisfactory / Adequate
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 3 – Satisfactory / Adequate

Quality Indicator: Leadership and management of staff and resources

We evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

Aims and objectives were in place and reflected the quality of the service and the practice observed. These were shared with families through a welcome pack, helping them understand what to expect from the service. The childminder shared plans to update packs to ensure they remained relevant. We suggested involving families in developing a shared vision and values to reflect their wishes and strengthen collaboration. This would create a shared understanding that promotes positive relationships and an inclusive environment.

The childminder promoted a welcoming environment, where families felt confident to share their views. One family told us, "[The childminder] is always welcoming on ideas and suggestions when looking after my child". While informal feedback opportunities were provided, the childminder could strengthen family involvement by introducing more formal evaluation methods such as, questionnaires. This would allow families to provide structured feedback on key aspects of the service, supporting continuous improvement.

Self-evaluation was at an early stage of development. The childminder reflected on their practice to support them to identify areas for improvement. They shared examples of improvements that had been made such as, enhancing resources and developing the environment. This highlighted that ongoing reflection was beginning to support change. Using current guidance and evaluation tools would strengthen approaches to self-evaluation and ensure improvements were well-considered and continuous. This was an area for improvement made at the previous inspection and will continue. (See Area for improvement 1, under 'What the service has done to meet any areas for improvement we made at or since the last inspection')

There were some quality assurance systems in place, including service policies and procedures, that helped to support safe practice and maintain standards of care. Some procedures needed to be reviewed to ensure they were relevant and effective. Risk assessments should be updated to reflect the current needs of children and the experiences provided. This would help to identify potential hazards and plan proactive measures to keep children safe. Strengthening procedures would ensure that children experience a safe, well-managed environment where risks are minimised, promoting their security and well-being.

The childminder should ensure that they meet their registration commitments by sending the Care Inspectorate all necessary information and notifications. This includes completing the annual return and informing them when someone living in the home turns 16. At previous inspections, the childminder was reminded to submit an application for a person living in the home. This had not been actioned before this visit. After this inspection, the application was submitted. This will allow the Care Inspectorate to assess everyone in the setting and help to safeguard children.

Quality Indicator: Staff skills, knowledge, values and deployment

We evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

Children experienced respectful and compassionate care through nurturing relationships and positive interactions. The childminder knew children and their families well and used their knowledge to meet individual needs. This helped to build trust and created a supportive environment for families.

Children were supported to explore their environment safely through effective supervision. A responsive approach meant that children had opportunities to lead their play, while receiving appropriate support. As a result, children felt confident and secure.

Core training in first aid and child protection supported the childminder's knowledge and skills in keeping children safe and responding confidently to any wellbeing concerns. The childminder is a member of the Scottish Childminding Association (SCMA) and received regular updates from the Care Inspectorate, helping them to stay informed and connected within the sector.

While core training had been completed, there were limited opportunities for further professional development. The childminder should continue with ongoing learning relevant to their role. This should include engaging with current guidance. This would strengthen their knowledge and understanding and ensure that care, play and learning are informed by best practice. Recording development opportunities would help the childminder to assess the impact of training and identify future learning needs. This was an area for improvement made at the previous inspection and will continue. (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')

Children play and learn 4 – Good

Quality Indicator: Playing, learning and developing

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.

Children had opportunities to lead their play and were overall busy and engaged in their chosen activities. This was particularly evident when children accessed the summerhouse, where extended opportunities for play and learning were available. The environment encouraged exploration and creativity, supporting children's interests and choices. As a result, children were observed having fun and appeared happy and relaxed.

A range of resources were available. Children's interests and needs had been well-considered in the development of spaces within the summerhouse and garden. Resources such as, musical toys, puzzles, games and small-world items reflected children's preferences and highlighted the childminder's knowledge of the children in their care. There were opportunities for children to choose how they spent their time, allowing them to make decisions and influence their experiences.

The childminder observed children at play and had conversations with children and families to help them to plan experiences. This supported a responsive approach to planning based on children's interests and needs. To strengthen this, the childminder could consider recording children's learning and progress. This would help to identify next steps and ensure planning is purposeful and informed by children's developmental stages.

Warm interactions helped to develop strong attachments between the childminder and the children. Interactions supported the development of younger children's language and communication skills. The childminder interacted at children's level and supported to strengthen interactions with non-verbal communication. For example, using gesture and facial expressions. This supported children's understanding, engagement and self-esteem. As a result, interactions were respectful, caring and considered individual needs.

Children are supported to achieve 4 - Good

Quality Indicator: Nurturing care and support

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.

Children experienced warm and nurturing relationships with the childminder. A caring and responsive approach supported children's emotional needs effectively. Comfort and reassurance were provided, helping children feel safe and secure. The childminder responded to children's requests for cuddles and comfort. Nurturing approaches positively impacted on children's emotional well-being, supporting them to feel confident and valued.

The childminder knew the families well and had built positive relationships, adapting care to reflect individual circumstances and preferences. Families were kept updated and included in their child's care. This helped to build positive links between home and the service. As a result, families felt connected to their child's experiences, which supported continuity of care and strengthened relationships. One family shared, "[The childminder] lets me know what my child will be getting up to, asks me if I need support in any areas and works alongside anything I am doing at home with my child".

Mealtimes menu planning considered children's food preferences and dietary needs. This meant that children were given food that they enjoyed and food that was safe. Children were offered nutritious options such as, fruits, vegetables and home-cooked meals, including homemade soup. We encouraged the childminder to refrain from providing squash to drink and instead offer milk or water as alternatives. To strengthen practice, the childminder should familiarise themselves with best practice guidance such as, 'Setting the Table'. This would ensure children experience nutritious options that contribute to their growth and development.

Soft furnishings, including sofas and beanbags, provided comfortable spaces for children to relax, supporting a homely and nurturing environment. The childminder told us that none of the children currently sleep as part of their daily routine. However, if children do sleep, they may use a pram for this. We discussed this not being a safe option and signposted the childminder to current safe sleep guidance to support the development of safer sleeping practices.

Children's well-being was supported through the childminder's knowledge of their individual needs, with personal plans in place to guide care and support. Plans gathered information from families, including routines from home. This helped the childminder to provide a continuity of care. To strengthen this approach, plans could be developed to ensure that the level of information gathered is consistent. It would be beneficial for the childminder to include wellbeing indicators to help plan how they will meet children's needs while in their care. This would ensure children receive care that is tailored to their individual needs and promotes positive outcomes.

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 continue to improve outcomes for children, the childminder should become familiar with best practice guidance and evaluation tools to support their approaches to self evaluation and continuous improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 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 27 July 2023.

Action taken since then

Best practice guidance and evaluation tools were not being used to support with self-evaluation and improvement planning. As a result, approaches to self-evaluation were still at the early stages of development and yet to sustain continuous improvement.

This area for improvement has not been met and will continue.

Previous area for improvement 2

To support children's health, wellbeing and develop children's play and learning experiences, the childminder should undertake reading, training and self-study appropriate to their role. The childminder should reflect on their learning and record how this influences the children in their care.

This area for improvement was made on 27 July 2023.

Action taken since then

There were limited opportunities for further professional development. The childminder had not continued with ongoing learning to support them to strengthen their knowledge and build on their practice. Training records should be developed to support to track learning and reflect on the impact development opportunities have.

This area for improvement has not been met and will continue.

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

Leadership	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
Staff skills, knowledge, values and deployment	3 - Satisfactory / Adequate
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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