

Owler, Susan

Child Minding

Dundee

Type of inspection:
Announced (short notice)

Completed on:
11 December 2025

Service provided by:
Susan Owler

Service provider number:
SP2007965848

Service no:
CS2007156235

About the service

Susan Owler is registered to provide a care service 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 children of the childminder's family. No overnight care will be provided.

The service is provided from the childminder's home in Dundee and close to nurseries, schools, shops, parks and other amenities. Children have access to the downstairs of the home and the enclosed rear garden.

About the inspection

This was a short notice announced inspection which took place on 11 December 2025 between 12:00 and 14:45. Feedback was shared with the childminder on 11 December 2025. The inspection was carried out by an inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- spoke to and spent time with two children using the service;
- spoke with the childminder;
- assessed core assurances, including the physical environment;
- observed practice and daily life;
- reviewed documents.

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, no improvements were identified relating to core assurances.

During this inspection we gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- staff deployment;
- safety of the physical environment, indoors and outdoors;
- the quality of personal plans and how children's needs are being met;
- children's engagement with the experiences provided in the setting.

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- Children were happy and having fun during their play.
- The childminder knew the children well and had a good understanding of their individual needs and interests.
- The childminder had undertaken a variety of training to support their professional development.
- The childminder should continue to reflect on and evaluate their service to support development and 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	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

Quality Indicator: Leadership and management of staff and resources

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.

The childminder had a statement of aims and objectives. These informed parents that the service aimed to provide a safe, stimulating, warm and caring environment where children and their families feel welcome. The childminder should consider reviewing their vision, values and aims in consultation with children and families, as they had been in place for many years. This would ensure the vision, values and aims were meaningful to the children and families currently attending the service.

Informal quality assurance processes were beginning to enable the childminder to reflect on the strengths of the service and identify areas for improvement. We encouraged the childminder to become familiar with 'A quality improvement framework for the early learning and childcare sectors: childminding' to support them in the evaluation of the service. Consultations with families highlighted their views, which encouraged and supported them to feel valued and listened to. We suggested methods the childminder could use to record their evaluations and identified improvements.

The childminder had policies and procedures in place; however, these would benefit from being regularly reviewed and updated to ensure they continued to follow best practice guidance. We asked the childminder to develop a 'missing child' policy to detail their procedures in the event of a child leaving their setting or going missing when out in the community. This would ensure that the childminder's policies and procedures underpinned the service and supported the children and families in their care.

The childminder had undertaken a variety of training courses online and in person, including child protection and first aid. They talked of looking to attend a face to face child protection training with local childminders so there was the opportunity to have discussions with each other.

Children play and learn 4 - Good

Quality Indicator: Play 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 were relaxed, confident and happy in the childminder's care. They had access to a variety of toys and resources that promoted different play experiences, such as imaginative play and construction. The activities available were age and stage appropriate for the children present, meeting their needs and interests. Children were encouraged to lead their own play and explored freely within the safe, well-resourced environment that encouraged their independence and decision making. The childminder talked about the new resources that had been purchased to support the interests of the children and of developing loose parts play further indoors as well as outdoors in the garden.

The childminder observed children's cues and supported them in their play, at their own pace. Interactions were warm and supportive, contributing to children's communication development using repetition and simple language. Children had trips to the library and a singing group to encourage language and literacy.

Achievements were celebrated, with praise and encouragement, which supported children's self-esteem and confidence.

Children enjoyed outdoor play in the garden and local parks. The childminder had purchased puddle suits for the younger children so they could spend more time outside, keeping warm and dry as they played.

The childminder had carried out observations of the children, with next steps identified to support development and progression. We encouraged the childminder to share these with parents to keep them informed and included in their child's development.

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.

The childminder provided a safe, warm and welcoming environment that supported children and families to feel valued and respected. The childminder worked in partnership with parents to ensure routines and preferences were carried out. This approach encouraged positive relationships with families and supported continuity of care.

Children benefitted from a childminder who knew them and their families well. They were treated with dignity and respect and received warm, responsive interactions which helped support secure attachments. This helped children develop trust and feel safe and secure in the childminder's care.

Information about the children had been gathered within personal plans, however, these were not formally reviewed, in line with legislation, to ensure this information remained current. This limited the effectiveness of the personal planning, as key details were not consistently reviewed. Reviewing these documents every six months would support the childminder to effectively plan and evidence children's development and progress, in consultation with families.

Effective communication between the childminder and families ensured children's needs were met daily and parents were kept informed about activities and outings the children were involved in. The childminder chatted with parents at drop off/pick up times and shared information and photographs through WhatsApp to ensure parents were included in what was happening in the service.

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

Attending a variety of relevant training, maintaining contact with relevant organisations and seeking new reference literature and publications would enhance the delivery of the service.

This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes". (HSCS 3.14)

This area for improvement was made on 26 October 2018.

Action taken since then

The childminder had undertaken a variety of training including, first aid and child protection. They had found training beneficial in refreshing their knowledge and practice.

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	4 - Good
Leadership and management of staff and resources	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

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is càinain eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جا سکتی ہے۔

ਬਿਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.