

# Martin, Fiona Child Minding

Glasgow

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
15 December 2025

**Service provided by:**  
Fiona Martin

**Service provider number:**  
SP2003903214

**Service no:**  
CS2003005454

## About the service

Fiona Martin provides a childminding service from her property in a quiet residential area in the village of Killearn, Stirling. The childminder is registered to provide care to a maximum of six children at any one time up to 16 years of age.

The service is in a rural area close to the local school, shops, and park. Children are cared for in the large kitchen-dining room, spacious hallway and have access to a bathroom. Children can access a secure garden to the rear of the property.

## About the inspection

This was an announced (short notice) inspection which took place on 10 December 2025 between 10:30 and 12:45. 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 two families on the telephone
- spoke with the provider
- observed practice and daily life
- reviewed documents
- assessed core assurances, including the physical environment.

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. 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:

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

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

## Key messages

- The childminder was responsive to the child and offered warm, nurturing interactions which supported them to feel happy, confident, safe, and secure.
- Strong and secure partnerships with families resulted in children receiving individualised care and support.
- The childminder should implement systems to reflect on their practice and service and identify what is going well and what could be improved.
- The childminder should gather the views and opinions of families to support them to make positive changes and plan for future improvements.
- The childminder should access further training and undertake professional reading and research to support them to improve the quality of the service they provide and ensure their skills and knowledge are up to date.

## 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 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 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.

The child's experiences reflected the childminder's personal aims and values for their service. This included providing a homely and caring environment where children were respected and fully supported.

The childminder shared their policies and procedures with families during settling-in sessions which helped them understand what they could expect from the service. Since the previous inspection, the childminder had reviewed their policies and procedures and most reflected current best practice documents. Some policies required further information to ensure children were kept safe and secure. Further information can be found in the section 'What the service has done to meet any areas for improvement we made at or since or last inspection'.

We asked the childminder at the previous inspection to implement a system to formally gather and record the views of children and their families. The childminder was unable to give us any examples of improvements made through consultation with children and their families. Therefore, this area for improvement will remain within this report. Further information can be found in section 'What the service has done to meet any areas for improvement we made at or since or last inspection.'

The childminder was unable to give us an example of any developments made since the previous inspection which had brought about improved outcomes for children and families. There were no systems in place to evaluate the quality of the service and identify areas for improvement. While the childminder had made some progress since the last inspection there was still further work to be done and improvements to be made to ensure children and families experienced high quality outcomes. Further information can be found in section 'What the service has done to meet any areas for improvement we made at or since or last inspection.'

Since the previous inspection the childminder had maintained their core training in First Aid and refreshed their skills and knowledge around Child Protection and Safeguarding. This contributed to keeping children safe and protected from harm. There was scope for the childminder to undertake further training and become familiar with best practice documents to support them to improve outcomes (See area for improvement 1). Further information can be found in the section 'What the service has done to meet any areas for improvement we made at or since or last inspection.'

### Areas for improvement

1. To support children's wellbeing the childminder should access training and become familiar with best practice documents and frameworks and apply their learning in their practice to improve outcomes.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

**Children thrive and develop in quality spaces** **4 - Good****Quality indicator: Children experience high quality spaces**

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 children with a warm, safe, and welcoming environment, which supported them to feel safe and secure in their home. The large kitchen-diner was filled with natural light and provided children with ample space to play. Large cupboards full of toys, games and activities provided children with choice and enabled them to self-select activities and lead their own play and learning. Comfortable furnishings further enhanced the welcoming environment and offered children space to have quiet time, rest, and relax.

Children's health and safety was supported well as infection, prevention, and control measures had improved since the previous inspection. Practices such as wearing indoor slippers, promoting consistent hand hygiene, and maintaining a clean environment contributed positively to children's overall wellbeing. The childminder demonstrated an awareness of safe personal care routines by using a changing mat and appropriate personal protective equipment (PPE).

The childminder was able to discuss safe sleeping practice with us and since the last inspection had moved a travel cot into the kitchen. This resulted in children sleeping on a safe surface and ensured they were kept safe and supervised as they rested and slept.

The childminder routinely checked the house before the arrival of the children and the appropriate risk assessments were in place to minimise hazards and remove any risks to children. This contributed positively to the safety and wellbeing of children and contributed to a well maintained and safe home and garden.

Children's safety had been supported through the childminder's accident and incident recording system. The body map helped families understand where injuries occurred and ensured appropriate care was provided. We suggested first aid administered, including comfort provided, would give families clearer information about their child's wellbeing.

Children and family's information was stored securely within the childminders home. We advised the childminder considered becoming a member of the Information Commissioner's Office (ICO). This would support the childminder to ensure sharing and storing digital images remained safe and secure.

**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.

The childminder had a good understanding of how children play and learn and recognised children as individuals. Toys and resources were tailored to match the child's age and stage of development. We observed the child and childminder sit together looking through books. The child pointed at the pictures and the childminder repeated key words which encouraged and enhanced the child's developing vocabulary and communication skills.

The childminder warmly praised the child's attempts at words, which supported them to recognise their success as they laughed together. This resulted in the child gaining confidence and feeling valued and respected.

The childminder successfully provided the child with warm and responsive interactions. They wondered aloud, copied gestures, and asked developmentally appropriate questions which widened the child's thinking and problem-solving skills. These respectful interactions supported communication and language development in younger children.

Since the previous inspection, the childminder had enhanced their provision of loose parts, wooden toys, and natural materials. This engaged the child in their play and learning, contributing positively to their problem-solving skills, curiosities, and sense of wonder.

Children's physical health and wellbeing was promoted through opportunities for outdoor and physical play. Children regularly played in the large secure garden and visited the local park and a pond to feed the ducks. We encouraged the childminder to consider accessing some local groups with the child which would help promote children's social skills and connections to their wider communities. We suggested the childminder develop a missing child policy and procedure. This would ensure the appropriate people are notified in a timely manner should a child become separated from the childminder while out in the community.

The childminder informally told families about their child's day, achievements and sent images of their experiences on a digital platform. We asked the childminder at the previous inspection to create a more formal system to record observations of children's development and identify strategies to support and track their progress. We gave the childminder ideas of how this can be done as part of children's personal plans and how successes and achievements can be shared with families in a meaningful way (see area for improvement 1). Further information can be found in section 'What the service has done to meet any areas for improvement we made at or since our last inspection.'

## Areas for improvement

1. To support children's progression in their learning and development, observations should be regularly recorded. Next steps in children's development should be identified and monitored to ensure children are supported well to reach their full potential. Children's progress in their development should be shared with their families.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported to achieve my potential in education and employment if this is right for me' (HSCS 1.27).

## 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 were valued and respected by the childminder who spoke warmly and sensitively about all the children they cared for, and it was evident the childminder was fond of the child in their care.

We observed warmth and compassion through spontaneous cuddles, and nurturing interactions which was affectionately reciprocated by the child. This demonstrated their strong bond and positive relationship. As a result, the child was happy and settled as their wellbeing needs were being met.

Children benefitted from personal plans that had been updated to reflect their needs and provided the childminder with information about their changing interests. To further enhance their approach to personal planning we encouraged the childminder to consider a personal plan format that aligned with the Getting it right for every child (GIRFEC) framework. Using the wellbeing indicators would support the childminder to gain a holistic view of each child and help them further to meaningfully meet children's needs.

Children benefitted from personal care routines that respected their privacy and dignity, and mealtimes were unhurried and sociable. The childminder used these opportunities to engage the child in rich conversations, which helped develop their independence, and social skills.

Children experienced smooth and well-managed transitions from home to the childminder's setting, which contributed to them feeling settled and secure. Settling-in visits had effectively supported the childminder to build positive relationships with families and understand children's individual needs. Families were consistently welcomed into the service and received detailed feedback on their child's day, which strengthened trust and communication. These approaches successfully created a homely and inclusive environment, promoting children's emotional security and wellbeing.

Families clearly valued the strong, collaborative relationships and secure attachments their children had formed with the childminder and spoke highly of them. Their comments included 'It feels like we're dropping our child off with a family member,' 'Hand on heart we are delighted we found Fiona' and 'Fiona is an extended member of our family, she would support us at any time.'

The childminder was confident in administering medication safely which helped keep children safe. While systems were in place, clearer information on symptoms of when medication should be administered could be sought from families and clearly recorded. The childminder should ensure that labels on medication bottles have information clearly displayed. We signposted our guidance, 'Management of medication in daycare of children and childminding services' to assist with this.

## 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 support children's overall wellbeing, the provider should develop personal plans to be person-centred and promote positive outcomes. This should include but is not limited to:

- a) Recording any techniques or strategies used to support children's development.
- b) Celebrating children's achievements.
- c) Updating children's personal plans at least once in every six months or sooner if their needs change.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This is to ensure the childminder's skills and knowledge are consistent with the Care Inspectorate document 'Guide for providers on personal planning: Early learning and childcare'.

**This area for improvement was made on 27 November 2024.**

## Action taken since then

Personal plans were in place for each child and reviewed every six months or sooner through consultation with families. The childminder had started to begin to share observations with families through verbal discussions and sent pictures via a digital platform. However, no progress had been made with recording regular observations of children's learning and development or next steps being identified for children and their progress monitored. Therefore we have reworded this area for improvement within this report. to focus on supporting children to reach their full potential.

This area for improvement has been met.

## Previous area for improvement 2

To support children's health and wellbeing, the childminder should ensure that effective infection prevention and control practices are in place. This should include but is not limited to:

- a) Ensuring personal protective equipment is used effectively during nappy changing.
- b) Areas within the home used by the children are kept clean.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.19).

**This area for improvement was made on 27 November 2024.**

## Action taken since then

Areas within the home used by the children were clean and tidy. We observed personal care routines and the childminder used the correct personal protective equipment and routines aligned with current guidance.

This area for improvement has been met.

## Previous area for improvement 3

To support children and families in what to expect from the service and to inform and improve practice the provider should develop, review, and update their policies and procedures in line with relevant best practice documents. This should include, but is not limited to,

- a) Develop a policy and procedure to ensure the safe administration of medication
- b) Ensure child protection contact details and procedures are up to date
- c) Review existing policies and procedures to align with current best practice documents and guidance.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards



(HSCS), which state that, 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

**This area for improvement was made on 27 November 2024.**

#### Action taken since then

A policy and procedure for the safe administration of medication had been developed.

Details of whom the childminder would contact should they have a concern of a child's wellbeing had been updated. We asked the childminder to add to their Child protection policy, the procedure should an allegation be made against a family member living in their home.

All policies and procedures had been reviewed since the previous inspection.

We asked the childminder to develop a Missing child policy and procedure to ensure they would inform the relevant people in a timely manner should a child be separated from the childminder when out in the community or leave their home unaccompanied by an adult.

This area for improvement has been met.

#### Previous area for improvement 4

To support continuous improvements the provider should develop systems to formally gather the views of children and families. They should use these views to reflect on their practice and develop an improvement plan to influence positive change within the service.

This is to ensure the quality of care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am actively encouraged to be involved in improving the service I use, in spirit of genuine partnership' (HSCS 4.7).

**This area for improvement was made on 27 November 2024.**

#### Action taken since then

The childminder verbally gathered views from children and families and was yet to implement a system where they used these views to reflect on their practice and develop an improvement plan to influence positive change within the service.

This area for improvement has not been met.

#### Previous area for improvement 5

To improve outcomes for children, quality assurance, including self-evaluation should be developed. The childminder should become familiar with best practice guidance and use this to reflect on the service and plan for continuous improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standard (HSCS) which states 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 November 2024.**

## Action taken since then

The childminder was honest with us throughout the inspection and told us they had not taken any action to meet this area for improvement.

This area for improvement has not been met.

## Previous area for improvement 6

To support children's wellbeing, learning and development, the childminder should access training and professional development and apply their learning in practice. This should include, but is not limited to,

- a) Refreshing and updating their knowledge in child protection.
- b) Increasing their knowledge around children's play and development
- c) Applying their learning to their practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled' (HSCS 3.14).

**This area for improvement was made on 27 November 2024.**

## Action taken since then

The childminder had accessed and completed child protection training before this report was concluded.

The childminder had not accessed any other training or undertaken any reading and research of best practice guidance to support them to improve outcomes. For example the childminder was not familiar with the Health and Social Care Standards or A quality improvement framework for the early learning and childcare sectors: childminding.

Expectations in relation to children's care and support in early learning and childcare are set out in these documents and they provide robust frameworks to support reflection, help identify training needs and support continuous improvement for childminder settings. We asked that the childminder consider these documents and the areas for improvement identified within this report to support their learning and apply in their practice.

Therefore we have reworded this area for improvement and reinstated it under Leadership within this report.

This area for improvement has been met.

## 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	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
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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