

Kane, Gail Child Minding

Dundee

Type of inspection:
Unannounced

Completed on:
29 January 2026

Service provided by:
Gail Kane

Service provider number:
SP2008971915

Service no:
CS2008186613

About the service

Gail Kane provides a childminding service from their home in Dundee. The service is registered to provide a care service to a maximum number of six children under the age of 16 of whom 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 children. Raymond Kane may assist in the childminding service. Duties will be as designated by the childminder and agreed with parents/carers. Overnight service will not be provided.

The service is delivered from the ground floor of the family home and children have access to the lounge, kitchen, playroom, and bathroom. Children also have access to an enclosed rear garden. The service is close to local parks, schools, and other amenities.

About the inspection

This was an unannounced inspection which took place on 29 January 2026 between 15:00 and 17:45. This inspection was carried out by two inspectors 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/spent time with five young people using the service
- spoke with one parent
- spoke with the childminder and assistant
- 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, 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:

- staff deployment
- 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

- Children were happy, confident and settled in the service, which supported their emotional wellbeing.
- Positive and trusting relationships had been formed between the childminder, the assistant, and the children.
- Only those named on the certificate of registration are authorised to care for minded children.
- Families were warmly welcomed into the service, demonstrating that they were respected and valued.
- The childminder engaged in professional learning, and this was beginning to have a positive impact on their practice.
- The childminder should ensure safe sleep guidance is followed to promote and protect children's wellbeing and safety.
- Areas for improvement linked to self-evaluation and consultation with families, have been carried forward.

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.

Children experienced a warm, homely and welcoming environment where they were valued and respected. This was consistent with the service's stated vision to provide a "happy and safe environment". Families were welcomed into the home, and daily handovers supported positive communication. As a result, parents felt included in their child's care.

The childminder used online platforms to share photographs and videos of children's experiences, offering families regular insight into their child's day. However, there were no formal systems to gather parents' views to support service improvement. Developing structured opportunities for feedback would help ensure families' voices are actively used to inform ongoing development. A previous area for improvement relating to self evaluation remained outstanding and will be continued (see 'What the service has done to meet any areas for improvement we made at, or since, the last inspection').

The childminder demonstrated a reflective approach and was able to identify strengths and areas requiring improvement. For example, they recognised changes in children's outdoor interests and had added resources to promote engagement. They advised they were in the early stages of reviewing a Quality Improvement Framework for Early Learning and Childcare Services: Childminding. Using this guidance to support self evaluation would help strengthen continuous improvement and could lead to more consistent positive outcomes for children and families.

Quality assurance processes remained informal. We discussed approaches the childminder could use to ensure policies, risk assessments and personal plans reflect current best practice. This should include developing a missing child policy, safe sleep policy, and accident and incident procedures. Establishing more formal and robust quality assurance systems would support consistency and ensure children's needs were met effectively. A previous area for improvement relating to quality assurance will be continued (see 'What the service has done to meet any areas for improvement we made at, or since, the last inspection').

The childminder must ensure they fully meet their registration responsibilities. This includes adhering to the conditions of registration and ensuring only individuals named on the registration certificate provide care. Accurate attendance records must be maintained to support safe practice. In addition, all required notifications must be submitted to the Care Inspectorate, including annual returns and updates when household members reach the age of 16. This will support safe practice and ensure the service's registration remains valid. (See requirement one).

Quality Indicator: Staff skills, knowledge, values and deployment

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 demonstrated a good understanding of their roles and responsibilities. They actively maintained their knowledge of current practice and national guidance through regular use of the Care Inspectorate Hub. The childminder had completed first aid training and was undertaking further child protection training at the time of inspection. They were able to describe their responsibilities for safeguarding children, which contributed to children's wellbeing being protected. To further strengthen safe practice, the child protection policy should now be reviewed to ensure it is robust and clearly outlines the procedures to follow should concerns arise.

The childminder and assistant knew the children well and had built positive, trusting relationships with them. They demonstrated a clear understanding of children's individual needs and the strategies in place to support these. For example, approaches were used to promote children's early communication skills. This contributed to children being well supported and their needs being met effectively.

Children experienced appropriate levels of supervision as they moved between the different areas of the childminder's home. The childminder was attentive, ensuring children were engaged, settled, and content throughout their time in the setting. As a result, children appeared relaxed, happy, and confident in the childminder's care.

Requirements

1. By 31 March 2026, the provider must ensure that any person living at the premises, which are used for the provision of the care service, is fit to be in the proximity of children.

To do this, the provider must, at a minimum:

Fully complete and return a Police Act Disclosure form issued for any person living in the premises used for the provision of the care service, who is 16 years of age or older and who has not already been assessed as fit by the Care Inspectorate, together with all relevant fees.

This is to comply with Regulation 4 (1) (a) and Regulation 12 (2) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I use a service and organisation that are well led and managed' (HSCS 4.23) and 'My environment is secure and safe' (HSCS 5.17).

Children thrive and develop in quality spaces 4 - Good

Quality Indicator: Children experience high quality facilities

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 a home environment that was clean, warm, and welcoming. There was ample space for them to move freely and make choices about where to play, rest or relax. Children told us they enjoyed drawing and creating pictures. They also described using balloons to play football while the garden was temporarily out of use. This demonstrated that the childminder provided alternative opportunities to ensure children's interests continued to be met.

The childminder prioritised children's safety during the walk home from school. Younger children were supported by holding the childminder's hand, while older children were encouraged to develop independence safely. This supported children to build their awareness of road safety in a developmentally appropriate way.

Risk assessments were in place for the home environment and reflected the childminder's actions to maintain a safe space for children. The childminder recognised the importance of maintaining detailed risk assessments for outings and the school journey. We asked that these be completed to clearly record the actions taken to minimise potential risks. This would help to further support children's safety.

Children's personal information was stored securely. The childminder would benefit from streamlining their paperwork to ensure that essential information is easily accessible. Improving organisation of records would support effective and efficient systems to help meet children's needs.

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.

The childminder had a good understanding of how children play and learn and recognised the importance of valuing them as individuals. A range of toys and resources were available that were appropriate to children's ages and stages. For example, children had opportunities to be creative in the kitchen while younger children explored small world toys in the living room. This supported children to feel secure, engaged, and valued.

Children appeared happy, confident and relaxed in the childminder's home. The unhurried pace of the day respected children's individual needs and choices. They were able to rest, relax with friends, or select where they wished to play. The childminder spoke about their commitment to offering a 'home from home' environment. This contributed to children experiencing meaningful and nurturing play opportunities that promoted their wellbeing.

Interactions between the childminder and children were warm, positive, and fun. Laughter and smiles were evident throughout the inspection, demonstrating strong, trusting attachments. Children told us they enjoyed coming to Gail's house to play, and the childminder spoke positively about their achievements. This reflected that children were firmly at the centre of the childminder's approach to care.

Planning approaches were informal, with daily consultation to support children's choices. We suggested the childminder introduce additional methods to gather children's views and record their experiences. This would further strengthen children's sense of being valued, listened to, and involved in shaping their own play and learning.

Children benefitted from regular opportunities to explore the local environment through walks and visits to parks. The childminder described meeting friends and their children during outings. This supported children to develop social skills and confidence in a variety of situations.

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 knew the children in their care well, which enabled them to respond effectively to their wellbeing needs. Warm interactions, including cuddles and reassurance, demonstrated to children that they were valued and important. Families were kept informed throughout the day, and effective information sharing supported children's needs to be met consistently.

Children appeared happy, confident, and keen to share their news with the childminder. They were excited to see the childminder after a busy school day. The childminder showed genuine interest in children's experiences and actively listened to their stories. One child told us they thought the childminder was "perfect just the way they are". This reflected the nurturing and sensitive care children received.

Children's need for rest was recognised, and the childminder described established routines for supporting sleep. They told us that children were supervised well while resting; however, sleeping on the sofa did not align with best practice guidance for safe sleeping. The childminder should ensure that children sleep in cots or on sleep mats in line with current safe sleep guidance. This had been actioned after feedback was shared with the childminder. This would further promote children's wellbeing and safety.

Transitions for older children were effective and well established. Children knew the routines when arriving after school, confidently organising their belongings and settling quickly into play. These consistent and predictable transitions supported children's emotional wellbeing.

Personal plans were in place for all children and contained the required information to support their needs. We asked the childminder to ensure plans are reviewed, signed and dated at least every six months, in line with legislation. We also suggested involving older children in completing their own 'All About Me' information to further support their participation and voice. The childminder should also develop chronologies to assist in monitoring significant events and supporting children's wellbeing. A previous area for improvement relating to this remains outstanding and will be continued. (See 'What the service has done to meet any areas for improvement we made at, or since the last inspection'.)

New families were welcomed into the home for settling visits, in line with the childminder's policy. The childminder recognised the individuality of each child and provided care tailored to their needs. Settling-in arrangements supported positive, trusting relationships to develop with families. This contributed to a homely, inclusive environment that promoted children's emotional wellbeing.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 30 September 2023, to ensure children's safety, health and wellbeing, the provider must ensure that children's personal plan information is individual, contains the necessary information and is reviewed at least every six months with children and families.

This should include, but is not limited to;

ensuring each individual child has their own personal plan

personal plans detail children's wellbeing needs, strategies in place, routines and next steps

personal plans are reviewed at least every six months with children and their families.

This is to comply with Regulation 5 (2) (a) and (b) Personal Plans of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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 my 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 requirement was made on 18 August 2023.

Action taken on previous requirement

All children now had a personal plan in place. The childminder knew the children well and spoke confidently about meeting their needs. We asked that personal plans were dated to reflect six monthly reviews.

This requirement had been met.

Met - within timescales

Requirement 2

By 30 September 2023, to ensure children's health and wellbeing, the provider must ensure that a medication policy and procedures are developed and in place. This is to ensure the safe administration of medication and should detail the actions the childminder will take prior to accepting responsibility for the administration of medication.

This is to comply with Regulation 4 (1) (a) (Welfare of users) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'Any treatment or intervention that I experience is safe and effective' (HSCS 1.24).

This requirement was made on 18 August 2023.

Action taken on previous requirement

By the time of writing this report, the childminder had shared their medication policy and procedures. This meant that children's health needs would be met.

This requirement had been met.

Met - within timescales

Requirement 3

By 30 September 2023, to ensure that all children are safeguarded from harm and abuse, the childminder must ensure that both they and the assistant have completed training in child protection and comprehensive first aid training.

To do this, the provider must, at a minimum, ensure that:

- both the childminder and assistant complete child protection training and this is updated annually
- both the childminder and assistant complete robust first aid training to maintain the safety of children in their care
- the childminder should review the Care Inspectorate HUB bitesize videos and best practice documentation to update their skills, knowledge and practice.

This is to comply with Regulation 4 (1)(a) (Welfare of Users) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

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, are able to reflect on their practice, and follow their professional and organisational codes' (HSCS 3.14) and 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This requirement was made on 18 August 2023.

Action taken on previous requirement

Training had been completed in first aid and the childminder was in the process of completing child protection training. This would help to ensure that children's safety was maintained.

This requirement had been met.

Met - within timescales

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 and protect children's wellbeing, the provider should ensure detailed chronologies are in place to record significant events in children's lives.

This should include, but not be limited to:

- recording information surrounding children's development
- recording information shared from families and other professionals
- identifying concerns or changes in behaviour.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20) and 'I am listened to and taken seriously if I have a concern about the protection and safety of myself or others, with appropriate assessments and referrals made' (HSCS 3.22).

This area for improvement was made on 18 August 2023.

Action taken since then

The childminder did not have a chronology format that they could share with us during the inspection therefore this area for improvement will be carried forward.

Previous area for improvement 2

To ensure children's health, wellbeing and safety are supported in a safe environment, the childminder should further develop risk assessments.

This should include, but is not limited to;

- further developing risk assessments for the home
- creating risk assessments for specific outings, such as the park

- creating a risk assessment for walking children to and from school.

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 18 August 2023.

Action taken since then

Risk assessments were in place to support children's safety. We asked the childminder to ensure risk assessments for outings were completed in full. This would further maintain children's safety.

This area for improvement had been met.

Previous area for improvement 3

To ensure that children receive care in a safe environment, infection control measures should be improved.

This should include, but is not limited to:

- decluttering surfaces and storage areas so these can be cleaned effectively
- keeping play areas clean, tidy and free from uneaten food.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

This area for improvement was made on 18 August 2023.

Action taken since then

Children were cared for in a warm, clean and inviting home. They had space to move around freely and participate in activities of their choosing.

This area for improvement had been met.

Previous area for improvement 4

To ensure that families views are valued and acted upon, to support the ongoing improvement of the service, the childminder should develop methods to gather their feedback.

This should include, but is not limited to;

- introducing feedback formats for families and children
- gathering the views of families and children regularly
- sharing feedback with families.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7) and, 'I am supported to give regular feedback on how I experience my care and support and the organisation uses learning from this to improve' (HSCS 4.8).

This area for improvement was made on 18 August 2023.

Action taken since then

The childminder had developed positive relationships with their families, and this was reflected in the information shared with them daily. They had not yet consulted with them to support the improvement of the service and we suggested methods for them to consider. This area for improvement will be carried forward.

Previous area for improvement 5

To ensure that quality assurance processes impact positively on outcomes for children, they should be developed to help identify and inform improvement planning.

This should include, but is not limited to,

- developing self-evaluation processes
- capturing and improvements or planned developments, in their chosen format
- reviewing and updating policies, at least annually, to ensure they reflect and follow best practice and guidance.

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) and; 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

This area for improvement was made on 18 August 2023.

Action taken since then

The childminder informally evaluated their service and shared that they added new resources to meet children's changing needs and interests. We asked that they considered methods they can introduce to identify their strengths and any developments. Some policies had been updated and the childminder should continue to review these to ensure accurate information is reflected. This area for improvement will be carried forward.

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	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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Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

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