

Gilda's Childcare Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
6 February 2025

Service provided by:

Service provider number:
SP2012984356

Service no:
CS2012313805

About the service

Gilda's Childcare, is registered to provide a care service to 6 children under the age of 16 years, of whom no more than 6 are under 12 years and of whom no more than 3 are not yet attending primary school and no more than 1 under 12 months.

Minded children cannot be cared for by any other persons other than those named on the certificate. No overnight care is provided.

The childminder operates the service from their family home in the Bishopbriggs area of East Dunbartonshire. The service is well situated to local amenities and schools. The children have the use of the living room and kitchen on the ground floor and the bathroom on the upper floor. There is also an enclosed garden.

About the inspection

This was an unannounced inspection which took place on 4 February 2025 between 13:00 to 14:00 and 5 February between 12:30 and 14:30. 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, previous inspection findings, registration information and information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke with the childminder, the children and received feedback from four parents
- we observed the care given to the children by the childminder
- we looked at a number of documents and procedures including health and safety records, children's care plans, training information, registration and insurance certificates.

Key messages

- A nurturing and attentive approach helped children feel safe, valued, and respected.
- Regular updates via WhatsApp and daily feedback helped parents stay informed and reassured about their child's care.
- Children were actively involved in their community.
- Ongoing self-evaluation would further strengthen the quality of care.

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

How good is our care, play and learning?	4 - Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Quality indicator 1.1: Nurturing care and support

The childminder had formed positive bonds with the minded children and had a warm and nurturing approach. Children were very comfortable chatting to the childminder, rolling playdough and completing jigsaws with support. Children were calm and relaxed within the childminders home, this showed us they felt safe and secure. One parent commented 'the childminder goes above and beyond for my child.'

Parents provided meals and snacks for children. The minded children often had lunch at the local community centre, where they were offered a sociable experience mixing with other children within the community. Children's individual preferences were respected as the childminder was aware of individuals cultural and dietary needs. Fruit was made available for children throughout the day. 'I chose a red apple' one child shared.

The childminder knew the children well and used information gathered from families to meet their individual needs. This informed daily experiences, including routines such as sleep and snack times. 'All About Me' information was included in children's plans, highlighting their likes and dislikes. The childminder used a 'wellbeing wheel' to support each child's development with up-to-date, individualised strategies. By respecting and responding to children's wishes and choices, the childminder ensured they received the right care at the right time.

Since the last inspection, the childminder had updated their medication policy to reflect current guidance. We found that policies were in place to ensure parents' permission was sought prior to administration of medication. We discussed reviewing medication on a three-monthly basis. This will further ensure that children's safety and wellbeing is supported as their needs change.

Some children required sleep whilst being minded. We observed children sleeping in a double buggy outside, being checked at regular intervals. The childminder should continue to communicate with families regularly to ensure children's sleep preferences are well managed. This will ensure that children are relaxed and comfortable during sleep times.

Quality indicator 1.3: Play and learning

Daily activities were planned around the needs of the children. The childminder shared that the daily routine was flexible, and a timetable was in place to offer a balance between being at the childminders home and being out in the local community. Parents were happy with the activities on offer, particularly with accessing the local community centre, parks and soft play areas. This meant that children's play and learning was enhanced through strong connections to their own community.

Community links was part of the childminders daily practice. Most days the childminder would arrange to join other childminders within their network. This included toddler group, soft play and local park visits. As a result, children were able to access outdoors frequently and regularly explore a natural environment.

Children had access to a variety of developmentally appropriate resources which included jigsaws, playdough, books, small world toys and a toy ice cream trolley. The childminder supported children to choose toys whilst at home. This meant that children were able to make choices based on their interests, making them feel valued within their space.

Children regularly received praise and encouragement through their interactions with the childminder. For example, during a playdough experience effective questioning such as 'what are you going to make?' and 'ready, steady, go' was used alongside a warm and affectionate approach. This resulted in children feeling confident and valued within the setting.

Children's age and stage of development was considered. For example, one child had shown an interest in numbers and was reciting numbers alongside the childminder when counting up to five using available resources. This was reinforced through a current personal plan as an area the child is developing. This helped to maintain and develop children's interests in a positive and encouraging way.

How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Quality indicator 2.2: Children experience high quality facilities

The childminder's home was well ventilated and filled with natural light. The living room was bright and provided ample space for children to play. A dining room table offered an additional area for activities such as playdough and jigsaws, giving children opportunities to engage in different types of play.

Since the last inspection, the childminder had reviewed the environment for children by adding a coat hanging area and removing some resources from the hallway. This resulted in an area where hazards, trips and falls had been reduced, keeping children safe from potential risks.

Children were happy and at ease in their environment, moving freely between the living room and dining space. This allowed them to make choices about where and how they played, ensuring they had enough physical space to meet their needs and wishes. One child shared that they could now use the toilet independently and confidently indicated where it was. All areas were clean, well-maintained, and accessible, giving children a sense of ownership over their space.

We spoke to the childminder about their nappy changing procedures. They used a wipeable mat, aprons, and disposable gloves. We reminded the childminder of children's dignity when changing children in the living area and asked them to review their approach to ensure best practice. This will ensure children's intimate care is carried out in a dignified way, with privacy and personal preferences respected.

Risk assessments and policies were in place. A monthly audit was in place to ensure all environmental areas were checked and well maintained. This resulted in a safe and stimulating environment for children to relax and unwind.

Information stored was relevant and supported current guidance. Information was not always accessible, and we would suggest that the childminder reviews storage of information to support the reviewing and updating of important information. This would ensure children's information is relevant and up to date, in a place that could be easily accessed.

How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement

Quality indicator 3.1: Quality assurance and improvement are led well

The childminder had made several improvements since our last inspection, including devising a handbook for parents. This included details about most aspects of her service, including, a vision for the service, a child protection policy, contingency plan, medication policy and procedures. As a result, parents felt involved in the service, and children received the right care when needed.

The childminder spoke fondly of the children and their individual needs. She demonstrated high aspirations for them and how she supported them to grow and flourish. One parent told us, 'My child has become very confident in speaking and playing with other kids.' This meant that children were being supported to reach their full potential.

Families were kept up to date mainly through Whatsapp chats, both as a group and individually. The childminder shared information about her service and details of the child's day. One parent told us, 'The care and support the childminder offers my child is evident in all the updates and feedback that she provides to us each day.' As a result, these regular updates helped families to feel reassured and connected.

The childminder asked parents for feedback on different aspects of her service. For example, new parents received a settling-in questionnaire to share their experience and suggest any activities they would like to add to their child's schedule. This helped ensure parents' wishes and preferences were met.

The childminder had improved several aspects of her service since the last inspection, including personal plans. We encouraged the childminder to work with her parents and children to continue to improve her service through self-evaluation processes. Ongoing self-evaluation will help the childminder to continue improve, ensuring the best care for children. (See area for improvement 1).

Areas for improvement

1. To support the ongoing development of the service, the childminder should develop a systematic and consistent process for evaluating the quality of her service which involves children and parents and leads to an action plan for improvement.

This is to ensure that 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 a spirit of genuine partnership' (HSCS 4.7) and 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

How good is our staff team?**4 - Good**

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

Quality indicator 4.1: Staff skills, knowledge, and values

Children's wellbeing was supported by the childminder's kind and nurturing approach. This helped children and families feel safe, valued, and respected. The childminder was patient and attentive in their interactions, creating a warm and supportive environment. One parent told us that the childminder "creates a nurturing and friendly environment for their child." This positive approach enhanced children's overall wellbeing, helping them feel loved, secure, and confident.

Since the last inspection, the childminder had attended training on topics such as child protection and supporting children with ADHD. They reflected on how this training had influenced their practice. We have signposted the childminder to the Care Inspectorate hub to access good practice documents. This would ensure children are continually offered high quality care by a trained, competent and skilled worker.

The childminder demonstrated increased knowledge, particularly in implementing new policies and improving personal planning. Their commitment to professional development was evident in the positive changes made to the service.

The childminder stayed up to date through emails and updates from the Scottish Childminding Association (SCMA) and the Care Inspectorate. They also maintained positive relationships with other childminders, allowing for the exchange of good practice and new ideas. This professional network further strengthened the quality of care and experiences provided for children.

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 wellbeing and development, the childminder should develop personal plans for all children registered to attend her service. Personal plans should identify how the childminder plans to meet children's needs and should be reviewed with children and parents at least every six months or sooner, where required. In developing personal planning processes, the childminder should refer to the 'Guide for Providers on Personal Planning Early Learning and Childcare' which can be found on the Care Inspectorate Hub.

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

'My personal 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 area for improvement was made on 2 March 2023.

Action taken since then

All children now have a personal plan in place, which were completed with parents. These were used to plan daily experiences around routines, such as sleep and snack times. All about me information was shared in a child's plan which shared their likes and dislikes. As a result, children's wishes and choices were respected and responded to.

This area for improvement has been met.

Previous area for improvement 2

To support children's health and wellbeing, the childminder should ensure that the environment, toys and resources are kept clean and tidy. This should include, but not be limited to:

- tidying the hallway and stairs to ensure clear access to and from the door, and to remove potential trip hazards
- regular cleaning of toys and resources
- clearing and cleaning work surfaces to support the safe preparation or provision of food.

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

'I have enough physical space to meet my needs and wishes' (HSCS 5.20), and 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishing and equipment' (HSCS 5.22).

This area for improvement was made on 2 March 2023.

Action taken since then

The childminder had reviewed the environment for children by adding a coat hanging area and rearranging the resources. This resulted in an area where hazards, trips and falls had been reduced, keeping children safe from potential risks.

This area for improvement has been met.

Previous area for improvement 3

To support children's health, wellbeing, and development, the childminder should review her policies and procedures to ensure that they consider best practice guidance, and they are reflected in practice. This should include, but not be limited to updating her medication policy, and accident and incident policies to show that, in the event of a serious accident or incident, she would notify the Care Inspectorate within the required 24-hour timescale. This is outlined in our document, 'Records childminding services must keep and guidance on notification reporting'.

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).

This area for improvement was made on 23 February 2018.

Action taken since then

The childminder has now devised and/or updated policies for her service. This includes an accident policy which states she would notify Care Inspectorate within 24 hours.

This area for improvement has been met.

Previous area for improvement 4

To support children's wellbeing, learning and development, the childminder should update her skills and knowledge. This should include, but not be limited to:

- develop further understanding of child development and how to support children's progress and learning through play

This could be supported by accessing guidance documents such as 'Realising the ambition'

- increase awareness and knowledge of good practice guidance documents such as, but not limited to, 'managing choking episodes in babies and children', and practice note, 'supporting positive mealtimes'.

This is to ensure that 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 2 March 2023.

Action taken since then

The childminder has developed a number of aspects of her service since the last inspection. This includes how they record children's progress. They have accessed a number of organisations to develop their ideas including SCMA and Minding Kids. As a result, we were able to track children's progress over time.

We would encourage the childminder to continue on her learning journey with a particular focus on child development.

This area for improvement has been met.

Previous area for improvement 5

To support children's health, safety and wellbeing, the childminder should keep up to date with good practice in relation to child protection. This should include, but not be limited to:

- access child protection training
- ensure that the child protection policy clearly details whom she would contact if she had a child protection concern
- share the revised policy with parents.

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).

This area for improvement was made on 2 March 2023.

Action taken since then

The childminder had completed training on child protection and updated their child protection policy, which included contact details for other services, such as the local authority social work department. They were also able to discuss the process for ensuring children were safeguarded from harm.

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.

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - Good
How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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