

Angela's Childminding Service

Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
6 March 2025

Service provided by:
Angela Quigley

Service provider number:
SP2015987184

Service no:
CS2015339351

About the service

Angela's Childminding service is based within the residential area of Barrhead, East Renfrewshire, close to the local schools, shops, parks and other amenities.

The service is registered to provide a care service to a maximum of 6 children under the age of 16 years, of whom no more than 6 are under 12 years, of whom no more than 3 are of an age not yet attending primary school and of whom no more than 1 is less than 1 year of age.

Numbers are inclusive of the children of the childminder's family.

Overnight care is not provided.

Minded children cannot be cared for by persons other than those stated on the registration certificate.

About the inspection

This was an unannounced inspection which took place on Tuesday 4 March 2025. This 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

This inspection was part of a pilot to test the 'Quality improvement framework for early learning and childcare sectors' developed jointly with Education Scotland.

Because this inspection was part of a pilot, no new evaluations (grades) have been awarded.

During the inspection we:

- spoke with 2 people using the service.
- received 7 completed questionnaires.
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

- Children were happy, settled and received warm, nurturing care from the childminder.
- The childminder worked in partnership with parents and had effective communication.
- Self-evaluation and improvement documents were in the initial stages of being implemented.
- The childminder was committed to developing her skills, knowledge, and values through embarking on regular training.
- The childminders home was welcoming, clean, comfortable, and well-ventilated with plenty of natural light.
- Children were encouraged and supported to learn and explore the wider world through accessing a range of play opportunities in and out with the community.
- To continue to support children's curiosity and imagination further we would ask the childminder to consider developing loose parts play, natural and open-ended resources.

Leadership

Quality Indicator - Leadership and management of staff and resources.

Throughout the inspection the childminder was warm, welcoming, and professional. She was enthusiastic about delivering a quality service and had developed clear aims and objectives that ensured children and families were at the heart of the care she delivered. Parents told us.

'We feel the childminder is an extended part of our family and have a close relationship. The childminder communicates well and gives us updates on our child's day which is invaluable to us.'

'The childminder is very understanding and approachable. She recognises that we have a busy lifestyle and is very flexible for us which we appreciate.'

The childminder worked in partnership with her parents and families. She had daily communication at drop off and collection and she kept parents informed of their child's day through the what's app group. The childminder sends out regular newsletters to parents to update them on upcoming events, activities or what the children have been getting involved in. Parents told us.

'I am always invited in at the end of the day when collecting to discuss what has happened that day and what my child has eaten.'

'She is very reliable with great communication, generally get on very well.'

Parents and children were given some opportunities to feedback their views through questionnaires. Parents feedback was used to support and inform any changes. Having these different forms of communication was supporting parents to be involved in promoting a positive ethos where children and families feel informed.

The childminder had some examples of self-evaluation and improvement through using and implementing a document from the Scottish Childminding association (SCMA). This was supporting her to identify and reflect where the current areas of improvement were and what needs improved with realistic time scales. We would encourage the childminder to continue to develop self-evaluation practices, through using guidance such as the Care Inspectorates "Quality Framework for daycare of children, childminding and school-aged children" or "A quality improvement framework for the early learning and childcare sectors." This will further support the childminder to inform planned developments and ensure that positive outcomes for children are central to all improvements.

The childminder engages regularly with other childminders in the local area. As a group they run a playgroup for the children in their care. This is a supportive group where there are opportunities for both the children and the childminders to learn, progress and develop with each other sharing knowledge and experiences. These experiences have been beneficial to the childminder through engaging in professional discussions with others while supporting children to have a variety of learning opportunities through play.

The group also plans regular events for the children. For example, trips to adventure parks, parties at Christmas and easter and celebrations throughout the year for example world book day. These experiences allow the children to build relationships with others, creating opportunities to socialise and develop friendships.

Quality Indicator – Staff skills, knowledge, values, and deployment.

The childminder was warm, nurturing and in tune with the children present in her care. She interacted positively throughout the inspection and was respectful, caring and responded well to children's wishes, needs or wants. As a result, children were happy, settled and it was evident they had strong relationships with the childminder. Parents told us.

'Overall the childminder has made our whole childminder experience a brilliant one, she is great with the kids, they love going there, she is trustworthy, her house is clean, she has a great range of toys and bought some toys specifically based on my child's interests, she is always flexible and goes out of her way to make things easy for us as parents.'

'The childminder could not provide better care for my child if she tried. Our child is very comfortable with her and loves spending his/her days with the childminder and the other children.'

The childminder was committed to developing skills, knowledge, and values through embarking on regular training for example first aid, forest school, child protection. She was trained to deliver book bug sessions which she delivered to the children in her care and at the playgroup they attended. As a result, the training was expanding her professional knowledge and understanding whilst giving her skills to keep children safe and develop their play and learning ensuring positive outcomes for children. Parents told us.

'Our child benefits from attending playgroup with the childminder. Learning and fun play with a variety of ages has given our child a newfound confidence.'

'The childminder regularly takes the children to the park and during the summer has taken them to the beach and castle grounds etc. On days where there is better weather, he/she would usually be in the garden when I go to collect him/her.'

We would encourage the childminder to continue to use professional reading and best practice guidance for example a quality improvement framework for the early learning and childcare sectors, UN Convention on the Rights of the Child (UNCRC) and the health and social care standards (HSCS) to develop her skills and knowledge. We would also ask the childminder to keep a record of training attended, recording the impact of the learning and development and how this has supported best outcomes for children and families.

The childminder deployed herself well to ensure children were always supervised. She communicated well with the children to ensure they knew where she was and what she was doing, for example, when she went into the kitchen to get cleaning materials or when she was putting a child to sleep. This supported the children to feel safe and secure.

Children thrive and develop in quality spaces

Quality Indicator – Children experience high quality spaces. evaluation

The childminders home was welcoming, clean, comfortable, and well-ventilated with plenty of natural light. The children had ample space to meet their needs and had access to the playroom, bathroom, and outdoor secure garden. There was space for the children to rest and relax and the environment was home from home giving children a strong message that they matter. Parents told us.

'I would recommend this childminder to everyone. I feel the service that she provides is fantastic.'

'The childminder has always provided a great service.'

'Very happy with the care my child receives, the childminder is very reliable and professional in all aspects of my child's care.'

Children were encouraged to be independent and direct their own play in a way they choose. Resources were available for the children to access within the playroom. The childminder responded well to the children present during inspection through ensuring they had resources tailored to their interests. For example, small world, books, imaginative play resources. Most resources available were suitable for the age and stage of minded children. To continue to support children's curiosity and imagination further we would ask the childminder to consider developing loose parts play, natural and open-ended resources.

Children were encouraged and supported to learn and explore the wider world through accessing a range of play opportunities for example the local parks, playgroups, and farm park. This was supporting children to benefit from fresh air, exercise, explore and make connections within their local and wider community.

The childminder was currently developing and introducing more resources to the garden area, but this had been challenging due to the recent weather. Children had access to a secure garden where they could play in the mud kitchen, with balls, or the slide. When in the garden children were supported to access and use resources safely and the childminder supported the children well.

Risk assessments had been developed to keep children safe. This included daily checks to ensure children experienced play spaces that were well maintained. We discussed with the childminder developing specific risk assessments for areas children access within her home, travelling by car and any venues attended out with the childminders home. The childminder should continue to review these regularly to ensure they remain relevant and in line with current best practice guidance. This would further maintain a safe environment for children.

We were satisfied the childminder had appropriate infection prevention and control procedures in place to support a safe environment for the children and families. For example, implementing good handwashing, being vigilant when children's faces need cleaned, regular cleaning and good ventilation within rooms. This was helping to stop the spread of infection and ensure children were kept safe and healthy.

The childminder's home was safe and secure inside and outside in the garden area. Children's information was stored appropriately, and the childminder was registered with the information commissioners' officer (ICO) ensuring that any data held about families using the service was stored correctly.

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

The childminder to access Care Inspectorate guidance on the 'Management of medication in daycare of children and childminding settings' to review and develop the policy for the administration of medicines. This to include clear a statement:

- i) on the procedure to be followed, if a child spits out, or refuses the medication.
- ii) that the childminder would not give the first dose of any medication to a child.

National Care Standards Early Education and Childcare up to the age of 16.
Standard 3: Health and wellbeing.

This area for improvement was made on 5 September 2016.

Action taken since then

Following the last inspection the childminder had updated and reviewed the administration of medication policy and procedures to include the procedure to be followed, if a child spits out, or refuses the medication and that the childminder would not give the first dose of any medication to a child.

This area for improvement has been met.

Previous area for improvement 2

To update her training to ensure she is aware of Scottish Government guidance on child protection including categories of abuse.

National Care Standards Early Education and Childcare up to the age of 16:
Standard 14 - Well-managed Service.

This area for improvement was made on 5 September 2016.

Action taken since then

Following the last inspection the childminder had undertaken child protection training and is confident in regard to identifying any areas of concern.

This area for improvement has been met.

Previous area for improvement 3

To further develop her child protection policy to include the emergency contact details for the relevant local child protection agencies.

National Care Standards for Early Education and Childcare up to the age of 16.

Standard 3: Health and Wellbeing.

Standard 14 - Well-managed Service.

This area for improvement was made on 5 September 2016.

Action taken since then

The childminder had now updated the child protection policy with required contact details. We discussed the childminder referencing and adding links to National Guidance for Child Protection in Scotland 2021 - updated 2023 and the Health and Social care standards (HSCS).

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.

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