

# Chloe Chalmers Child Minding

Dundee

**Type of inspection:**  
Unannounced

**Completed on:**  
18 March 2025

**Service provided by:**  
Chloe Chalmers

**Service provider number:**  
SP2022000227

**Service no:**  
CS2022000343

## About the service

Chloe Chalmers is registered to provide care for a maximum of 6 children at any one time up to 16 years of age: - of whom no more than 6 are under 12 years;

- of whom no more than 3 are not yet attending primary school and;

- of whom no more than 1 is under 12 months.

Numbers include the children of the childminder's family/household. Minded children can only be cared for by persons named on the certificate. No overnight care will be provided.

The childminding service is provided from the childminder's home in a quiet residential area of Monifieth, Angus. The service is within walking distance of parks, outdoor areas, toddler groups, beaches, shops and schools. The children have access to the living room, kitchen/diner and downstairs bathroom. There is a fully enclosed two-tiered garden to the rear of the house.

## About the inspection

This was a short notice announced inspection which took place on Tuesday 18 March 2025 between 09:30 and 11:45. 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 registration.

In making our evaluations of the service we:

- spoke with the child using the service and reviewed feedback from three parents/carers;
- spoke with childminder;
- observed practice and daily life;
- reviewed documents.

## Key messages

- The childminder knew the children well and talked of how their individual needs were supported in the service.
- Children were cared for in a safe, clean and comfortable home.
- Children had access to a range of appropriate resources which met their interests.
- Quality assurance processes were being developed to support the continued improvement of the service and high quality experiences for children.
- The childminder demonstrated a commitment to ongoing professional development to enhance their knowledge, skills and practice.

## 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

Children were cared for by a kind and nurturing childminder who knew the children well. One parent shared, "Always go into Chloe's to pick up and in the morning if I am not running late for work. She will be waiting at the door for (child's name) to run to her and he instantly cuddles her".

The minded child present was happy, settled and relaxed around the childminder. It was evident attachments had been made as they sat on the childminder's knee, being cuddled, reassured and encouraged, promoting the child's self esteem and sense of security. The child confidently approached the childminder for assistance and invited them into their play with the cars and garage.

Information was gathered in the children's personal plans, which helped the childminder to support and meet children's health, wellbeing, individual needs and interests. This information should be reviewed with parents, signed and dated, at least every 6 months in accordance with legislation and to ensure it remained current for the children.

Effective communication with families ensured the childminder had up to date information to support children's needs daily. Several methods of communication had been introduced to keep families included in their child's life whilst attending the service. For example, daily chats at drop off and collection, a private Facebook page and photographs sent of the children involved in activities and experiences. One parent commented, "At drop off we discuss how my child has been at home, I am updated throughout the day and then at pick up we discuss how the day has gone, anything I should know and what the plans are for the days/weeks to come".

The childminder was aware of safe sleep guidance and ensured children's safety and comfort when they required a sleep. Travel cots were available in an upstairs bedroom, where children slept with the door open, closely monitored by the childminder.

Snacks and lunches were provided by the parents. The childminder ensured children had a relaxed, unhurried snack and mealtime experience, sitting with them to encourage and support life skills and to keep children safe from choking. The childminder was aware of nutritional guidance and ensured healthy options were provided by parents to support the children's health and wellbeing.

Whilst there was no medication currently being administered; appropriate paperwork was in place to gain parental consent and record the administration of medication. We asked the childminder to review the paperwork and record the reason for the medication being administered. This would inform the childminder and help keep children safe.

The childminder had a good understanding of the importance of safeguarding children. They had undertaken advanced child protection training and talked confidently of the procedure they would follow should they have a concern and how they would keep children safe and protected.

### Quality Indicator 1.3 Play and learning

Children had access to a variety of toys and resources that promoted imaginative play. The child enjoyed playing with the cars and garage and the dinosaurs. The child was free to lead their own play and chose what they wanted to play with and where. As a result, they had fun exploring and using their imagination with their favourite resources.

The resources were age appropriate for the children attending the service. The childminder knew the children's interests and ensured resources were available to meet those interests. The childminder talked of rotating resources to encourage children's curiosities. They also talked of introducing loose parts and natural resources into the service, with plans to do this in the garden. This would encourage children's exploration, investigation and curiosity.

Literacy and numeracy were promoted within the service. Children had access to books, magnetic alphabet on the fridge and had fun singing rhymes and action songs. Numeracy was encouraged throughout the service, for example, counting socks during nappy changing.

Children had fun as they accessed the garden and community for play activities and experiences. They socialised with children at toddler groups and enjoyed walks, visiting the local community garden to explore nature and trips to the beach. The children had opportunities to be involved in active play and benefit from fresh air. Their health and wellbeing were encouraged as a result. A parent said, "Chloe truly cares for the children and nurtures them. She builds upon learning, creating a safe and happy environment for the children to thrive".

## 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 children benefitted from an environment which was homely, clean and well maintained. The childminding spaces offered space to move around and explore.

Risk assessments were carried out regularly to ensure all risks and hazards were identified and addressed, keeping children safe. We suggested the childminder develop their knowledge through accessing the Care Inspectorate Hub and the practice notes around keeping children safe. These notes would help them reflect on their practice currently and further develop it where needed.

Children's resources were easily accessible on the floor allowing them to lead their own play through independently choosing what they wanted to play with. Resources were rotated to encourage new interests and promote challenge.

Infection prevention and control measures were in place to ensure children's health and wellbeing were supported. Daily cleaning, tidying chores and the cleaning of toys ensured the potential spread of bacteria was minimised. The childminder and children washed their hands in the downstairs bathroom, which was also used for nappy changing. Personal Protective Equipment (PPE) was used by the childminder to reduce the risk of cross contamination within the service.

Children had access to a fully enclosed back garden from the kitchen/diner. The garden was on two tiers and the childminder talked of supervising children well when outdoors to keep them safe.

## 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 well led

Children and families experienced a warm and welcoming environment, where aims and objectives were shared with families so that a clear vision was in place for the service and expectations agreed.

The childminder was in the early stages of evaluating and reflecting on the service and identifying areas for development and improvement. We suggested that an action plan be created to keep them on track with improvements. The childminder may find developing their knowledge of frameworks and benchmarking tools beneficial in evaluating the service. The ELC bite size videos available within the ELC improvement section on the Care Inspectorate website and best practice guidance on the Hub may also support the development. Consultations had been undertaken with families and very positive feedback had been received. The childminder should continue to consult with parents to gather views and suggestions on the further improvement of the service and quality outcomes for children.

Policies and procedures were in place which supported the childminder's practice. These were reviewed regularly to ensure they were relevant to the service and continued to follow guidance. We asked the childminder to put a missing child policy in place so that they share with parents how children are kept safe when the children are in their care. The policy should contain the procedure that would be followed if a child got lost or went missing from the service or when out in the community.

## 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

The childminding service had been operating for a relatively short period of time, with this being the first inspection since registration.

The childminder was warm, caring and responsive to the needs of the children in their care. A parent told us, "She is always so happy, positive and nurturing with the children she looks after. She puts in so much effort to ensure the children have a safe space to explore and learn". The childminder knew the children well and spoke fondly of their time together. Interactions between the childminder and the children demonstrated their needs and wishes being met in a naturally nurturing way.

A range of training had been accessed to develop the childminder's knowledge. We discussed the benefits of reflecting on their learning and the impact on practice. Recording this would allow the childminder to revisit their reflection and development of practice. The childminder kept up to date with best practice and legislation through Care Inspectorate emails and information provided by the Scottish Childminding Association (SCMA). This demonstrated that the childminder was dedicated to developing their service. We encouraged the childminder to continue identifying her training needs and accessing professional development opportunities to enhance their knowledge, skills and practice. We signposted the childminder

to the Care Inspectorate Hub, where best practice guidance and information is available to support the development of practice and the service.

## 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

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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