

# Jamieson, Donna Child Minding

Kilbirnie

**Type of inspection:**  
Unannounced

**Completed on:**  
7 March 2025

**Service provided by:**  
Donna Jamieson

**Service provider number:**  
SP2004915454

**Service no:**  
CS2004058780

## About the service

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 01 April 2011.

The childminder provides a service from their home in the town of Kilbirnie, North Ayrshire. The childminder can care for up to six children at any one time under the age of 16 years, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

Children have access to the kitchen area, living room and a large, secure back door area.

## About the inspection

This was an unannounced inspection which took place on 06 March 2025 between 09:30 and 12:30. 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 and complaint 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 child care 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:

- received two completed survey responses
- observed practice and daily life
- reviewed documents
- spoke with the provider

## Key messages

- Children felt included in the service through involvement of developing values for the service.
- Robust self-evaluation and quality assurance processes supported the childminder in improving outcomes for children and families.
- The childminder was committed to continually enhancing their professional development.
- A rights based approach to care and learning supported children to feel secure and valued.
- Children experienced warm and nurturing interactions.
- Regular opportunities for children to express their personal preferences and voice their opinions were encouraged.
- The childminder knew children and families well and strong relationships with families supported a collaborative approach to care and learning.

## Leadership

### Quality Indicator - Leadership of management, staff and resources

The childminder engaged well during the inspection process and children and families experienced a service that was well led and managed. Values were an important part of the service. The childminder role modelled respectful interactions and children were involved in creating 'house rules'. The values and aims had been updated in consultation with parents and children and were reflective of current families aspirations. One parent told us: "I couldn't be happier with my choice of childminder and count myself lucky that Donna had space available for my child 5 years ago." This helped them to feel involved and gave children a sense that they matter.

A range of policies and procedures were in place and updated regularly to reflect current guidance and legislation. The childminder spoke of using the Care Inspectorate Hub to access update and update their policies accordingly. For example they had recently used 'Setting the table' when considering healthy meals and snack for the children. This ensured parents and children were clear on what they could expect from the childminder.

Robust self-evaluation and quality assurance processes supported the childminder in improving outcomes for children and families. The use of current guidance, for example, the Care Inspectorate 'A quality framework for daycare of children, childminding and school-aged childcare' enabled the childminder to be reflective and responsive to the needs of children and their families. Through observations, discussions and questionnaire the childminder was able to capture what had worked well and identify how they could improve. Parents told us the childminder often asked for their thoughts about the services and any improvements that could enhance the service. One parent commented: "Donna asks for feedback and our views regularly." As a result, parents felt consulted and included in their child's care and learning.

## Quality indicator – Staff skills, knowledge, values and deployment

The childminder was committed to continually enhancing their professional development. Since their last inspection, the childminder had taken part in a range of training opportunities relevant to their role, for example 'Infection prevention and control' and 'Supporting transitions'. The childminder reflected how this had played an important part in supporting the children in their care, particularly those who attend blended placements, where children attend more than one childcare setting. As a result, children benefited from a high quality service.

A rights based approach to care and learning supported children to feel secure and valued. The childminder was respectful in their interactions with children and sought permission prior to carrying out personal care, for example nappy changing and wiping of the child's nose. Regular consultation about children's likes, dislikes and preferences with children supported the childminder to be responsive children's likes to children's needs and wishes. One parent commented: "Donna continually asks about what my child needs, likes, dislikes and encourages them to vocalise this to her also."

The childminder spoke positively about connections within their local community to other childminders. Regular opportunities to meet and keep in touch with other childminders supported the childminder to have professional discussions and share knowledge and practice. For example the childminder shared how they had discovered, through conversations, the usefulness of the Care Inspectorate 'Hub' and how to maximise the use of the resource library. This enabled the childminder to engage in self directed learning and keep up to date with current guidance and legislation. This impacted positively on outcomes for children and families.

## Children are supported to achieve

### Quality indicator – Nurturing care and support

Children experienced warm and nurturing interactions. Children were comfortable with the childminder and sought out the childminder for cuddles and comfort. Children were encouraged to express their needs and the childminder was skilled in recognising and responding to verbal and non verbal cues. For example, a child raised both of their arms, and the childminder recognised this indicated they would like picked up. As a result, children felt valued and their overall wellbeing was supported.

Children's privacy and dignity were considered and personal care routines, for example nappy changing, were carried out respectfully. Regular opportunities for children to express their personal preferences and voice their opinions were encouraged. For example, children were more widely encouraged in the selection and preparation of snack.

Mealtimes were a calm and unhurried experience. The childminder sat with the children and supported when asked and promoted independence and development of important life skills. For example washing hands prior to snack time and encourage self feeding. The childminder valued this time and engaged in conversation about experiences they had taken part in that morning. This supported the childminder to continue to build bonds and secure attachments with children.

A medication policy was in place and shared with parents prior to their child starting the service.

We asked the childminder to review the current medication forms in line with Care Inspectorate medication guidance 'Management of medication in daycare of children and childminding services' to ensure all necessary information was included. This will continue to support the childminder to keep children safe.

Personal plans were in place for children and updated regularly in consultation with parents. The childminder had used observations and conversations with children to inform meaningful next steps in learning, and it was evident from children's learning journals where these had been taken forward, and supported children to achieve and progress. Where children attended other settings, the childminder spoke of the positive relationships they had developed and how information sharing around progress and targets had been beneficial. As a result children received continuity in their care.

The childminder knew children and families well and strong relationships with families supported a collaborative approach to care and learning. Parents felt they had regular opportunities to discuss their children's care and needs. One parent commented: "My childminder keeps me informed of how my son is doing. She will let me know if there have been any issues or if she has any concerns about my child." We asked the childminder to ensure these conversations with parents were recorded to support further tracking of progression.

### **Quality Indicator - Safeguarding and child protection**

The childminder had taken part in child protection training and was clear of their role and responsibility in protecting the children in their care. The childminder used the Care Inspectorate Hub and Scottish Childminding Association (SCMA) to access updates throughout the year. During discussions, the childminder could confidently explain the steps they would take should a safeguarding or child protection incident occur. Whilst the childminder had a child protection policy in place, we asked the childminder to review this to ensure it reflected current guidance and good practice. This will further support the childminder to keep children and families safe.

Effective relationships between the childminder and families supported the childminder to have a good understanding of individual family circumstances and needs. This meant the childminder was confident to support families and to involve further agencies if and when needed.

## **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).

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