

# Cowan, Jayne Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
1 May 2025

**Service provided by:**  
Jayne Cowan

**Service provider number:**  
SP2003902131

**Service no:**  
CS2003003936

## About the service

Jayne Cowan provides a childminding service from their property in a residential area in Clarkston, East Renfrewshire. The childminder is registered to provide a care service for a maximum of six children up to 12 years of age. Numbers are inclusive of the childminder's own family. At the time of our inspection, two children were present.

The service is close to local primary schools, shops, parks, and other amenities.  
The children are cared for in the lounge, kitchen, dining room and upstairs bathroom.

## About the inspection

This was an unannounced inspection which took place on 29th April 2025 between 13:30 and 16:00. 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, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- Spoke with children using the service
- Gathered feedback from five families through online questionnaires
- Spoke with the childminder
- Observed practice and daily life
- Reviewed documents

As part of this inspection, we undertook a focus area. We have 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 felt safe and respected due to the nurturing and response approach of the childminder
- Children were actively involved in their community
- Ongoing self-evaluation would further strengthen the quality of care
- The childminder was committed to their continuous professional development

## 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?	5 - Very Good
How good is our setting?	4 - Good
How good is our leadership?	4 - Good
How good is our staff team?	5 - Very Good

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

## How good is our care, play and learning?

5 - Very Good

### 1.1 Nurturing care and support

We evaluated this key indicator as **very good**. We found significant strengths in aspects of the care provided and how these supported positive outcomes for children.

Children attending the service experienced warm, caring, and nurturing support from the childminder who was patient and kind. There were two children present on the day of inspection. Children had formed strong connections with the childminder, who provided cuddles, praise, and encouragement at appropriate times. This helped children feel loved and secure.

Children experienced sociable, unhurried, and relaxed mealtimes. On the day of inspection, children present ate snack with support from the childminder who sat at their eye level, able to respond in the event of an emergency. The childminder was aware of the updated 'Setting the Table' guidance and had reflected on the snack and meal options available to ensure they remained in line with best practice guidance. The childminder had engaged with families and children to review snack and meals. This respected children's right to choice and promoted healthy eating habits. Water was available to ensure children remained hydrated throughout the day.

Children were cared for by a childminder who knew their individual personalities and needs well. All children attending the service had a personal plan which contained detailed information on their likes, dislikes, and routines. Plans sampled were up to date and had been reviewed with families. Children's achievements, next steps and strategies were clearly identified which promoted consistency and continuity in their care. This ensured children's current health, wellbeing and developmental needs were supported effectively by the childminder.

Children's health and wellbeing was supported by the childminder who first aid trained. We sampled the childminder's medication policy and consents. We requested the childminder expand their policy to clarify what they would do in the event a child refused their medication. There was no medication stored on the property on the day of inspection. However, the childminder could explain their process for the safe storage of medication, including when out in the community.

Children's wellbeing was supported through sensitive sleep arrangements. The childminder understood the importance of sleep for children's development and wellbeing. The childminder responded appropriately to children's need for sleep and monitored them appropriately. We suggested the childminder update their policy to reflect the new safe sleep guidance and learning from training completed recently.

### 1.3 Play and learning

We evaluated this key indicator as **very good**. We found significant strengths in aspects of the care provided and how these supported positive outcomes for children.

Children were inquisitive and having fun on the day of inspection. We observed the childminder follow children's lead and interests. This meant the pace of the day was relaxed and led by children. One parent told us their child's favourite thing was "having fun with friends & taking part in the activities".

Daily activities were planned around the needs of the children. The childminder told us a timetable was in place over the week to offer a balance of activities between being at the childminders home, meeting up with other children and being out in the local community. The childminder ensured there was flexibility in the routine in response to children's and families requests. Special outings such as trips to the police horses and museums were also planned to further enrich children's play and learning experiences. One parent told us "The day is always varied and the childminder provides good opportunities for my child to mix with children of different ages."

Children's language and literacy was supported by the childminder through appropriate conversations, role modelling and storytelling. Children engaged in weekly activities such as book bugs and giggle and grow sessions in the local community. We found the childminder had identified next steps through discussions with parents, which focused on early level literacy and numeracy. The childminder had clear strategies and activities plan to support their growth and development. This approach ensured children were developing a broad range of skills.

Children accessed the local and wider community on a regular basis with trips to the local toddler groups. This supported children to build friendships with other children in their neighbourhood. Visits to parks, gardens and beaches supported children to make connections with their local community and supported their sense of belonging.

### How good is our setting?

### 4 - Good

We made an evaluation of **good** for this quality indicator, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

Children were cared for in an environment that was clean and homely with lots of natural light. Children were comfortable and had ownership in the home environment. They could independently move around the space to access toys and resources they wanted to play with. We observed children on the day of inspection lounging on the couches and explore toys in baskets in the living room. This showed us children felt safe and welcomed in the childminders home.

Children mainly accessed the living room in the childminders home; the dining room was reserved for sleeping and mealtimes. The room was safe and set up to meet the needs of the children attending. Children had space to play together, independently and rest if they wished too. The childminder advised they do not use their front or rear garden but ensure children have daily access to outdoors through local walks and trips to the park. One parent told us "the childminder takes my child outside in the fresh air for walks or to the park everyday".

Children had access to a variety of toys that were suitable to their interests, age, and stage of development. The childminder had explored the 'Loose Parts Play Toolkit' and we could see some materials and resources available for children. We would encourage the childminder to continue to expand their natural open-ended resources to enhance opportunities for children to develop their curiosity and creativity indoors.

We were satisfied that the service had appropriate infection prevention control procedures in place to support a safe environment for children and their families. The environment was clean and organised. The childminder had appropriate supplies of personal protective equipment. On the day of inspection, we discussed good hand hygiene practices and the storage of dog toys in the living room. The childminder agreed to review this and make any necessary changes.

Children were kept safe as the childminder was aware of their responsibility to identify and remove potential hazards and risk in the environment. Basic risk assessments were in place for the home which identified potential hazards in the setting and mitigation measures. One parent told us "the childminder always keeps my child safe and secure". The childminder should continue to review risk assessments to ensure they remain relevant and in line with current guidance. We discussed the Care Inspectorate's SIMOA campaign, which the childminder advised us they were aware of.

We sampled accident and incident records and found these were in line with current good practice guidance. The childminder was aware of their responsibility to notify the Care Inspectorate of any serious accidents or incidents.

## How good is our leadership?

## 4 - Good

We made an evaluation of **good** for this quality indicator, as several important strengths, taken together, clearly outweighed areas for improvement. Whilst some improvements were needed, the strengths identified had a significant positive impact on children's experiences.

The childminder engaged well with the inspection process. They were open and responsive to our ideas and suggestions. The childminder spoke fondly of the children and families registered with their service. They demonstrated aspirations for children and how they supported them to grow and flourish.

The childminder engaged with parents to gather feedback and suggestions through face-to-face discussions, messages, and written questionnaires. The childminder advised that after receiving parental feedback, they would respond to any points highlighted by email. We asked the childminder to consider how they continued to inform parents of their ongoing developments and any changes in the service, as highlighted in their own improvement plan. This would ensure parents were meaningfully involved in the continuous development of the service.

The childminder had recently introduced individual floor books to record the children's voices, views and activities undertaken. This process was at the early stages and had still to be fully embedded to influence the self-evaluation and improvement plans for the service. The childminder should continue with plans to develop this, to enable children to have ownership of their play and learning at the service.

The childminder had developed a range of policies and procedures, these were shared with parents, so they knew what to expect from the service. The childminder should continue to review these regularly as part of their quality assurance process. We asked the childminder to update their complaints procedure to reflect 20-day response times, in line with current legislation, and the care inspectorates contact details.

The childminder had valid insurances in place for their service, contributing to a safe environment for children. They were appropriately registered with the Information Commissioning Officer.

## How good is our staff team?

## 5 - Very Good

We evaluated this key indicator as **very good**. We found significant strengths in aspects of the care provided and how these supported positive outcomes for children.

Children's wellbeing was supported by the childminder's kind and responsive approach. This helped children feel safe, valued, and respected. The childminder was patient and attentive in their interactions, creating a warm and supportive environment. One parent told us the childminder is "very approachable" and "welcoming".

The childminder was dedicated, knowledgeable and experienced. They had engaged in personal reading and several training courses to continue to develop their knowledge, skills, and practice. For example: child protection, safe sleep, domestic abuse, floor book and child smile training. The childminder recorded training, any reflections, and the impact of training. This ensured children were cared for by a childminder who was trained, competent and skilled in their role. One parent told us "the more focussed and experienced care from the childminder has been greatly appreciated for our child's development."

The childminder told us they kept up to date with best practice guidance, new information and changes in legislation through their registration to the Care Inspectorate provider updates. The childminder told us they engage with the local authority to access training and support when required. This enabled the childminder to continue to develop their knowledge, skills, and practice to ensure they provide high quality care to children in line with current best practice guidance.

The childminder had strong connections with other local childminders and regularly engaged in professional discussions to review new guidance, exchange good practice, and share new ideas. This professional network further strengthened the quality of care and experiences provided for children.

## 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?	5 - Very Good
1.1 Nurturing care and support	5 - Very Good
1.3 Play and learning	5 - Very 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?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good



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