

Buchan, Iris Child Minding

Glasgow

Type of inspection:
Announced (short notice)

Completed on:
11 June 2025

Service provided by:
Iris Buchan

Service provider number:
SP2003903968

Service no:
CS2003006721

About the service

Iris Buchan provided the childminding service from their own home, which is a terraced house within the town of East Kilbride in South Lanarkshire. The childminder is registered to provide a care service to a maximum of six children at any one time under the age of 16 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The service is close to local nurseries, schools, shops, parks and other amenities. The children are cared for in the living room, dining kitchen and playroom. Children have direct access to downstairs toilet facilities and a safely enclosed garden. At the time of the inspection, three children were registered to receive care, all on a part time basis. All three minded children were present during the inspection.

About the inspection

This was a short notice announced inspection which took place on Wednesday 11 June 2025 between 14:30 and 16:30, following two attempts at inspection when the childminder was not home. One inspector carried out the inspection.

To prepare for the inspection we reviewed information about this service. This included previous registration and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

In making our evaluations of the service we:

- spoke with three children using the service, and one of their family members
- received and evaluated three parent 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 enjoyed warm, caring and nurturing interactions from the childminder, which helped them feel safe, secure and loved.
- Children's physical and social skills were supported through the childminder making very good use of areas within the local community.
- Children were cared for in a bright, clean and very well-maintained premises, giving children a strong message that they mattered.
- The childminder was welcoming and engaged well with the inspection process, they were responsive to suggestions and areas for development.
- The childminder was committed to engaging in professional activities, which ensured they kept up to date with expectations of their role.

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?	5 - Very Good
How good is our leadership?	5 - Very 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

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

Quality Indicator 1.1: Nurturing care and support

There were three school aged children present during our inspection visit. Children's emotional wellbeing was supported through the childminder's nurturing, caring interactions. The childminder modelled respectful relationships for children through being open and approachable toward them. This contributed to children feeling valued, safe and secure.

Children's personal plans had been completed in partnership with parents. All necessary information was recorded to enable the childminder to provide individualised care for each child. It also ensured children received the right support at the right time. Secure text messaging was used to update parents on their child's daily experiences and activities, using annotated photographs. This meant parents could celebrate children's achievements and ensure consistency in their care. Children were proud to look through personal plans and their photographs therefore we chatted to them about how their voice could also be represented, for example within the 'All about me' section. The childminder should continue to develop their use of personal plans to involve children more in recognising and talking about their care, preferences and interests. This would contribute to children being respected and included.

Parents responding to our survey believed their children experienced responsive care, they strongly agreed that they had been involved in devising their child's personal plan. Their comments included, "Iris is always open to having conversations about (my child) and her care" and "It's good for us both to be on the same page with thoughts and ideas".

Children were familiar with the homely routines, for example their snack time was an unhurried, nurturing experience that helped them feel settled. Children sat at the kitchen table for a healthy snack of cheese, grapes and crackers with their own water bottles. The childminder used this time to chat to children about their day and plans for spending time within the setting, which supported everyone to be included. Parents confirmed that the range of healthy food reflected children's individual needs, while one appreciated that the childminder was sensitive to their 'fussy' child's food preferences. Snacks contributed to a well-balanced diet that supported children's health and wellbeing. Although snacks with minimal preparation were the only meals provided, we advised the childminder to refer to guidance from Food Standards Scotland about registering as a food business. Their website has a section dedicated to childminders and will ensure the childminder follows best practice in food safety.

None of the minded children were currently prescribed medication. However, we noted that the childminder had Scottish Childminding Association (SCMA) templates to gather consent and record details of children's medication administration if this became necessary. This contributed to the health and safety of children who used the service.

Quality Indicator 1.3: Play and learning

It was one of the childminder's stated aims that children should learn through play. Children's play and learning was motivated through the provision of a wide variety of high-quality and interesting play materials. This included toys, puzzles, games, books and craft materials, which were easily accessible to children at their height. Children told us they liked dolls and we could see there were additional outfits for these, which supported their imaginative play.

Children were leading their play. We observed that they were inquisitive and having fun; they could make independent choices about where they wanted to play and what they wanted to play with. Children cooperated very well with each other as they created a hotel and house with magnetic tiles, using different sizes and shapes. They knew where to find additional materials to extend their play ideas and chatted with the childminder about their plans, which provided opportunities to introduce new language and challenge their thinking.

Children's play and learning was further enhanced through use of local community facilities, such as parks. This encouraged children to build friendships with children from different ages and backgrounds, and supported their sense of belonging. Minded children were school age and often chose to stay and play in the extensive school grounds after school, where there were open spaces and a range of apparatus to climb. Active play in different environments encourages children to experiment with how they use their bodies and widens opportunities to learn through sensory and physical experiences.

Individual framed photo montages were used by the childminder to record children's play experiences. This helped children to reflect on activities they had participated in, recognise their learning and celebrate their achievements. The displays contributed to children feeling their ideas were valued and respected, therefore building their self-esteem. Parents were kept informed about their child's play and learning during face-to-face chats and by text. All parents told us that their children always had opportunities to be involved in meaningful, interesting and fun play experiences. Their comments about these included, "Iris interaction with my daughter is lovely and all the activities she does with her are fantastic from arts and crafts to playing games. She listens to the kids and cares for them".

How good is our setting?

5 - Very Good

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

Quality Indicator 2.2: Children experience high quality facilities

The childminding setting was a welcoming, homely setting for children. It was well ventilated with plenty of natural light and furnishings that were well maintained. This sent a strong message to children that they mattered. Children's comfort and wellbeing was supported as there were cosy spaces, where they could relax and regulate their emotions. After a busy day at school one child told us, "I'm going to take my shoes off when we get in, and sit on the couch".

Children had direct access from their playroom to a secure, spacious garden, where they could take part in physical activities. Playing outdoors in the fresh air and exploring the elements supports children's healthy development of independence, creativity and confidence. Parents confirmed that children regularly played outdoors. Their comments included, "Lots of opportunities for play both indoors and outdoors which (my child) really enjoys" and "Playing in the park, and games in Iris back garden".

The childminder had baseline risk assessments for the setting, which ensured the early identification of any potential hazards and mitigation measures for these. The childminder was naturally supporting children to understand risks in their environment and to take personal responsibility for keeping safe. For example, it was sunny on the day of our visit therefore the childminder spoke to them about the need for sun cream and made sure they had water to keep hydrated before they ran off to play. On the walk home, chat was slowed down so that children would focus on road safety and remember safe places to cross. In this way, children were learning valuable life skills.

Children were also protected from harm through the childminder's infection prevention and control processes, including effective cleaning procedures. The toilet facilities were easily accessible to promote children's independence. Children were prompted to wash their hands at key times, such as when coming in from outdoors and before snack. There was plenty of liquid soap and the childminder had provided paper towels, in a dispenser, for hand drying to prevent any cross infection.

The childminder treated information about children and families in a secure and professional manner. They had registered with the Information Commissioner's Office (ICO), which ensured they followed legislative guidance and good practice when using technology to store or share information within their childminding service. For example, when the childminder emailed or texted information about children, including photographs, to parents. As a member of ICO the childminder respected families' confidentiality and safeguarded children.

All parents responding to our survey strongly agreed that their children were cared for in a safe, secure and well-maintained environment. Their comments included, "Iris' home is always immaculate which makes me feel reassured" and "Doors always locked, only Iris answers the door, nothing lying about the house that could be dangerous".

How good is our leadership?**5 - Very Good**

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

Quality Indicator 3.1: Quality assurance and improvement are led well

The childminder was committed to delivering a quality service for children and families. They were clearly valued by parents, including those who had chosen the childminder based on recommendations from previous service users.

The childminder was a member of the Scottish Childminding Association (SCMA) and referred to some of their templates to record and monitor core information about their service, such as risk assessments and children's registers. SCMA is a national umbrella organisation whose main aim is to promote childminding as a quality childcare service. The childminder had accessed other resources to support their quality assurance from online childminding companies and forums.

We could see the childminder had adapted written policies and procedures from these organisations to suit their own service context, and shared these with parents. The childminder's registration and insurance certificates were also visibly displayed so that families knew what to expect from the service. We asked that the childminder archive outdated guidance and that references to the Care Inspectorate, within information given to families, only contain the national contact details for the organisation. The childminder agreed to immediately action this.

The childminder engaged with parents to gather feedback and suggestions through face-to-face discussions, text messaging, and periodic questionnaires. This ensured that they took account of the views of families, and made it more likely that the service met their needs and expectations. Parents agreed that their family was meaningfully involved in the continuous development of the service. Their comments included, "I think it's great as is but if I did want to suggest anything Iris would listen" and "I can speak to Iris on anything and the same with her to me".

The childminder did not have an explicit improvement plan. They had been operating for many years and their focus now was on succession planning for retirement. The childminder had shared these plans with parents so that they had plenty of advance notice for alternative childcare. Throughout our inspection the childminder was open to ideas for how they could improve their practice, therefore ensuring they contributed to positive outcomes for children.

How good is our staff team?

5 - Very Good

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

Quality Indicator 4.1: Childminder skills, knowledge, and values

The childminder was experienced and confident within their role. We observed that they were warm and kind toward children, which resulted in them feeling happy, safe and loved. The childminder modelled positive behaviour for children, actively listening to them and giving praise. One of the children told us, "She is the best childminder, there is a toy room just for us!". The authentic relationships built between the childminder, children and parents had supported a relaxed, family-like environment where children had fun.

Parents provided very positive feedback about their relationship with the childminder and the bond the childminder had with children. Their comments included, "We couldn't be happier with the care Iris provides. She is clearly passionate about the children she cares for" and "Iris is reliable and the care she goes to my little girl is brilliant I wouldn't want my girl going anywhere else".

The childminder understood their role and responsibilities in safeguarding and protecting children. They had participated in child protection training and used this to keep their child protection policy and procedures up to date. This ensured they would take appropriate action if they had any concerns for the welfare and wellbeing of children. The childminder further supported children's health, safety and wellbeing by regularly refreshing their paediatric first aid training. This meant they were able to respond appropriately to accidents involving children.

The childminder had established informal links with other local childminders, which supported their approach to providing quality care and experiences for children. For example, the childminder regularly engaged in professional discussions to review new guidance, exchange good practice, and share new ideas. This peer support had deepened the childminder's understanding of new policies and guidance, so that they were keeping up to date with the expectations of their role. We encouraged the childminder to use the HUB section of the Care Inspectorate website to keep track of the documents they found helpful and to identify new training. This would support them to reflect on their learning and how it impacted on positive outcomes 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.

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?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good

How good is our leadership?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good

How good is our staff team?	5 - Very Good
4.1 Staff skills, knowledge and values	5 - Very Good

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.