

Brown, Fay Child Minding

Dumbarton

Type of inspection:
Unannounced

Completed on:
11 July 2025

Service provided by:
Fay Brown

Service provider number:
SP2003903347

Service no:
CS2003005611

About the service

Fay Brown operates her childminding service from her family home in Dumbarton, West Dunbartonshire.

The service is registered to provide care for a maximum of 6 children at any one time under the age of 16, of whom a maximum of 6 will be under 12, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

The accommodation is on two levels with the minded children being cared for on the ground floor. The children have access to the living areas and an enclosed garden. The back garden is currently being renovated. The service is well-situated for local amenities.

About the inspection

This was an unannounced inspection which took place on Friday 11 July 2025 between 12:30 and 17:30. The inspection was carried out by one inspector from the Care Inspectorate. The childminder was caring for two young children at the time. The childminder had 10 children on her register.

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 since the last inspection.

In making our evaluations of the service we:

- chatted to the young children
- received feedback from five parents who completed our questionnaire
- spoke to a parent
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Throughout this report, any reference to parents also includes carers and guardians.

Key messages

- The children present were relaxed, happy and engaged in their play and enjoyed being with the childminder.
- The childminder was kind, caring and responded warmly to the children. There was a loving bond between them. It was clear that the children felt secure and relaxed in her care.
- The childminder provided a very good range of activities and experiences that linked to the children's interests. These offered challenge and fun and included regular opportunities for fresh air and physical play.
- The childminder took time to get to know the families and children prior to starting. This helped the children settle into the homely setting.
- The childminder had undertaken a good range of training as part of her own continuous professional learning. This helped her to develop her skills and knowledge to support the children she was caring for.
- The childminder had documentation which made up a child's personal plan. The childminder should continue to review and date these.
- The childminder should review and update her risk assessments.
- The childminder should continue to review and update her policies.

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 made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

Quality indicator 1.1: Nurturing care and support

We found that the childminder had good processes in place which helped them get to know the families and the children. This approach helped the children and families settle well into the service and build positive relationships. We saw that the children were relaxed and happy and enjoyed being with the childminder. The childminder was nurturing, loving, caring and kind towards the children. She gave them praise and encouragement, chatted with them, played with them, and responded positively to their needs.

There was daily feedback between the childminder and parents when they dropped off and collected their children. Texts and WhatsApp helped support effective communication and continuity of care.

A parent told us: "She [childminder] is always positive, helpful and supportive. Anything we ask of her is never too much. She always makes sure our child's needs are met."

We looked at the range of documents which made up a child's personal plan. This information helped the childminder support the children's needs, wishes and choices. Parents were involved in reviewing and updating their child's personal plans. Regular sharing of information helped keep the children's individual needs up-to-date. As discussed, the childminder should continue to review and develop the personal plan information.

A parent commented: "Fay regularly discusses our children and their progress/needs. We liaise closely and if Fay notices anything which would alter their care she raises it with us. Constant dialogue regarding our children allows us to feel we are a crucial part of plans for their care."

The childminder had a good understanding of the children's individual dietary needs. She took these into account when planning snacks. The childminder had undertaken paediatric first aid and food hygiene training. This helped her keep children safe, for example if they choked on food, and enabled her to respond effectively to their dietary needs. The childminder had contacted the local council to find out whether she needed to be registered with them to allow her to provide food.

The childminder understood the importance of sleep and rest for children's overall development and wellbeing. They followed the safe sleeping procedures and this helped keep the children safe. This approach helped to support the needs of the individual child and families' wishes.

A parent said: "Never have any of our children missed their nap times and length of sleep required within their plan. They are given every opportunity to rest and sleep in an appropriate setting."

A medication procedure was in place which helped the childminder administer medication safely to the children in their care. This approach helped her support the children's medical needs.

The childminder confirmed that, if required, she would link with other professionals to support children and families. This approach would help identify the next steps and techniques to help meet the children's individual needs and support positive outcomes for children.

Quality indicator 1.3: Play and learning

The childminder's approach to play and activities was child-centred and responsive to the children's interests, wishes and level of skill. The room layout enabled the children to choose what they would like to do and gave them the freedom to move around and have fun.

The children had lots of opportunities to play. For example, they really enjoyed, and had fun, as they played with Duplo bricks, transferring them back and forth between the five colourful upturned balancing shapes. The childminder smiled, praised, cuddled and encouraged the children as they played. She responded warmly to the children and provided good play experiences that linked to the children's interests which offered challenge and enjoyment.

Comments from parents on the type of play experience their children had been involved in included:

"Fay has provided new materials (learning toys etc) in her home after my child showed a strong interest in them at a play group."

"[Child] loves playing with their friends and going on trips with Fay."

"I like that she [childminder] takes them out to social meet ups with other children (toddler groups etc) as I think this is very important for building a child's social skills. I also like that she has a variety of toys/books etc suited to different ages at home."

The childminder ensured that the children had regular opportunities for fresh air and physical play, for example, by visiting parks, attending the playgroup, Bookbug or playing in the garden. This approach showed us that the childminder was aware of, and met, the needs of the children she cared for.

The childminder had good knowledge of children's development and had put in place activities, toys and fun experiences that helped her support the children's language, numeracy and literacy development.

The childminder had a holistic approach to the care she gave children. She ensured that the children were included in decision-making and that they had good opportunities to be active, have fun and develop their skills and confidence.

How good is our setting?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

Quality indicator 2.2: Children experience high-quality facilities

We found that the childminder had created a warm, comfortable, welcoming and homely environment where the children could play and relax. There was good natural light, with ample space for children to move around, have fun and learn. We saw that the home was bright and clean. Safety measures were in place. These approaches helped ensure that the house was safe, secure and well-maintained.

The childminder provided appropriate activities, materials and experiences for the children that were fun and exciting. This reflected their current interests and development and learning stages. Children had daily opportunities to play outdoors and get fresh air. Parents told us:

"Fay regularly takes my [child] to the park and on outdoor activities."

"Whether it be walks, visits to the park or toddler groups, Fay always ensures a variety of activities and fun experiences are available for the children. This is also evidenced by the excitement they display when attending Fay's, as well as their recounting of their busy days when they come home."

The childminder kept a daily record of the number of children attending the service. She had a set of risk assessments for her home and outdoor activities. This helped her to reduce risk and make the environment safe for children. As discussed, the childminder should regularly review and update her risk assessment.

The childminder had policies and procedures to help reduce the spread of infection and keep the children in her care safe. We saw that the home was clean, tidy and in a good state of decoration. Hand washing and nappy changing procedures were in place. The childminder had appropriate PPE (personal protective equipment). These approaches helped her to support good infection prevention and control practice.

To ensure that children's personal information was kept safe, the childminder had procedures to comply with general data protection requirements. The childminder was registered with the Information Commissioner's Office (ICO).

How good is our leadership?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

Quality indicator 3.1: Quality assurance and improvement are led well

The childminder involved parents and children in the day-to-day running of her service. She ensured that parents were involved in their child's care and the plans for the service right from the beginning through the settling-in period. The childminder shared policies and procedures and responded to ideas and routines highlighted by parents. She actively sought feedback from the children and families to help develop her service. As part of the ongoing improvement of her service, the childminder should continue to update her policies and procedures.

We found that the childminder provided a service that met the children and parents' ongoing needs and interests. She did this through communicating regularly with them. WhatsApp helped her to share the children's experiences, successes and achievements with the parents, along with discussions and photographs. This approach helped parents feel they were included in their child's day. And meant the childminder was able to meet the changing needs of the children and their families, offering care and support as needed. Parents told us:

"We are given opportunity to discuss how our children's needs could be met in any different ways if required."

"Fay seeks feedback on how the children engage with the service and updates us in anything new she might be engaging with."

The childminder used feedback from the parents and children to help her reflect on the experiences they were having. This helped her identify and plan improvements to her childminding service. This included her own ongoing training and learning.

The childminder was awarded an SVQ in social services (children and young people) level 7 in 2019. She had kept information on the training she had undertaken. For example, paediatric first aid, child protection and child led planning. She shared with us how she had used what she had learned to support the children she was caring for. These approaches ensured that learning through play, fun and enjoyment was at the heart of the care she gave to the children.

How good is our staff team?

5 - Very Good

We made an evaluation of very good for this key question. We found significant strengths in aspects of the care provided and how these supported positive outcomes for the children attending the service.

Quality indicator 4.1: Staff skills, knowledge and values

We found that the childminder was kind and compassionate and responded warmly to the children she was caring for. This approach helped the children feel valued, loved and secure in the childminder's care. The childminder took account of children's views, interests and experiences. This enabled her to provide individualised support by effectively engaging with the children. We found that the childminder was courteous and respectful and responded warmly to the children throughout the time they were in her care.

The childminder shared with us how she encouraged the children to develop their independence and confidence through play and fun activities. They were able to use their imagination and were given time and opportunities to develop their curiosity and have fun. This approach enabled children to develop their skills, and we saw that the children were happy and enjoyed chatting with the childminder, playing with the toys and exploring their environment. The childminder stepped in to support the children as needed. We saw that interactions between the childminder and children were warm, kind, loving and gentle.

The childminder sought feedback from the parents and children and reflected on her own practice to continue to implement the improvements she wanted to make to her childminding service. This approach helped the childminder to identify how she could develop her service to support the needs and wishes of the children she cared for.

The childminder had continued to develop her skills and knowledge. She did this through engaging in continuous professional learning and taking part in a range of training which included child protection.

We found that the childminder offered child-centred care. The activities and experiences she provided were linked to the children's interests, stages of development and personal preferences. This approach helped her to provide very good care and support to the children and families.

A parent commented: "We do not believe there is anything Fay could do to enhance this experience. Her service is exceptional."

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

This requirement was made following a complaint investigation.

The childminder must ensure she follows any agreements that have been reached with parents about the specific care of their children. In this instance: the safety arrangements for transporting children in her car.

To be completed by: 10 March 2020.

This is in order to comply with:

Health and Social Care Standard 1.19: My care and support meets my needs and is right for me.

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210 Social Care).

This requirement was made on 28 February 2020.

Action taken on previous requirement

Information relating to the child's care is given to the childminder verbally or is written within the child's care plan. Discussion with the childminder and parent confirmed that she would act on the parent's wishes in relation to their child's care needs.

Met - within timescales

Requirement 2

This requirement was made following a complaint investigation.

In order to ensure children are cared for in a well-managed service, the provider must ensure all accidents/incidents involving minded children are recorded.

To be completed by: 10 March 2020.

This is in order to comply with:

Health and Social Care Standard 4.23: I use a service and organisation that are well led and managed.

Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011 No. 210 Social Care).

This requirement was made on 28 February 2020.

Action taken on previous requirement

Discussion with a parent confirmed that accidents had been shared with them. And viewing documentation confirmed that accidents had been recorded and signed.

Met - outwith timescales

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

This area for improvement was made following a complaint investigation.

The childminder should ensure, as detailed in the service complaints policy, that opportunities are made available to users of the service to discuss any concerns/complaints they may have about the care provided.

This is in order to comply with:

Health and Social Care Standard 4.21: If I have a concern or complaint, this will be discussed with me and acted on without negative consequences for me.

This area for improvement was made on 28 February 2020.

Action taken since then

The childminder had a range of policies which were shared with parents. The childminder discussed any changes to the policies and procedures with parents.

This area for improvement has been met.

Previous area for improvement 2

This area for improvement was made following a complaint investigation.

The childminder should continue to ensure the conditions of registration as detailed in part 1 of the certificate of registration are maintained at all times.

This is in order to comply with:

Health and Social Care Standard 1.8: If I experience care and support in a group, the overall size and composition of that group is right for me.

This area for improvement was made on 28 February 2020.

Action taken since then

We viewed the register of children attending the service and this confirmed that the childminder was working to the conditions outlined in her registration certificate.

This area for improvement has been met.

Complaints

Please see What the service has done to meet any requirements we made at or since the last inspection and What the service has done to meet any areas for improvement we made at or since the last inspection.

You can also see our website for details of complaints about the service which have been upheld. 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

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