

# McLauchlan, Nannette

## Child Minding

Glasgow

**Type of inspection:**  
Announced (short notice)

**Completed on:**  
18 December 2024

**Service provided by:**  
Nanette Mclauchlan

**Service provider number:**  
SP2003901917

**Service no:**  
CS2003003634

## About the service

Mrs McLauchlan operates her childminding business from the family home, which is a semi-detached house located in Kirkintilloch, East Dunbartonshire. The property is close to local parks, schools and nurseries. The rooms on the ground floor of the house are used for childminding. Children have access to the lounge, dining room and kitchen. A large back garden with secured gates is available for outdoor play.

The service is registered to provide a care service to a maximum of six children at any one time under the age of 16, 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.

## About the inspection

This was an unannounced inspection which took place on 10 December 2024. 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 the last inspection.

In making our evaluations of the service we:

- spoke with the childminder
- observed practice and daily life
- reviewed documents.

## Key messages

- Children were nurtured and well cared for.
- Children had access to a range of indoor and outdoor resources.
- Children were cared for in a warm, comfortable and homely environment which helped them feel welcome, safe and secure.
- The childminder should review children's personal plans with parents.
- The childminder should explore training opportunities and best practice guidance in early learning and childcare.
- The childminder should further develop self evaluation and reflective 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?	3 - Adequate
How good is our staff team?	3 - Adequate

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

### Quality Indicator 1.1: Nurturing care and support

The childminder provided care for three children, two children before and after school on week days and one child for one full day per week. The childminder was very responsive to children, providing caring, nurturing support. Good partnership working with families meant that important information was verbally and regularly shared. This helped the childminder to form good attachments with children, ensuring children felt secure. The childminder verbally shared information about children's progress each day using text messages and phone calls. She was open and approachable and this supported good communication with parents.

The childminder told us how she encouraged children to be friendly and respectful to each other. She modelled positive behaviour, actively listening to children and giving praise. Children's emotional wellbeing was supported through nurturing, caring interactions. Children were given time to play and were encouraged to build relationships with each other.

Healthy snack choices were encouraged. Children's food requirements and allergens were recorded, and children were supervised while eating which helped keep them safe. The childminder chatted to the children and offered support when needed.

Personal plans contained information that supported meeting children's needs. Families were involved in sharing information and planning to meet individual care needs. For example, details about their interests, health and likes and dislikes. To further support children to achieve, personal plans could include identified strategies and links to "Getting it Right for every Child" (GIRFEC) wellbeing indicators. Personal plans should also be reviewed six monthly with parents, or earlier if the need arises, to ensure that children's needs can be fully met. A record of review of personal plans should also be maintained. We discussed this at the previous inspection but the childminder had not yet made progress with this. (See area for improvement 1).

No children were being given medication at the time of the inspection but the childminder had appropriate medication records in place should the need arise.

### Quality Indicator 1.3: Play and learning

Children were supported to develop their language, literacy and numeracy skills. This was supported by outdoor play and the range of resources and opportunities available to children.

Children could make independent choices about where they wanted to play and what they wanted to play with. This was supported by an environment which contained an accessible range of toys, games, books and craft materials. Children receiving care enjoyed arts and crafts, games and outdoor play in the garden and local parks.

We discussed play in relation to current best practice guidance and directed the childminder to the Care Inspectorate Hub where she could access documents such as "Realising the Ambition" and "My World Outdoors". The hub is a resource library storing a wide range of documents and guidance. The childminder could further develop outdoor learning for children by offering more natural, open ended and loose parts materials.

Children had opportunities to be involved in meaningful, interesting and fun play experiences and they had the opportunity to play outdoors everyday.

### Areas for improvement

1. To further support children to achieve, personal plans could include identified strategies and links to "Getting it Right for every Child" (GIRFEC) wellbeing indicators. The childminder should ensure that children's personal plans are reviewed with parents at least six monthly, or when required before this, and a record of reviews is maintained. Reviews should consider how the service will support children's health, welfare and safety needs and identify and agree children's next steps with parents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices". (HSCS 1.15)

### How good is our setting?

4 - Good

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

#### Quality Indicator 2.2: Children experience high quality facilities

Children were cared for in a warm, comfortable and homely environment which helped them feel welcome, safe and secure. Play spaces were clean, bright and well ventilated. They had been carefully planned to meet children's needs and help them to feel included.

Children could choose from a variety of play areas. For example, a play area in the dining kitchen, a safely enclosed garden and a lounge area. Older children could use the island area in the kitchen for arts and crafts. This helped promote children's choice and independence.

Children benefited from accessing a variety of toys such as books, puzzles, games, arts and crafts and outdoor resources. Toys and resources were stored in well organised open shelving and were easily accessible to children. The childminder was aware of children's interests and toys were changed to meet their needs or choices. The lounge provided space for children to enjoy quieter activities, such as reading, watching television or having space to relax.

Children benefited from a variety of outdoor play experiences which supported their emotional and physical wellbeing. A range of outdoor resources provided choice for children, for example, swings, slide.

The childminder's house was very well-maintained. Risk assessments were in place to identify hazards and put appropriate measures in place to reduce risks. Written permission had been sought for activities such as travel by car and visits to community facilities.

The childminder demonstrated good practice in infection prevention and control. She modelled good hand hygiene, for example, after wiping children's noses, and children's hands were cleaned before and after eating. Appropriate cleaning materials were used.

## How good is our leadership?

**3 - Adequate**

We found that some improvements could be made in relation to quality assurance and self evaluation, therefore we evaluated this key question as adequate.

### Quality Indicator 3.1: Quality assurance and improvement are led well

The childminder was committed to her role. She communicated every day with families to exchange information and ensure positive outcomes for children. A welcome handbook was given to parents/carers before starting to ensure they knew what to expect. Families were given updates about their child's development through daily conversations and WhatsApp messages.

Families valued the relationships that the childminder had built with them. They provided feedback to the childminder using survey questionnaires.

The childminder demonstrated a commitment to improving her service. We discussed how she could further develop self evaluation by using more formal consultation processes involving parents and children. This would help to identify areas for improvement which could be shared with parents for feedback. We directed the childminder to the best practice Care Inspectorate guidance, "A quality framework for daycare of children, childminding and school-aged childcare" and outlined how this could be used as a tool to support her in her self evaluation journey. We discussed reflective practice and the Health and Social Care Standards and how this process could support improvement in the service. (See area for improvement 1)

### Areas for improvement

1. The childminder should develop self evaluation and reflective practice to help improve provision and ensure positive outcomes for children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes". (HSCS 3.14)

## How good is our staff team?

**3 - Adequate**

We found that some improvements could be made in relation to staff skills and knowledge, therefore we evaluated this key question as adequate.

### Quality Indicator 4.1: Staff skills, knowledge and values

The childminder was warm, kind and caring towards children which meant that they felt happy, safe and secure in her care. She was experienced and confident in her role and had developed nurturing, responsive relationships with children and families. This helped to promote positive outcomes for children.

The childminder was a member of the Scottish Childminding Association (SCMA) and had successfully sourced and completed training on child protection and "Getting it Right for every Child (GIRFEC) in 2020. We asked the childminder at the previous inspection to source up to date child protection training. The childminder had not yet been able to do this (See area for improvement 1). The childminder had completed a baby and child first aid refresher course in summer 2023. We discussed professional learning and how this could enhance the childminder's understanding of how children learn and develop and support children to achieve their potential. We also considered how reflection on learning could improve practice.

We discussed the Care Inspectorate Hub and the importance of keeping up to date with best practice guidance. We considered how evaluation of training completed and personal reading and research would assist with identifying improvement in practice and could be included in the service self evaluation. The childminder was motivated to explore this, however she had not yet been able to do this (See area for improvement 2).

The childminder had an understanding of her professional responsibilities. She worked within her conditions of registration and had appropriate policies and procedures in place to support her practice. As a result, children received a good level of care.

### Areas for improvement

1. The childminder should complete up to date child protection training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

2. The childminder should identify and participate in training that will further develop her knowledge and skills. This should include keeping up to date with best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

## 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

To further support children to achieve, personal plans could include identified strategies and links to the "Getting it Right for every Child" (GIRFEC) wellbeing indicators. The childminder should ensure that children's personal plans are reviewed with parents at least six monthly, or when required before this, and a record of reviews is maintained. Reviews should consider how the service will support children's health, welfare and safety needs and identify and agree children's next steps with parents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

**This area for improvement was made on 26 October 2023.**

### Action taken since then

Not met - area for improvement recorded again.

### Previous area for improvement 2

To further support children to achieve, personal plans could include identified strategies and links to the "Getting it Right for every Child" (GIRFEC) wellbeing indicators. The childminder should ensure that children's personal plans are reviewed with parents at least six monthly, or when required before this, and a record of reviews is maintained. Reviews should consider how the service will support children's health, welfare and safety needs and identify and agree children's next steps with parents.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices" (HSCS 1.15).

**This area for improvement was made on 26 October 2023.**

### Action taken since then

Not met - area for improvement recorded again.

### Previous area for improvement 3

The childminder should complete up to date child protection training.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

**This area for improvement was made on 26 October 2023.**

### Action taken since then

Not met - area for improvement recorded again.

### Previous area for improvement 4

The childminder should identify and participate in training that will further develop her knowledge and skills. This should include keeping up to date with best practice guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice" (HSCS 4.11).

**This area for improvement was made on 26 October 2023.**

### Action taken since then

Not met - area for improvement recorded again.



## 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?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

## 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](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto: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 iarrrtas.

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.