

McLaughlin, Jacqueline

Child Minding

Coatbridge

Type of inspection:
Unannounced

Completed on:
1 July 2025

Service provided by:
Jacqueline McLaughlin

Service provider number:
SP2005953051

Service no:
CS2003047629

About the service

Jacqueline McLaughlin operates a childminding service from their family home in the Parklands area of Coatbridge, North Lanarkshire. They are registered to provide a care service to a maximum of six children at any one time under the age of 16 with no more than six under 12, no more than three not yet attending primary school and no more than one child under 12 months. Numbers are inclusive of children of the childminder's family. At the time of inspection, three children were in attendance.

Children access a bright and well resourced play space across the ground floor of the property and a large enclosed garden. Toilet and changing facilities are also on the ground floor of the property. The service is close to local schools and nurseries, green spaces, local amenities and can be reached by public transport links.

About the inspection

This was an unannounced inspection which took place on 01 July 2025 between 11:15 and 13:50. Two inspectors carried out the inspection. 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.

In making our evaluations of the service we:

- spoke with three children
- gained the views of six parents using our questionnaire
- spoke with childminder
- observed practice and children's experiences
- reviewed documents.

Key messages

- Children consistently experienced a kind and nurturing environment, where gentle approaches fostered their sense of wellbeing and security, creating a truly supportive space where every child could thrive.
- Children's daily experiences and routines were thoughtfully planned to perfectly match their individual needs, wishes, and choices. This ensured they received high-quality care and support that was truly right for them.
- The childminder was dedicated to providing outstanding care, seamlessly combining emotional support with focused learning to nurture each child's complete development.
- Children experienced a breadth of play and learning opportunities in the wider community that promoted their wellbeing and connection with nature.
- The childminder regularly evaluated their own work, driven by a commitment to achieve excellent outcomes for children.
- The childminder demonstrated a comprehensive understanding of best practice guidance and maintained valuable connections with other childminding services.
- The childminder consistently sought out and applied opportunities for professional learning and development, which elevated their practice and consistently generated excellent outcomes for every child.

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?	6 - Excellent
How good is our setting?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	6 - Excellent

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

How good is our care, play and learning?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children.

Quality Indicator 1.1 - Nurturing care and support.

The childminder consistently provided exceptionally warm, kind, and loving interactions. This, combined with their deep understanding of each child's unique needs, expertly nurtured secure attachments. This approach was instrumental in nurturing children's emotional well-being, empowering them to confidently flourish as they explored their world.

Working collaboratively with families, the childminder integrated children's individual routines and preferences, and consistently delivered a tailored service. Parents told us: "[Childminder] is excellent at communicating with us and speaks to us regularly regarding the development of our [child] and any concerns about them" and: "We are so grateful to have found such an amazing childminder".

The childminder's deep understanding of nurturing environments and emotional expression, coupled with their respectful interactions and exceptionally welcoming home, significantly benefited the children. This comprehensive and supportive approach created a secure atmosphere where the children truly thrived.

The childminder captured what was important to the children. They kept high quality, meaningful records of children's likes and dislikes, which were reviewed regularly in line with current legislation. Outstanding use of the wellbeing indicators and the inclusion of children and families in the development of personal plans ensured each child's individual needs were identified and progress recorded. This tailored approach developed confidence, engagement and a strong sense of belonging. Children could clearly see that their unique identity and development were continuously prioritised.

The childminding service was registered as a food business and provided the children with healthy and nutritious meals and snacks. All parents were extremely happy with the meals and snacks their children received. They agreed that there was always a range of healthy food choices and commented on the support children received to try new foods. As a result, mealtimes were relaxed, unhurried and sociable.

The childminder consistently ensured each child's privacy and dignity were maintained during personal care routines. Children who were capable of independent handwashing, were encouraged to do so with a brief check, this supported independence and autonomy. For those still acquiring these skills, the childminder provided careful and respectful assistance, guiding their development while respecting their efforts. Additionally, the physical environment included a designated private area, enabling older children to change clothes comfortably with appropriate discretion.

The childminder demonstrated a positive understanding of safer sleep guidance, which is integrated into the service's policy. This robust knowledge ensured that appropriate resources were readily available to support children's sleep routines. This reflected a commitment to their physical safety and emotional wellbeing. This thoughtful approach created a secure and nurturing environment, allowing children to rest effectively and feel emotionally secure.

The childminder demonstrated excellent knowledge and understanding of child protection procedures. This meant they were well placed to address any concerns should they arise, which helped keep children safe.

Quality Indicator 1.3 - Play and learning

The childminder knew the children very well. They offered play activities which fitted each child's interests and stage of development, such as building a garden or playing with blocks. The childminder observed the children closely and talked about what they were interested in. This helped them gently guide and improve the children's play and learning. For example, when children were playing with big blocks, the childminder asked questions and gave ideas. This made the children curious and want to explore more. Children's active participation, confident communication, emotional openness and the responsive nature of their interactions with the childminder strongly indicated that they felt genuinely important and respected. The environment successfully promoted a sense of value and trust, which resulted in the children's positive behaviours and emotional well-being.

The childminder consistently offered a variety of stimulating opportunities that skilfully nurtured children's language, literacy and numeracy skills. Resources such as engaging books and sorting toys were effectively provided and experiences were thoughtfully designed to empower children to take the lead in their own play, which in turn sparked their natural desire to learn. With the childminder's sensitive and responsive support, children's learning occurred naturally. This approach significantly boosted their ability to explore and acquire new skills at their own pace.

The childminders outstanding outdoor space was respectfully and sensitively designed to promote all aspects of children's play. They had opportunity to plant, climb, run, paint and be curious. This curiosity was further encouraged as the childminder had cut windows in the large fence to allow the children to see beyond the play space and observe nature. Gentle guidance from the childminder ensured children developed self-awareness and made safe choices during physical activities, like climbing, contributing to their overall well-being and independence.

Families were kept informed of the activities their children had taken part in during their time in the service. The childminder used WhatsApp to communicate with families individually and kept them up to date with activities and interests. All families agreed that they were fully involved in their child's care, stating: "[Childminder] shares daily updates and termly reports and plans for us to read, sign and review as appropriate". As a result, families felt included in their child's experience.

The use of the local community further enhanced the children's experiences through accessing local amenities such as parks and an allotment. The childminder was part of a wider childminding community which promoted the sharing of best practice and allowed for reflection and development of the service. This ensured families experienced high quality care that was consistent with current guidance and legislation.

How good is our setting?

5 - Very Good

We evaluated this key question as very good, as we found significant strengths impacted positively on outcomes for children.

Quality indicator 2.2 - Children experience high quality facilities.

Children experienced an environment that was thoughtfully designed, featuring well-maintained furnishings, ample natural light, and good ventilation. This created a high-quality, safe and stimulating space for

children. Families consistently expressed strong agreement that their children were secure and well-cared for, with one parent stating: "[Childminder's] house is fully safe for children. [They] also ensure that places they visit are risk assessed". This meant children had safe, engaging and enriching places to play.

The approach outlined for identifying and managing risks in play spaces, outings, and travel demonstrated a proactive commitment to children's safety. The emphasis on dynamic assessments and regular review indicated a practical and adaptive strategy for safeguarding well-being during everyday activities.

The childminder had a very good understanding of infection prevention and control measures. Hand washing procedures were encouraged at key times of day, such as before eating and after touching the family dog. These practices helped to reduce risk and promoted children's health and wellbeing.

Children and families information was securely stored. The childminder was registered with the Information Commissioner's Office (ICO) and understood their role in keeping information secure.

How good is our leadership?

5 - Very Good

We evaluated this key question as very good, as we found significant strengths impacted positively on outcomes for children.

Quality indicator 3.1: Quality assurance and improvement are led well.

The childminder engaged well with the inspection process. They were very welcoming, sourced records and answered questions we asked to support the evaluation of the service.

Children and families experienced a warm, welcoming and inclusive atmosphere. The childminder was passionate about their vision and their values were evident in their practice and aspirations for the children. The childminder ensured they provided a safe, friendly, stimulating and homely space where every child felt secure and nurtured. This allowed them to flourish within a consistently supportive and caring setting.

Children and families' views were gathered in a variety of formal and informal ways, such as daily discussions and regular questionnaires to parents. These methods were welcomed and appreciated by families, as they told us: "[Childminder] provides opportunities to give feedback on [their] service and setting, always seeking to improve and ensure [they] continue to give the best care". This supported self-evaluation and continuous improvement which resulted in an enhanced quality of care. It also led to a consistently optimised environment where children felt heard, understood, and truly at the heart of the service.

Detailed policies and procedures were in place that supported the childminder to deliver a high-quality service that met the needs of children and families. Policies were reflective of current guidance and best practice, and were shared with parents. As a result families were fully aware of the service being offered. This ensured children consistently received high-quality, well-regulated care within a safe and predictable environment.

The childminder was supported by the Scottish Childminding Association (SCMA) and their Local Authority to develop self-evaluation processes which were robust and meaningful. As a result the childminder had a very good understanding of their own development needs. We provided some suggestions that could help the childminder develop a more focused approach to prioritising improvements in their service. As a result,

children prospered and grew through consistently high-quality experiences, ensuring their well-being and development were at the forefront of the childminder's evolving practice.

How good is our staff team?

6 - Excellent

We evaluated this key question as excellent where performance was sector leading with outstandingly high outcomes for children.

Quality indicator 4.1: Staff skills, knowledge and values.

The childminder's warm, compassionate and highly personalised care, which deeply respected each child's individual preferences, had a significant impact. Children developed strong emotional security and happiness, fostering positive relationships and trust. This supportive foundation ultimately helped them develop completely, in every aspect of their lives, so they could achieve everything they were capable of.

The childminder's consistently loving, respectful, and kind interactions, coupled with an exemplary understanding of each child's unique needs cultivated through close family collaboration, impacted the children. This approach expertly fostered secure attachments and unwavering emotional security, significantly strengthening their social and emotional development. This resulted in personalised and highly responsive care which empowered children to flourish with confidence, ensuring their holistic well-being and optimal growth.

The childminder expertly embedded key frameworks such as the wellbeing indicators, children's rights principles, and comprehensive SCMA documentation throughout their service. This robust process provided an exceptional foundation, empowering the childminder to consistently deliver high-quality care, enriching play experiences, and impactful learning opportunities. It also ensured highly individualised support for each child, fostering an environment where their rights were upheld, their well-being was carefully monitored, and their unique developmental journeys were celebrated and advanced.

The childminder consistently demonstrated a strong commitment to professional development, actively seeking and participating in training opportunities to remain well-informed about good practice guidance and sector changes. This proactive approach included essential updates in first aid and child protection, ensuring a clear understanding of current safety regulations. Recent development opportunities included strategies for keeping children safe and effective self-evaluation techniques. The childminder effectively used this acquired knowledge to enhance the quality of care provided. This dedication to continuous learning confirmed that children consistently received care from a highly informed, organised, and dedicated professional, directly contributing to improved outcomes and reflecting the values and principles of a high-quality childcare service.

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?	6 - Excellent
1.1 Nurturing care and support	6 - Excellent
1.3 Play and learning	6 - Excellent
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?	6 - Excellent
4.1 Staff skills, knowledge and values	6 - Excellent

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