

# Daly, Pauline Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
16 May 2025

**Service provided by:**  
Pauline Daly

**Service provider number:**  
SP2003910372

**Service no:**  
CS2003016289

## About the service

Pauline Daly provides a childminding service from her home in the Mossspark area of Glasgow. The childminder is registered to provide a care service to 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.

Children have access to rooms on the ground floor which includes the lounge and a playroom. The childminder has a large, enclosed back garden easily accessible for children. The childminder also makes really good use of local parks and local resources.

## About the inspection

This was an unannounced inspection which took place on 15 May 2025. Feedback was provided on 16 May 2025. One inspector 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 throughout the inspection year.

To inform our evaluation we:

- gathered information from families using the service
- 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 benefited from regular access to the outdoors. The childminder took children on regular outings and walks to parks, woods and local activities.
- The childminder was kind, caring and nurturing. Children were happy and relaxed in the childminder's care.
- The childminder had a professional approach to working with families. Parents shared positive feedback about the childminder.
- The childminder provided a range of play and learning experiences that were exciting, fun and challenging. The children benefited from the childminder's skills and knowledge in play and learning.

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

### 1.1 Nurturing care and support

Children experienced warm, caring and nurturing relationships from a childminder who was committed to providing high quality care for families. The childminder was patient and kind. There were three children present on the day of inspection. Children had formed strong connections with the childminder who provided cuddles, praise, and encouragement. This helped children feel safe and secure. Parents shared positive feedback about the quality of care the childminder provided.

"We love her [childminder's] relationship with the kids- she's so nurturing."

"The childminder is very nurturing and loving towards all of the children she childminds and creates such a lovely, positive environment. She goes above and beyond for the parents and children."

Children were cared for by a childminder who knew their individual needs well. All children attending the service had a personal plan which contained detailed information on their likes, dislikes, and routines. Plans 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 well.

Children enjoyed a healthy well-balanced lunch provided by the childminder. The childminder planned menus that were healthy and nutritious, based on children's likes and preferences. Water was available to ensure children remained hydrated throughout the day. 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. Children were enjoying a healthy meal during our visit and the childminder supported children well, modelling a sociable lunch experience. A parent told us: "The kids get so much fruit and home cooked soups, pasta and other meals."

The children's health and wellbeing needs were met well. The childminder had attended regular core training on child protection, first aid and food and hygiene. She followed best practice in relation to storing and administering medication. We also saw appropriate infection control measures in place. This kept children safe.

### 1.3 Play and learning

Children were playing and having fun. They could freely choose to play indoors and outdoors. We observed the childminder following children's lead and interests. This meant the pace of the day was relaxed and led by children. The childminder was skilled in her approach at providing exciting and fun play and learning experiences for children. Children had access to a range of experiences to promote their communication and language. Favourite stories were enjoyed by the children and they listened and interacted with the childminder enthusiastically. The childminder knew children's play preferences and was skilled at observing children's play and extending their play and learning opportunities. The childminder had particular skills in providing open ended play in natural outdoor spaces, such as woodlands. Parents shared that their children were highly motivated and engaged with the range of outdoor play the childminder provided.

There was a playroom which had toys accessible at children's level and the childminder ensured there was a good range of high-quality resources for children to play with, that suited each child's individual preferences. Children were choosing to play with dolls and cars. They mainly enjoyed stories and small world toys. Children were smiling, having fun and exploring the play environment.

The local area had parks and green spaces where the children could explore. The childminder ensured a varied programme of activities for children outdoors. This ensured a child-centred approach to play and learning where children could lead their own play and learning in a purposeful way in a natural environment. Parents shared positive comments about children's access to outdoor play, including:

"Always in the park, walks, nature, exploring and garden fun."

"Forest activities in Pollok Park."

"Playing with mud, water, sand."

"Regular long walks."

"Music and storytelling in the woods."

### How good is our setting?

**5 - Very Good**

We evaluated this key question as very good as there were significant strengths which supported positive outcomes for children.

### 2.2 Children experience high quality facilities

The childminder's home was warm, welcoming and comfortable for children. There was plenty of natural light and good ventilation. Children had access to rooms on the ground floor for play. This included a well-resourced playroom where children could choose from a range of toys and books. There was space for children to eat, play and relax. The play spaces had been well-planned to ensure children's individual needs were met. Both the indoor and outdoor environments were structured to allow children choice in their play and learning. A wide variety of resources was available which supported children's interests along with their age and stage of development. There was access to a safe and secure garden and the children could free flow easily supported by the childminder.

Children slept outside, supervised by the childminder. The childminder spent a lot of time outdoors with the children in nature and would be out a long walk while children slept in buggies. Children relaxed and fell asleep independently after a short story time, this was part of their routine supported by the childminder. The childminder also had provision indoors where children could sleep if they had been spending their time indoors. All of this followed best practice safe sleep guidance which the childminder had a good awareness of.

Risk assessments were recorded and reviewed regularly and the childminder was constantly assessing risk and ensuring children were safe and protected. As the children played outdoors, the childminder ensured there were shaded areas and the children wore sun hats and suncream. The home and garden were secure, clean and well-maintained. Infection protection procedures were followed during nappy changing and when using the bathroom. This helped to keep children safe.

The childminder had procedures in place to ensure personal information was stored securely. The service was registered with the Information Commissioner's Office (ICO).

## How good is our leadership?

**5 - Very Good**

We evaluated this key question as very good as there were significant strengths which supported positive outcomes for children.

### 3.1 Quality assurance and improvement are led well

The childminder engaged well with the inspection process and was keen for families using the service to be involved in sharing their views. The childminder had formed strong relationships with the people using the service, and continued to be part of people's lives many years after they had stopped using the service. People thought highly of the childminder and the service she provided.

The childminder had a clear vision, values and aims that was consistent with the feedback we received from families using the service. Families felt meaningfully involved and looked to the childminder for her expertise and advice. Changes made to the setting, routines and the children's care were always based on discussions and communication with families, and were always in the best interests of meeting the individual needs of children.

The childminder shared that she was working in partnership with the Scottish Childminding Association (SCMA), the umbrella body for childminders. They provided paid time for self-evaluation and training outwith the childminder's working hours. This gave the childminder the opportunity to use the time to reflect on her childminding service and attend any training and development opportunities. This had impacted positively on outcomes for children and allowed the childminder to assess and reflect on practice.

**How good is our staff team?****5 - Very Good**

We evaluated this key question as very good as there were significant strengths which supported positive outcomes for children.

**4.1 Staff skills, knowledge and values**

The childminder was highly skilled in her approach to caring for children. She supported children well through responsive care based on strong relationships with families using the service. A parent commented: "A wonderful, warm and friendly childminder who is so passionate about her job and the children." Another parent told us: "The childminder shared best practice with her school group at providing rich engaging outdoor play in a woodland space." The parent said that the childminder was highly skilled in her approach to engaging with children and she learned a lot from her.

The individual care routines for children were well planned and best practice underpinned this to ensure children's individual needs were met. The childminder was warm, nurturing and compassionate. We saw this through her interactions with children in her care as they went about their day.

The childminder had a depth of knowledge and understanding of children's development and learning. The children benefited from the childminder being highly qualified and from attending a range of training and development to support children's play, learning and wellbeing. The childminder was committed to her own professional development. She attended regular training, kept up-to-date with best practice, linked with other professionals and was part of the Scottish Childminding Association (SCMA) organisation. This meant that the quality of nurture care, play and learning was very good.

**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?	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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