

Pammy Poppins' Playhouse Child Minding

Greenock

Type of inspection:
Announced (short notice)

Completed on:
30 June 2025

Service provided by:

Service provider number:
SP2022000116

Service no:
CS2022000161

About the service

Pamela McCarn trading as Pammy Poppins' Playhouse, is registered to provide a service to a maximum of six children at any one time up to 16 years of age, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers include the children of the childminder's family. At the time of our inspection, one child was registered with the service.

The service is situated in Greenock, Inverclyde. Children have access to the living room, kitchen area and down stairs bathroom. There is a large secure rear garden for the children to play outdoors.

About the inspection

This was a short notice announced inspection which took place on Monday 30 June 2025 between 10:30 and 12:45. 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 registration information, information submitted by the service and intelligence gathered since their registration with Care Inspectorate. In making our evaluations of the service we:

- reviewed the digital response from one family using the service
- spoke with the childminder
- observed practice and daily life for one child attending the service
- reviewed documents.

Key messages

- The child was relaxed and happy in a service that supported their wellbeing.
- The child present experienced warm and nurturing care that met their needs.
- The childminder had a good understanding of how children develop and learn.
- Play experiences were offered in response to children's interests and routines from home.
- The childminder should continue to imbed their approach to self-evaluation processes and develop a plan for service improvements.

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?	4 - Good
How good is our staff team?	4 - Good

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 evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 1.1: Nurturing care and support

Children were cared for with warmth, kindness and a nurturing approach. They experienced care which was well considered to meet their needs. The childminder understood the importance of developing positive relationships with families. This ensured clear communication and provided a consistent approach for children. One parent who responded to our electronic questionnaire strongly agreed that they had a good relationship with their childminder and commented, "my baby is safe, happy and well looked after."

The childminder had developed personal plans for children in a way that worked well for the service, children and families, and considered personal preferences and personalities. One parent strongly agreed that they were fully involved in their child's care, including developing and reviewing their personal plan. Important information was gathered, clearly recorded and stored securely. This meant that the care provided met the individual needs of children and respected the wishes of parents.

All meals were provided by parents and the childminder stored these accordingly. Mealtimes were relaxed and unhurried. The childminder sat with the children promoting their safety and encouraging their communication and language skills through discussions. Children were offered water to drink, ensuring they were well hydrated.

A travel cot was available for younger children who needed to sleep. Sleep routines were child led and influenced by their home routine. This reflected parents' wishes and supported children's health and wellbeing.

Quality Indicator 1.3: Play and learning

The childminder was responsive in their approach to planning play and learning opportunities, based on children's interests. They had a good understanding of how children develop and learn, and considered this as they planned activities.

The young child who was present during our inspection enjoyed engaging with the childminder, playing with sensory and musical toys as well as looking at books and singing which promoted their early language development. The childminder used single words and clear sentences when conversing with the child, supporting their pre-verbal and verbal responses. As a result, the child was developing confidence in their abilities.

Prior to the childminder's break in minding due to extended maternity leave, their local and wider communities were used to extend children's experiences. The childminder told us of their plans to re-establish this element of their practice now they had returned to minding. They showed us photographs of children visiting interactive places of interest, such as a local allotment, parks and beaches. The childminder should continue with these plans to support children's connections to their wider community.

How good is our setting?**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 2.2: Children experience high quality facilities

Children benefited from being cared for in a clean, comfortable, well-furnished and ventilated environment. One parent commented the childminder provided a "Comfortable, safe and happy environment for my baby." Children had access to a living room, hallway and kitchen. This meant they had room to move around and explore. Comfortable sofas provided a place to rest and relax. This meant children had plenty space for their needs.

The childminder had recently reviewed and updated their risk assessments for their home, garden and community spaces. They recognised any potential hazards for children and outlined any control measures they would apply. This meant appropriate steps were taken to ensure children's safety.

Infection prevention and control measures were in place to keep children safe. For example, children being encouraged to wash their hands at key times and regular cleaning of surfaces and resources. This meant that the likelihood of any infection spreading was minimised.

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

How good is our leadership?**4 - Good**

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 3.1: Quality assurance and improvements are led well

The vision, values and aims of the service were evident in the warm interactions and positive relationships we observed during the inspection. The encouraging and supportive ethos meant that children felt valued and secure.

This was the childminder's first inspection since registering with Care Inspectorate in 2022, due to the childminder having a period of extended maternity leave. The childminder had returned to minding in June 2025 and was open to any suggestions during our inspection, demonstrating a willingness to provide a high-quality service for children and families.

Positive relationships had been established with children and families, and the childminder knew them well. Their views were gathered through informal discussions. The childminder previously used family questionnaires to formally gather children and families views and told us their plans to reintroduce these. Any feedback from families were used to influence the care provided to children.

Prior to returning to childminding, the childminder had reflected on their past experiences and had recorded what they felt worked well and what they could improve on. This formed the starting point for their improvement planning. The childminder spoke of their plans to fully imbed self reflection to inform improvements and was using The Scottish Childminding Association (SCMA) documentation to assist them.

We encouraged the childminder to continue with their plans and ensure any planned changes enhance outcomes and experiences for children and families.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 4.1: Staff skills, knowledge and values

Children experienced strong relationships with the childminder who demonstrated a warm, kind and compassionate approach. They had an enabling attitude that supported children to achieve their potential through positive interactions and experiences. The one family who responded to our questionnaire "strongly agreed" when we asked if they were happy with the care and support their child received in this service.

Mandatory training courses ensured the childminder's knowledge was up to date and kept children safe. They had been pro-active in sourcing and attending additional online training relevant to their service and for the children and families they supported. This meant that children and families benefitted from the childminders commitment to meeting their needs.

Children were protected from harm by the childminder's knowledge and understanding of their role in identifying, recording and referring any concerns. There was a child protection policy in place which supported the childminder to carry out their role and ensured families were clear on the safeguarding measures in place.

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?	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?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good
How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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