

# Mulhearn, Lisa Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
29 May 2025

**Service provided by:**  
Lisa Mulhearn

**Service provider number:**  
SP2006956108

**Service no:**  
CS2006115133

## About the service

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

At the time of the inspection, the childminding service had a variation to this condition that, between 16 January 2024 until 24 June 2025 on a Tuesday they may care for a maximum of six children at any one time up to 16 years of age: of whom no more than six are under 12 years; of whom no more than four are not yet attending primary school and; of whom no more than one is under 12 months. Numbers include the children of the childminders family/household.

On the week of the inspection seven children were registered to use the service, on the day of the inspection three of the children were present.

The childminder operates the childminding service from the family home in Kilsyth, North Lanarkshire. The property is close to local parks, schools and nurseries. The rooms on the ground floor of the maisonette house are used for childminding. Children have access to the lounge and supervised access to the kitchen and bathroom.

## About the inspection

This was an unannounced inspection which took place on 29 May 2025 between 08:15 and 10:50. 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:

- gathered the views of four family members, of children using the service
- spoke with the childminder and children present
- we observed the childminder's practice and children's experiences
- reviewed documents.

## Key messages

- The childminder's interactions were very caring and loving. They had formed extremely close bonds with the children and families.
- The daily experiences were planned to meet children's needs, wishes and choices.
- Self evaluation was informal. The childminder was happy with this method, as it met the needs of the service and the parents agreed.
- The childminder kept informed of good practice guidance and had good links with other childminding services.

## 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?	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?

5 - Very Good

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

### Quality Indicator 1.1 Nurturing care and support

The children present were confident and happy in the childminder's care. We saw that the children were settled and the interactions between the childminder and the children were caring, loving and respectful.

All children and families were invited to meet the childminder and introductory settling in visits were planned around their needs. Creating positive relationships and bonds was extremely important to the childminder. Parents told us that the children had settled well and had formed positive bonds, telling us one child called the childminder "my Lisa" and another that their child, loved Lisa. The childminder ensured children were comfortable in their care, before they started using the service. They planned children's care inline with their home routines, where possible. This provided continuity and consistency for children.

The childminder had created a space for children to feel safe and secure. Each day children were welcomed and invited into the childminder home with a smile. We saw one child when they arrived and the childminder dedicating time to ensure the children's transition from home to the service was smooth and supported their needs. The childminder promoted a nurturing approach and recognised the need to ensure children felt safe and secure.

The childminder had gathered and recorded information to support them plan and provide the right care and support to meet the children's needs. The childminder was well informed and had a good understanding of child development. They held records of the information required, such as the child's name and medical requirements and kept monthly records which included observations of children progress. All parents told us they had been involved in planning their child's care and support. We discussed with the childminder to ensure when planning to meet children's needs, agreed personal targets, these were recorded to show how they planned to support children's needs.

We observed children having their morning snack. The children washed their hands before sitting around the small table. It was a sociable time and children chatted to each other. They had ample space around the table, meeting their needs. The children's foods were provided from home, majority of foods were healthy and nutritious, including fruits, yogurts and cheese. The children were very comfortable and relaxed during snack time.

Parents told that if their child needs a nap or rest, the childminder includes time in the day for this to happen. The childminder considered the needs of the children when planning their day for example, by staying at home or nearby as much as possible. This was to reduce time children spent in transit and the number of transitions in their day going to and from different locations. The children benefited from being cared for most of the day in or nearby the childminder's home.

### Quality Indicator 1.3 Play and learning

The daily routine was well balanced to provide ample time between playing in the house and garden and being out in the local community. The pace of the day was flexible and responsive to ensure children's needs were met. Children took part in various activities outside of the home including music, outdoor play and visiting local museums.

Children were able to select from a range of materials that met their needs and interests. The childminder told us they provided materials to support their needs such as when supporting children's schematic play, where children explore through ordering, aligning, and sequencing objects. The children showed us the garden and we saw lots of photographs in the floor book of them having fun playing in the garden, learning how to use their bodies and visiting a variety of local facilities. Inside they were playing with lots of small world toys, cars and dolls being a favourite and they used their imaginations playing shops. Children were having fun whilst playing and learning both in the childminder's home and local area.

Children had access to the secure outdoor space. Children self-selected if they wanted to play inside or outside and the childminder was skilled at supporting this. Before we left the service, we heard a child asked to go outside and the childminder agreed to help them get ready to go outdoors. The children also had fun exploring the world outdoors whilst on walks and visits to local green spaces.

The childminder knew the children well and provided the right care, play and learning to meet their needs. They regularly reflected on children's progress and planned experiences to support and challenge children's thinking. All parents were happy with the play and learning on offer and one parent told us "The kids are always out and about and going places, getting new experiences and having fun while learning with Lisa."

### 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

The childminder's home was well ventilated, heated and had lots of natural light. We found the childminder's home to be clean, tidy and well presented.

The areas used for childminding within the home were risk assessed. Appropriate safety measures were in place. We asked the childminder to ensure safety measures were regularly reviewed to reflect the needs of children for example, securing kitchen drawers to keep dangerous items out of reach of children. However, it was noted that children only accessed the kitchen to get to the garden and were always supervised.

The back garden were secure and provided a safe space for the children to play. The garden surface provided children with the opportunity to play outside all year round. The childminder told us they had been developing more loose parts play in the garden, providing children with materials they could use in different ways, to support their play and learning. Parents confirmed that children were regularly outdoors, playing in the garden and local community. The childminder had made good use of the space available to them, giving children access to fresh air and the right to play outside.

The childminder followed good infection control practices, to reduce the spread of infection. This included good hand hygiene and nappy changing procedures.

Children were transported by car when they visited some of the local amenities. The childminder's car was well maintained and had appropriate insurances. Giving us reassurance that appropriate safety measures were followed to ensure the car used to transport children was suitable.

## 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 improvement are led well

The childminder had been minding for many years and had a good knowledge of providing a quality childminding service. To date, they had received lots of positive feedback from parents and children, giving the reassurance that they were providing a service that met their needs.

The childminder was content using informal methods to assess how well they were doing. Parents told us they were happy with their level of input and that the childminder kept them well informed about their child's care. The childminder consulted with the children and families to ensure children received the right care and support.

During discussions and reflections with the childminder about aspects within the service, we identified some areas where further development could be made. This was in relation to recording of agreed plans to support children's needs and updating some of the service policies such as for protection and missing child. We discussed with the childminder to contact the information commission office to verify if they required to be registered. The childminder agreed to reflect on our discussions and make changes where needed to further enhance the outcome for children.

To keep themselves informed about good practice guidance and current child care thinking, they accessed information online and through links with other childcare services. The childminder used this knowledge to review and develop their practice, meaning children were experiencing care that was reflective of current best practice.

## 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 Indicators 4.3 Staff deployment

The childminder informed us that they did have a named assistant on the service certificate of registration, however they had not worked with the minded children. We discussed the need for this and the possibility of submitting a variation to remove the named assistant. The childminder confirmed that if the named assistant was to provide care and support to any child they would ensure they had the appropriate information and training.

The childminder was caring, compassionate and loving towards the children and families using the service. They had created an environment where children's needs were being supported and their interests followed. The childminder knew each child very well and worked closely with parents to meet their needs and expectations. All parents told us they had formed a strong bond with the childminder and comments included "Lisa is very easy to talk to and is understanding and helpful for anything I need", "I feel comfortable to contact Lisa at any point for an update" and "We have open lines of communication". When talking about children and families, the childminder did so with love, respect and kindness. Therefore we concluded they worked in partnership with families to meet children's needs.

The childminder's values and skills were embedded into the service. They reflected on their own skills, knowledge and practice. Since the last inspection, they had attended training such as child protection and child development, to ensure they were well informed of current good practice. They had plans to attend first aid training, as it was due for renewal.

The wellbeing indicators and children's rights were embedded within the service. The care, play and learning provided quality care and support that was right for each child. The parents, when asked what would make the service better, made no suggestions with one parent sharing "I think Lisa does a great job and I can't think of anything to improve.."

## 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

The childminder should ensure children's personal plans are reviewed at least six monthly with parents who should date and sign the documents.

This is to ensure care and support is consistent with the Health and Social Care Standards which state:

'I am fully involved in developing and reviewing my personal plan, which is always available to me' (HSCS 2.17).

**This area for improvement was made on 19 June 2018.**

#### Action taken since then

The childminder regularly shared personal plans with the families and these had been signed and dated  
**As a result, this area for improvement had been addressed.**

#### Previous area for improvement 2

The childminder should source and attend child protection training to keep up to date with current practice.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state:

'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).

**This area for improvement was made on 26 June 2014.**

#### **Action taken since then**

The childminder had attended child protection training and discussed their role and responsibilities with confidence.

**As a result, this area for improvement had been addressed.**

## 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?	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
4.3 Staff deployment	4 - Good

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