

# McInally, Pauline

## Child Minding

Wishaw

**Type of inspection:**  
Unannounced

**Completed on:**  
2 July 2025

**Service provided by:**  
Pauline McInally

**Service provider number:**  
SP2003902530

**Service no:**  
CS2003004484

## About the service

Pauline McInally's childminding service is registered to provide a care service to a maximum of six children at any one time under the age of 16-years; of whom a maximum of six will be under 12-years; 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.

The service is in partnership with North Lanarkshire Council to provide early learning and childcare to children.

The service is provided from the childminder's home within a residential area of Wishaw, North Lanarkshire. It is close to local shops, schools, parks, and other amenities. The areas used to provide the service were the dedicated playroom, large rear garden, living room, kitchen, and bathroom.

At the time of the inspection, three children were registered to use the service and all were present during the inspection.

## About the inspection

This was an unannounced inspection which took place on 2 July 2025 between 13:30 and 15:50. 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:

- spoke with three children and observed their experiences
- gathered feedback from six families of children using the service
- spoke with the childminder
- reviewed documents.

## Key messages

- The childminder was extremely well informed about the children's needs and provided the highest quality care to support these.
- Children had excellent access to a very wide range of play materials, in which they could self-select and direct their own play and learning.
- The childminder's home was inviting and created a safe and secure space for children to play and have fun.
- The childminder had exemplary understanding of how to provide a high quality service and were well informed of current thinking and good practice guidance.
- The childminder was passionate about providing excellent outcomes for children, and this was embedded within their 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?	6 - Excellent
How good is our setting?	6 - Excellent
How good is our leadership?	6 - Excellent
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 aspirational with outstandingly high outcomes for children.

### Quality indicator 1.1: Nurturing care and support

The childminder was an extremely skilled and experienced care provider. They had embedded a nurturing approach within the setting, forming strong relationships that provided children and their families a sense of security and belonging. Parents told us they had strong bonds with them, and one parent shared, "Pauline has become an amazing friend to our family and so supportive." Another shared, "I love the personal touch of the service."

The childminder's home was exceptionally welcoming and created an environment where children felt safe and secure. We observed children confidently moving around the home selecting materials to play with, and when needed, being comforted and reassured by their childminder. We heard lots of laughter whilst children played. The childminder showed children love, kindness, and compassion. As a result, children had formed secure attachments with them and felt loved and valued.

The childminding service was registered as a food business and provided the children with healthy and nutritious homecooked meals. All parents were extremely happy with the meals their children received. One parent told us, "Lots of buffet style foods that the kids can pick and choose." Another said, "Pauline is great at getting the kids to try new things and teaching them about taste and texture." In addition, children participated in activities such as growing fruit and vegetables in the childminder's garden to further develop healthy relationships with food, and have an understanding of where food comes from.

Each child's personal preferences and needs were being fully supported. To support this, the childminder gathered meaningful information and kept extremely detailed records. These records detailed how children had received the highest quality care and support to meet their needs. Children's experiences and progression was recorded and used to plan their next steps, and developmental reviews were shared with parents. Parents told us they were very happy with the quality of the service their child received. One parent told us, "Pauline always discusses my child's progress with me and keeps me updated/has given me advice throughout my child being at the service which I can put into practice at home to help them develop." The childminder was particularly knowledgeable about child development, in identifying children's needs, and planning how to support these. As a result, children were making steady progress and their successes were being celebrated.

### Quality indicator 1.3: Play and learning

A day in the life of a child attending the service included a well planned daily routine, which encompassed a variety of play experiences and materials. Most mornings they went out to a local group which provided children the opportunity to socialise with other children and become familiar within the local community. This enhanced children's sense of belonging. Children had lunch in the setting and then most days played in the childminder's home or garden. The children were familiar with this routine, however, we were informed this was flexible around children's needs and choice.

The children had access to an extensive range of materials. The playroom was easily accessible and children could self-select materials with ease. There was an exceptional range of materials, including lots of open ended and natural play materials. Children were confident leading their own play and learning. We observed children selecting to play toothbrushing games, role play pretending to be a medic, and hammering with pins making windmills. The playroom and materials were very well presented, and as a result, children's natural curiosity to play and learn was inspired.

The childminder was skilled and experienced in providing the highest quality play and learning. This included providing appropriate early numeracy and literacy experiences. The childminder had undergone training to support children's early literacy and they were Book Bug trained. Book Bug training impacted on the childminder being a particularly skilled storyteller. As a result, children were interested in reading and were developing a lifelong love of books. We saw children were having lots of fun developing their use of numeracy and literacy skills during play. The childminder was highly skilled at introducing new language and supporting children's language development.

Children had access to the secure, well designed outdoor space. Children could choose to play inside or outside, they had direct access from the playroom. To further extend children's learning experiences, they regularly visited local groups and amenities. Parents told us they were extremely happy with the variety of play and learning experiences their children participated in. They shared with us that the experiences were well planned. One parent told us, "She takes the kids out on day trips, walks, to the park, educational centres, country parks, safari parks, zoos... I think my child has been everywhere!! She also takes the kids to local groups to help with their social skills." The children's daily routine incorporated meaningful and well balanced outdoor play, both at home and out in the local community, that provided excellent opportunities for them to access fresh air and explore through play.

The childminder's understanding of child development, use of theory, and good practice guidance, enabled them to plan the right care, play, and learning experiences. The experiences and materials provided children with the opportunities to stimulate, challenge, and nurture their right to play and learn lifelong skills.

## How good is our setting?

**6 - Excellent**

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

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

Children were comfortable, nurtured, safe and secure within the childminder's welcoming home. It truly was a place where children felt like they belonged. The house was well ventilated and heated, with lots of lots of natural light. The areas used for childminding were clean and tidy, and appropriate risk assessments had been completed. The childminder discussed how they would review safety measures, for example, according to the needs of children attending. The childminder was fully aware of their role and responsibilities to keep children safe, and to ensure their home had appropriate safety measures in place.

The minding areas, indoors and outdoors, were spacious and very well resourced, allowing children to play and have fun learning new things. The childminder ensured the materials available met the children's interests, such as, role play, books, and construction toys. The playroom was designed to provide children easy access to an extremely wide range of interesting and exciting play materials. This prompted children's curiosities and built interest and engagement in learning, for example, the children had learned basic first aid using a nursing teddy bear and road safety using Scotland road safety campaign resource, Ziggy. The minded children were engaged in their play and were very relaxed and confident within the childminder's home. Every morning they visited areas in the local community, which children loved.

The childminder followed thorough infection prevention and control practices to reduce the spread of infection, this included effective hand hygiene practice. The childminder's kitchen was kept clean, and they followed the food safety guidelines in line with the most up-to-date national guidance. The childminder kept well informed of good practice guidance, consistently promoting children's health and wellbeing.

Parents agreed with our findings when they told us they found the childminder's home to be safe, clean, and very well resourced. They told us, "The environment is always immaculate and everything secure." and "Pauline's house is clean, well maintained and secure." They also told us that the children had access to high quality facilities. Their comments included, "Lovely open air play area at Pauline's with lots of variety of toys for learning. Pauline gets the kids outdoors whenever she can and will always have puddle suits when the weather isn't so good." and "Pauline's back garden is wonderful for the kids."

Overall, the childminder made excellent use of the space and materials available to them at home and in the local community to secure the very best outcomes for children.

## How good is our leadership?

**6 - Excellent**

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

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

The service was led and managed exceptionally well. The childminder demonstrated a track record of delivering high quality experiences and outcomes for children. We were confident that this would be sustained because of the childminder's approach to the continual development of the service

The childminder kept records of the children's attendance. They understood and followed the service's conditions of registration, and the current registration certificate was made available to parents. We discussed with the childminder, information submitted within the annual return and self-assessment, notifications, and changes to the inspection process. We found the information provided by the service to be a true and accurate reflection of the service provided.

Since the last inspection, the childminder had continued to make improvements to the service to further enhance the outcomes for children. This included, further developing their skills and knowledge, for example, in using self-evaluation tools and planning for improvement. They had recently started a training course to ensure they kept themselves up to date with the national quality framework guidance. They regularly involved parents and children through gathering their views, and incorporated their ideas when making changes to the service provided. We could see the childminder was fully committed to ensure they provided highest quality care and support.

The childminder told us they had attended training to keep themselves well informed about good practice guidance and changes within childcare. This included keeping up to date with first aid and child protection. The childminder kept well informed about changes within the childcare sector, through reading information received from the Care Inspectorate and Scottish Childminding Association. They were also very active within the local childminder group, sharing good practice and working together to broaden children's experiences. We found the childminder to be extremely well informed and to be very well organised, providing a service that reflected the values and principles of a high quality child care service.

The service aims and vision for the service had been carefully developed in consultation with the children and families, to ensure the service met their expectations. Children's needs being at the heart of decision making and driving continuous improvements, had been instrumental in the delivery of highest quality care and support.

## How good is our staff team?

## 6 - Excellent

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

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

The childminder had exceptional skills as a result of plentiful years of experience providing excellent outcomes for children. They worked extremely hard to deliver a service that provided the highest quality of care, compassion, and love towards the children and families. Children's needs were being fully supported, and their interests were fully embedded into the service's daily routine and experiences.

The childminder knew each child very well and worked in partnership with parents to meet their needs and expectations. All parents told us they had formed strong bonds with the childminder. When asked, "What do you think are the most positive aspects of your child's experiences in the childminding service?" they told us, "Watching my child's development and the smile and enthusiasm of wanting to go to Pauline's daily," and "A loving home environment with ample opportunities for learning and development, their ability to play freely with other children learning to share, being kept safe and well looked after." Another said, "My child's confidence and social skills they have learned over the years. Pauline has always encouraged them to shoot for the moon and my child does."

When talking about children and families, the childminder did so with love, respect, and kindness. Therefore, we concluded they worked in true partnership with families to meet children's needs.

The wellbeing indicators and children's rights were truly embedded within the service, and we could see these were weaved within the childminder's professional values. The care, play, and learning provided the highest quality care and support that was right for each child. The parents, when asked, "What would make the service better?" made no suggestions. This demonstrated the childminder's continual approach to meeting needs on an individual basis.

## 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?	6 - Excellent
1.1 Nurturing care and support	6 - Excellent
1.3 Play and learning	6 - Excellent

How good is our setting?	6 - Excellent
2.2 Children experience high quality facilities	6 - Excellent

How good is our leadership?	6 - Excellent
3.1 Quality assurance and improvement are led well	6 - Excellent

How good is our staff team?	6 - Excellent
4.1 Staff skills, knowledge and values	6 - Excellent

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