

# Macadam, Pauline Child Minding

Dundee

**Type of inspection:**  
Unannounced

**Completed on:**  
2 July 2025

**Service provided by:**  
Pauline Macadam

**Service provider number:**  
SP2008972600

**Service no:**  
CS2008192417

## About the service

Pauline Macadam provides a childminding service from her home in Dundee. The service is registered to provide care to a maximum of 8 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. Numbers are inclusive of children of the childminder family. Minded children can only be cared for by persons named on the registration certificate. Overnight care will not be provided. The parts of the premises not to be used are three upstairs bedrooms and the attic.

The service is located within a residential area of Dundee and is close to local schools, parks, and shops.

## About the inspection

This was an unannounced inspection which took place on 2 July 2025 between 09:00 and 11:30. Feedback was shared during this visit. The inspection was carried out by an 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 two children using the service;
- spoke to the childminder;
- received two completed questionnaires from parents;
- observed practice and daily life;
- reviewed documents.

## Key messages

- The childminder knew each of the children well and had developed positive relationships with families.
- Children were having fun during their play and learning experiences.
- Interactions between the childminder and children were warm and caring.
- Children regularly visited their local community.
- Infection prevention and control measures were in place and followed at all times.

## 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

Interactions between the childminder and children were warm and caring and the childminder sat at the child's level during all interactions. One parent shared, 'home from home environment. Very warm and loving environment.' The childminder knew the children well and had a good knowledge of routines and interests. This supported the childminder to meet the needs of children in her care.

Personal plans were in place for each child and included information relating to routines and children's interests. These were reviewed regularly to ensure the childminder held current and up to date information to support her to fully meet children's needs.

Snack time was a sociable experience for children. They made choices from their packed lunches and were offered a drink to keep them hydrated. The childminder sat with the children during snack, and they took part in quality discussions about home life and different types of fruit. Handwashing took place prior to children having their snack. This experience supported children to make choices and develop independence and life skills.

Consent forms were in place for children who required medication to be administered. This maintained the health and wellbeing needs of children.

The childminder had a good knowledge and understanding of child protection and the processes to follow should she need to make a referral. This ensured that children were kept safe from harm or abuse.

Children were well supported during personal care and toileting. They developed their independence by using a step to access the toilet and sink. Handwashing took place after toileting to minimise the risk of spread of infection.

### QI 1.3 Play and learning

Children were leading their own play and were choosing what to play with. The childminder was responsive to children's interests, and this was reflected in the resources which were available for children to access. One child was accessing transport resources while another child developed their imagination through role play, making tea and toast. Both children then developed their imaginations and creativity by climbing in empty cardboard boxes and discussing sizes and who would fit inside. This play was then extended to den building with the support of the childminder who introduced throws and blankets. Children had fun during their play and learning experiences.

Language, literacy and numeracy was supported through books, music and real-life resources. The children took part in story sharing and were pointing to pictures, lifting the flaps and describing what they saw. There was laughter throughout this experience which supported children to develop language and literacy skills.

Children's learning and progression was recorded on developmental record forms. Next steps within learning were identified and recorded. Photographs of children's play and learning were regularly shared with parents via WhatsApp. It would be beneficial for these records to be updated and reviewed more frequently to further support children's learning and development.

Children regularly visited their local community through visits to the park, the science centre and the waterfront and urban beach. This supported children to develop a sense of belonging and take part in varied play and learning opportunities.

## 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 welcoming for children and their families. A wide range of resources which were easily accessible to children supported and extended their play and learning. Children had access to a secure outdoor play space which supported active play experiences and encouraged children to stay healthy.

The service was safe and secure and daily safety checks were completed before children arrived. Risk assessments were in place which supported the childminder to maintain a safe environment for children.

Processes were in place for managing maintenance within the childminder's home. This included annual boiler safety checks. Regular smoke alarm checks were completed which also supported the childminder to provide a safe environment for children.

Infection control measures were in place and maintained to provide a clean environment for children. Handwashing took place at appropriate times and surfaces were wiped down before use. This minimised any possible risks of spread of infection.

Accidents and incidents were recorded. These were shared with parents who signed off the form to acknowledge that this information had been shared with them. This resulted in children's wellbeing needs being met.

**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 service had a vision and aims in place which were shared with families. The childminder maintained effective communication with parents during drop off and pick up times. This provided the opportunity to share information and to gain feedback about the service. WhatsApp was also used to share information with families which regularly included the sharing of photographs. One parent commented, 'receive good handovers of their day.' These opportunities supported effective sharing of information to promote ongoing improvement within the service.

The childminder had completed self-reflection questions which supported her to develop her practice and make changes and improvements within the service. They also accessed the Care Inspectorate Hub to locate relevant resources and guidance to support ongoing improvement. There was no formal approach to quality assurance, however, the childminder confidently discussed recent changes made which included a larger outdoor space for children. These changes and developments had improved outcomes and experiences for children.

Policies and procedures were in place to support safe practice. These had been developed in line with current guidance and best practice. The childminder should ensure that review dates are clearly recorded on each policy.

## 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

Positive relationships had been developed between the childminder, children, and families. The childminder was respectful and was responsive to the needs of children in her care. Children were confident to ask for support during interactions with the childminder. This resulted in children who were happy, confident and had fun during their play.

The childminder had completed mandatory training which supported her knowledge and skills. They were in the process of locating other training to further develop their learning and skills to improve outcomes for children.

The childminder had established links with other childminders which provided the opportunity for developing a support network which further developed knowledge and skills and improved practice.



## 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

Children should have access to the garden area to provide a variety of play experiences and extend the opportunities children are given to play outdoors. Outdoor spaces should be cleared of clutter to ensure the safety of children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors' (HSCS 1.25).

'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment' (HSCS 5.24).

This area for improvement was made on 13 June 2024.

#### Action taken since then

The childminder has moved house since the last inspection. Children now access an outdoor play space which is safe and secure.

This area for improvement has been met.

#### Previous area for improvement 2

To minimise the risk of infection spread, effective handwashing should be carried out by both the childminder and minded children at key times of the day and embedded into daily routines.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.19).

This area for improvement was made on 13 June 2024.

#### Action taken since then

Handwashing took place at appropriate times throughout the visit as part of the daily routine.

This area for improvement has been met.

## 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?	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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