

Smart, Margaret Child Minding

Montrose

Type of inspection:
Unannounced

Completed on:
2 December 2025

Service provided by:
Margaret Smart

Service provider number:
SP2003901386

Service no:
CS2009229899

About the service

Margaret Smart provides a childminding service from her home in Montrose. The service is registered to provide care 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 is under 12 months. Numbers are inclusive of children of the childminder's family.

The children had access to the living room, a playroom, and downstairs bathroom. The service is located within a residential area of Montrose and is close to local schools, parks, and shops.

About the inspection

This was an unannounced follow up inspection which took place on 2 December 2025 between 11:30 and 12:15. Feedback was shared during this visit. The inspection was carried out by two inspectors 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 to the childminder;
- reviewed documents.

Key messages

- We assessed progress made to meet the requirements and areas for improvement during the follow up inspection and found that the required improvements had not been met.
- The childminder had created a more welcoming playroom environment for children to take part in play experiences.

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

Leadership	2 - Weak
Children thrive and develop in quality spaces	2 - Weak
Children play and learn	2 - Weak
Children are supported to achieve	2 - Weak

Further details on the particular areas inspected are provided at the end of this report.

Leadership 2 - Weak

During this follow up inspection, the evaluation for Quality Indicator 'Leadership and management of staff and resources' remains weak.

In the previous inspection report from August 2025, findings for this Quality Indicator were reported within Quality Indicator '3.1 Quality assurance and improvement are led well' and Quality Indicator '4.1 Staff skills, knowledge, and values'. Due to the publication of the new shared Quality Improvement Framework the terminology for reporting this has changed.

Children thrive and develop in quality spaces 2 - Weak

During this follow up inspection, the evaluation for Quality Indicator 'Children experience high quality spaces' remains weak.

In the previous inspection report from August 2025, findings for this Quality Indicator were reported within Quality Indicator '2.2 Children experience high quality facilities'. Due to the publication of the new shared Quality Improvement Framework the terminology for reporting this has changed.

Children play and learn 2 - Weak

During this follow up inspection, the evaluation for Quality Indicator 'Playing, learning and developing' remains weak.

In the previous inspection report from August 2025, findings for this Quality Indicator were reported within Quality Indicator '1.3 Play and learning'. Due to the publication of the new shared Quality Improvement Framework the terminology for reporting this has changed.

Children are supported to achieve 2 - Weak

During this follow up inspection, the evaluation for Quality Indicator 'Nurturing care and support' remains weak.

In the previous inspection report from August 2025, findings for this Quality Indicator were reported within Quality Indicator '1.1 Nurturing care and support'. Due to the publication of the new shared Quality Improvement Framework the terminology for reporting this has changed.

What the service has done to meet any requirements we made at or since the last inspection

Requirements

Requirement 1

By 26 September 2025, the childminder must ensure that each child's needs are fully met.

To do this, the childminder must, at a minimum:

- a) ensure each child has a detailed personal plan in place which includes an all about me section and accurate information relating to current health and wellbeing needs;
- b) ensure that each section of the personal plan is signed and dated by parents;
- c) ensure that all personal plans are reviewed at least every six months by parents.

This is to comply with Regulation 5(2)(b) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My personal plan (sometimes referred to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices' (HSCS 1.15).

This requirement was made on 19 August 2025.

Action taken on previous requirement

The childminder had started to develop all about me information for children in their care. Not all children had all about me information in their plans, so this still has to be developed. All personal plans still need to be reviewed at least six monthly to keep in line with current legislation.

This requirement has not been met and will be extended until 30 January 2026.

Not met

Requirement 2

By 31 October 2025, the childminder must ensure that they assess and review possible risks within all environments of their home.

To do this, the childminder must, at a minimum, ensure that:

- a) risk assessments are developed for all rooms and outdoor areas within their home that children access;
- b) the front door is locked and secure while caring for children;
- c) children are kept safe from pets while in the care of the childminder.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

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 requirement was made on 19 August 2025.

Action taken on previous requirement

Previous risk assessments were in place for the childminder's home. These have not been reviewed or updated for several years to reflect the current environment and to take account of pets within the home. The childminder needs to review these documents to develop their knowledge of current risks and ensure they provide a safe and secure environment for children in their care.

This requirement has not been met and will be extended until 30 January 2026.

Not met

Requirement 3

By 17 October 2025, the childminder must ensure that appropriate and effective infection prevention and control measures are put in place.

To do this, the childminder must, at a minimum, ensure that:

- a) the environments that the children have access to are de-cluttered to allow appropriate cleaning to be carried out and surfaces to be wiped down;
- b) the kitchen area is cleaned and de-cluttered to support the safe preparation of children's snacks;
- c) infection control measures are followed during personal care, which includes nappy changing;
- d) handwashing takes place at appropriate times by children and the childminder.

This is to comply with Regulation 4(1)(a) and (d) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.24).

This requirement was made on 19 August 2025.

Action taken on previous requirement

The childminder had made progress in creating a more welcoming and safe environment within the playroom. The environment had been de-cluttered, and there was now more floor space for children to take part in play experiences. Resources had been reviewed and were no longer stacked high in the playroom area. Resources were now more age and stage appropriate.

The kitchen environment still needed to be de-cluttered to ensure surfaces were clean and tidy for serving children's snacks and meals.

We did not assess hand hygiene or personal care during this inspection as no children were in attendance. This will be reviewed at the next inspection.

This requirement has not been met and will be extended until 30 January 2026.

Not met**Requirement 4**

By 14 November 2025, the childminder must ensure that children's health and wellbeing needs are fully met and children are kept safe.

To do this, the childminder must, at a minimum, ensure that:

- a) policies are developed in line with current guidance and best practice;
- b) appropriate forms are developed to record accidents and incidents that will be shared with parents;
- c) paperwork is developed to support the safe management of medication;
- d) children and parents are included in the self-evaluation of the service to support improvement.

This is to comply with Regulation 4(1)(a) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/210).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This requirement was made on 19 August 2025.

Action taken on previous requirement

The childminder did not have access to their policies during the follow up inspection, however, these were sent on to us after the inspection visit. The policies need to be reviewed and updated to keep them in line with current guidance and legislation. The childminder needs to develop further policies to support safe practice within the service.

The childminder now had templates in place for recording accidents and incidents. These had not yet been used.

The childminder now had templates in place for gaining consent for administering medication and for recording the administration of medication. These had not yet been used. The childminder needs to ensure that written permission is gained for any medication administered including unprescribed medication.

The childminder had not yet re-introduced the involvement of families in the self-evaluation of the service.

This requirement has not been met and will be extended until 30 January 2026.

Not met

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

To support children to reach their full potential through quality play and learning experiences, the childminder should review the resources available for children to access. This should include, but is not limited to ensuring resources are age and stage appropriate, support children's interests and are easily accessible to children.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling' (HSCS 1.30).

This area for improvement was made on 19 August 2025.

Action taken since then

The childminder had reviewed the resources available for children to access. These were now more age and stage appropriate and were more easily accessible to the children. Some resources had been removed from the playroom to create more floor space for the children to take part in a range of play experiences.

This area for improvement has been met.

Previous area for improvement 2

To keep children safe from harm and improve outcomes for children, the childminder should complete training to develop their skills, knowledge, and practice. This training should include, but is not limited to first aid, child protection and food hygiene.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '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 19 August 2025.

Action taken since then

The childminder has begun to look at the bitesize videos on the Care Inspectorate website to support her knowledge and skills. This had not been recorded.

The childminder would benefit from completing child protection training, first aid and food hygiene training to support her practice and keep children safe.

This area for improvement has not 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.

Detailed evaluations

Leadership	2 - Weak
Leadership and management of staff and resources	2 - Weak
Children thrive and develop in quality spaces	2 - Weak
Children experience high quality spaces	2 - Weak
Children play and learn	2 - Weak
Playing, learning and developing	2 - Weak
Children are supported to achieve	2 - Weak
Nurturing care and support	2 - Weak

To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at www.careinspectorate.com

Contact us

Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

0345 600 9527

Find us on Facebook

Twitter: @careinspect

Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iartras.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿੱਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.