

# Rosemary Robertson & Kirsty Robertson Childminding Child Minding

Motherwell

**Type of inspection:**  
Unannounced

**Completed on:**  
2 December 2025

**Service provided by:**  
Rosemary Robertson & Kirsty  
Robertson a partnershi Rosemary  
Robertson & Kirsty Robertson a  
partnershi

**Service provider number:**  
SP2013012164

**Service no:**  
CS2013320596

## About the service

Rosemary Robertson and Kirsty Robertson operate a childminding service from Rosemary's home in Motherwell, North Lanarkshire. They are registered with the Care Inspectorate to provide care to a maximum of seven children at any one time. These numbers are inclusive of the childminder's own family. At the time of inspection, 14 children were registered and four were present.

Children are cared for in a dedicated playroom and have access to a safe, enclosed outdoor area. The bathroom is on the ground floor of the property.

## About the inspection

This was an unannounced inspection which took place on 27 November 2025 between 15:15 and 16:45. Supporting documents were shared with the inspector by email, and feedback was provided on 2 December 2025. 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 four children using the service, and one child who had previously used the service.
- reviewed electronic feedback from seven parents using our questionnaire.
- spoke with three parents
- spoke with the childminders
- observed practice and children's experiences
- assessed core assurances, including the physical environment
- reviewed relevant documents.

As part of our inspections, we assess core assurances. Core assurances are checks we make to ensure children are safe, the physical environment is well maintained and that a service is operating legally. At the time of this inspection, no improvements were identified relating to core assurances.

## Key messages

- Children experienced consistently warm, nurturing care that promoted emotional security and wellbeing.
- Indoor and outdoor spaces were clean, safe and well-maintained, providing a safe environment for play and learning.
- Play and learning opportunities were of high quality, child-led and enriched by open-ended resources and community outings.
- Children's voices were central to planning and daily routines, influencing activities and demonstrating that participation is embedded in practice.
- Children were well supported through responsive care and inclusive practice.
- Parents praised communication, flexibility and the family-like atmosphere.
- The childminders were invested in ongoing improvement and committed to updating its improvement plan to align with current frameworks.
- Some improvements were needed in infection control and embedding safe sleep guidance.

## 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	4 - Good
Children play and learn	5 - Very Good
Children are supported to achieve	5 - Very Good

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

## Leadership 4 – Good

### Quality Indicator: Leadership and management of staff and resources

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

The childminders shared their vision, values and aims with families before registration. This allowed parents to make an informed choice, if the service was right for them. The childminders' vision focused on safety, inclusion and positive outcomes for children. Parents described the service as "open, honest and professional" and praised strong communication. These values were evident in daily practice. The childminders agreed to include families when they next review the vision, values and aims. This would give parents and children an additional voice in shaping the service and strengthen partnership working.

Childminders kept clear, well-organised records that were regularly checked for accuracy. Accident and incident logs were up to date. Registration with the Information Commissioner's Office (ICO) and individual consent from parents ensured information was shared safely. Risk assessments covered the home, garden, car and outings, helping keep children safe.

Notifications were shared quickly when concerns arose, showing strong safeguarding practice. They worked closely with other agencies and recorded agreed actions, which supported effective partnership working. Through personal development opportunities, the childminders strengthened their safeguarding knowledge and expertise and improved their recording systems. As a result, children benefited from a safe, well-managed environment where risks were reduced and wellbeing was prioritised.

Policies and procedures had been reviewed within the last 18 months. Medication procedures needed updating to reflect current best practice guidance. Infection control measures and safe sleep guidance also required further embedding. Shared towels presented a potential cross-contamination risk, and some children slept in buggies, which did not fully align with safe sleep guidance. The childminders recognised these areas and had begun taking steps to address them. These improvements were acknowledged as important and, once implemented, would strengthen the already high standard of care and further protect children's health and wellbeing.

Self-evaluation was part of daily practice and influenced how the service developed. The childminders reflected regularly on what worked well and what needed improvement. They used observations and family feedback to guide decisions. Families valued this professional approach. One parent said, "I feel like I can talk to them about anything". The childminders agreed to review their improvement plan using 'A quality improvement framework for early learning and childcare sectors: childminding'. This would complement their current practice and keep it aligned with guidance. Their reflective and responsive approach supported meaningful change and strengthened care and learning. As a result, children experienced consistent, high-quality care and learning opportunities that promoted confidence, wellbeing and positive outcomes.

Training supported safe and responsive care. Both childminders had recently attended child protection training and held a current first aid certificate. As a result of targeted training, they reflected and made adjustments to support the children in their care. They also shared learning with the children, with one child stating, "I am learning sign language". These actions ensured children received safe, inclusive care and benefited from routines that supported wellbeing and development.

**Children play and learn 5 - Very Good****Quality Indicator: Playing, learning and developing**

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

Children experienced high-quality, child-led play that reflected their interests and developmental stages. Observations throughout the inspection showed sustained engagement across a wide range of experiences. These were supported by skilled and sensitive interactions from the childminders. Children accessed resources independently, made choices confidently and explored creative and sensory activities. Familiar interests were extended meaningfully, helping children build on what they already knew.

The playroom was well organised, with storage that made resources easy to access. A variety of open ended materials, including natural and loose parts, encouraged curiosity, creativity and problem solving. Daily routines balanced structure with flexibility, allowing children to lead their own play while offering adult support when needed. Community outings to parks, libraries and local hubs enriched experiences and supported social development. Parents told us children were eager to attend and enjoyed creative projects, music activities and local trips.

Interactions were warm and responsive. The childminders used simple prompts and comments to extend thinking and language without directing play. We saw effective regulation support when a child became unsettled. Calm reassurance and a quieter option helped the child return to play quickly. Children's ideas shaped planning, with recent interests leading to seasonal themes and outdoor investigations. This meant children's voices influenced what they learned and experienced.

Inclusive strategies were evident for all children. The childminders used visual supports, signing and sensory activities to aid communication and understanding. These adaptations ensured all children could participate meaningfully and feel included in routines and experiences. This approach supported equality and helped children develop skills at their own pace while feeling valued and secure.

**Children are supported to achieve 5 - Very Good****Quality Indicator: Nurturing care and support**

We found major strengths in this aspect of the setting's work and identified very few areas for improvement; therefore, we evaluated this quality indicator as very good.

The childminders created a warm, welcoming environment that supported children to feel safe, cared for and valued.

One parent told us that their child "would go every day". Observations confirmed that interactions were consistently kind and responsive, promoting trust and emotional security. They knew each child well and adapted routines to meet individual needs, supporting comfort and wellbeing.

Care routines were carried out with sensitivity and respect. Mealtimes were relaxed and sociable, with healthy options such as fruit and homemade soups offered throughout the day. Children told us that they got to "choose things at the shops", which was confirmed by parents. Children were encouraged to try new foods, and positive language was used to make these experiences enjoyable. As a result, children developed independence, made healthy choices and experienced positive, nurturing routines that supported their wellbeing.

Sleep and rest needs were managed flexibly, with quiet spaces provided when children needed time to relax. These practices helped children feel comfortable and supported, contributing to their physical health and emotional regulation. Parents told us they appreciated these routines, saying, "Our child has always had the opportunity to sleep when required. We are always informed of when they sleep and how long". This reassurance strengthened family confidence and ensured continuity of care between home and the setting.

Communication with families was strong and contributed to nurturing care. Pick-up times were calm and unhurried, with meaningful conversations about the child's day. The childminders maintained contact throughout the day using messaging apps to share updates and photos. These actions helped families feel involved and supported children's sense of security by reinforcing connections between home and the setting.

Children's voices were evident throughout the service. They influenced daily activities and were supported to make choices. Children were asked what they wanted to do and helped to set up activities. One child shared, "I can rest when I need to". These examples demonstrated that children felt listened to and respected, which promoted confidence and emotional wellbeing.

## 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 protect children and keep them safe, the childminders should continue to strengthen their safeguarding knowledge and expertise and further develop recording systems.

This is to ensure care and support is consistent with the Health and Social Care Standard (HSCS) which state that:

'I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 19 January 2019.

#### Action taken since then

The childminders have accessed child protection training and were actively seeking training relating to trauma. The childminders have been providing Care Inspectorate with appropriate notifications and demonstrate a good understanding of child protection procedures. They keep comprehensive notes when concerns arise and have regular communication with other agencies to ensure the safety of the children in their care.

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

Leadership	4 - Good
Leadership and management of staff and resources	4 - Good
Children play and learn	5 - Very Good
Playing, learning and developing	5 - Very Good
Children are supported to achieve	5 - Very Good
Nurturing care and support	5 - Very Good

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