

McGugan, Carol Ann

Child Minding

Bathgate

Type of inspection:
Unannounced

Completed on:
9 December 2025

Service provided by:
Carol McGugan

Service provider number:
SP2009972903

Service no:
CS2009193914

About the service

Carol Ann McGugan provides a childminding service from their home in the town of Blackridge, West Lothian. The service is registered to provide care to a maximum of six children at any one time under the age of 16. No more than three children can be under primary school age. Numbers are inclusive of children of the childminder's family. Overnight care is not provided.

Children are cared for in the living room and open plan kitchen/diner. There is a bathroom close to both rooms. Children can also play in the childminder's garden which has a raised deck directly accessible from the kitchen/diner and includes the driveway for the property. There are two outbuildings that are not accessible to children.

About the inspection

This was an unannounced follow up inspection which took place on Tuesday 9 December 2025 between 15:45 and 17:40. The inspection was carried out by one inspector from the Care Inspectorate.

The inspection focused on the requirements and areas for improvement made during the previous inspection which took place on 21 May 2025. We evaluated how the service had addressed these to improve outcomes for children.

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 minded children
- spoke with the childminder
- observed practice and daily life
- reviewed documents.

Key messages

Some slight improvements were evident within most required areas made during the previous inspection. One requirement had been met and a new area for improvement was made. As a result, children's needs were not yet being fully met.

Children are supported to achieve

As a result of this follow up inspection we found that children's personal plans were regularly reviewed ensuring information was up to date in the event of an emergency to promote their wellbeing. However, the recording of children's development and experiences in the setting as part of their personal plan was still being developed. Some regular observations of younger children's development and learning was now routinely recorded. This should now be extended to all minded children along with identifying clear next steps. This is to support planned provision and promote children's progress and development. As a result the requirement was met and a new area for improvement was made (**see area for improvement 1**).

Areas for improvement

1. To support planned provision to meet children's needs and interests, the childminder should develop personal plans for all minded children in the setting. This is to ensure children's achievements and experiences in the service are recorded and to identify relevant and meaningful next steps. This information should be regularly reviewed and updated with parents to support children's progress.

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).

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

Requirements

Requirement 1

By 1 December 2025, the provider must offer appropriate, individualised support to children by ensuring that all children's personal plans are updated at least once in every six months, in consultation with children and families.

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

- (a) Record the changing interests, needs and successes of each child at least once in every six months or when significant changes occur.
- (b) Identify and record potential risks alongside effective solutions to keep individual children safe and

healthy, where required.

(c) Refer to the wellbeing indicators laid out by the Scottish Government policy on 'Getting It Right For Every Child' in children's personal plans.

This is to comply with Regulation 5 (Personal Plans) 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 is to ensure that staff skills and knowledge is consistent with the Care Inspectorate document, 'Guide for Providers on Personal Planning: Early Learning and Childcare.'

This requirement was made on 21 May 2025.

Action taken on previous requirement

We found that all personal plan information had been reviewed and signed by families at least twice since the previous inspection. This meant that personal plan information remained up to date to meet children's needs.

The childminder advised that there were no children in need of specific strategies for support, we reminded the childminder that should support strategies be needed, these should be recorded within personal plans. This will be followed up at the next inspection.

The childminder had begun to record observations of children's development and learning. This should now be extended to all children and clear next steps identified. This will also be followed up at the next inspection.

This requirement is therefore met with a new area for improvement made in relation to improving recording of children's specific needs, interests, development and next steps for all children. See area for improvement under quality indicator; nurturing care and support.

Met - within timescales

Requirement 2

By 1 December 2025, the provider must ensure the premises are safe and fit for purpose by developing and implementing risk assessments that identify potential hazards and record measures in place to minimise these risks.

To do this, the provider must, at a minimum, develop and implement risk assessments for all areas of the premises used for childminding, both indoors and outdoors.

This is to comply with Regulation 4(1)(a) (Welfare of users) 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 environment is secure and safe' (HSCS 5.16).

This requirement was made on 21 May 2025.

Action taken on previous requirement

The childminder had taken steps to make the garden more secure by covering the pond and only allowing supervised access to the garden. The childminder told us that verbal permission from parents had also been sought for use of the decked area. We were unable to fully assess the garden due to the lack of light during the inspection but viewed the garden and pond area via video call following the inspection which confirmed safety of the pond.

Children's play with the dog was mostly supervised and children were reminded to leave the dog's belongings alone and how to interact with them.

No written risk assessments were available although the childminder advised these were in place. However, they confirmed that they had not yet updated these. We reminded the childminder of the specific risk assessments that needed to be reviewed and shared examples of these to support them further.

We recognise some improvement made, however this requirement is not yet fully met and will be followed up at the next inspection.

Not met

Requirement 3

With immediate effect, the provider must keep children safe and healthy by ensuring all hazardous substances are securely stored out of reach of children at all times.

This is to comply with Regulation 4(1)(a) (Welfare of users) 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 environment is secure and safe' (HSCS 5.16).

This requirement was made on 21 May 2025.

Action taken on previous requirement

The premises was found to be free of risk from any hazardous substances. The childminder had reflected on this and improved storage of medication, cleaning materials and beauty products. This meant these were no longer in reach of children promoting their safety.

This requirement is therefore met, with advice to update risk assessments to reflect these changes as per requirement two.

Met - within timescales

Requirement 4

By 1 December 2025, the provider must ensure children experience high quality care, play and learning by becoming familiar with the regulations and responsibilities of operating a childminding service, and apply

these in practice.

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

- (a) Display an accurate, up to date registration certificate and insurance certificates for parents to see at any time.
- (b) Maintain an accurate attendance record for all children registered.
- (c) Become familiar with the Care Inspectorate document, 'Guidance on records you must keep and notifications you must make (early learning and childcare services, including childminders).'
- (d) Become familiar with the Care Inspectorate document, 'Registering and running a childminding service: what you need to know.'
- (e) Become familiar with the Care Inspectorate and Education Scotland guidance, 'Quality framework for the early learning and childcare sector: Childminding quality indicators.'

This is in order to comply with Regulation 4(1)(a) (Welfare of users) and Regulation 7(2)(c) (Fitness of managers) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states 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); and
'I use a service and organisation that are well led and managed' (HSCS 4.23).

This requirement was made on 21 May 2025.

Action taken on previous requirement

The childminder had developed a register of attendance which now recorded children's start and finish times. The certificate of registration and insurance were held but were displayed inside a cupboard door, we reminded the childminder that these must be visible for inspection by families during the operating times of the business.

The childminder had not fully familiarised themselves with the documents highlighted in this requirement but was able to confirm timescales for the reporting of different notifications such as child protection, accidents and illness. They should now ensure they are fully familiar with the document 'Registering and running a childminding service' and develop a folder with relevant guidance and paperwork in one place to support the smooth operation of the service. They should also use the quality improvement framework to support their understanding of the quality indicators, what they will be inspected against and to improve outcomes for children.

Although there had been some improvement made this requirement is not yet met and will be followed up at the next inspection.

Not met

Requirement 5

By 1 December 2025, the provider must consistently support children's holistic wellbeing by updating and implementing policies and procedures in line with relevant legislation and best practice guidance.

To do this, the provider must, at a minimum, implement new policies and procedures for:

- (a) Child protection and safeguarding.
- (b) Medication.
- (c) Infection prevention and control.
- (d) Complaints and concerns.
- (e) Personal planning, and
- (f) Having pets in the home.

This is to comply with Regulation 4(1)(a) (Welfare of users) 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:

'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This is to ensure staff skills and knowledge is consistent with the Care Inspectorate document, 'Registering and running a childminding service: what you need to know.'

This requirement was made on 21 May 2025.

Action taken on previous requirement

The majority of current policies had not yet been reviewed and updated. There had been a review and update of the child protection policy. The childminder was yet to develop some of the policies identified at the last inspection such as for pets and personal planning and further amend some others to reflect current best practice and legislation.

Therefore this requirement has not been met and will be followed up at the next inspection.

Not met

Requirement 6

By 1 December 2025, the provider must ensure children remain safe and protected from harm by demonstrating a satisfactory understanding of child protection and safeguarding.

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

- (a) Become familiar with 'Part 1: The Context for Child Protection' of the Scottish Government document, 'National Guidance for Child Protection in Scotland 2021 – updated 2023.'
- (b) Become familiar with relevant local authority child protection policies and procedures.
- (c) Apply their learning into practice.

This is in order to comply with Regulation 4(1)(a) (Welfare of users) and Regulation 7(2)(c) (Fitness of managers) of the Social Care and Social Work and Improvement Scotland (Requirements for Care Services) Regulation 2011 (SSI 2011/2010).

This is to ensure care and support is consistent with the Health and Social Care Standards (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 is to ensure staff skills and knowledge is consistent with the Scottish Government document, 'National Guidance for Child Protection in Scotland 2021 – updated 2023.'

This requirement was made on 21 May 2025.

Action taken on previous requirement

A new child protection policy was in place which included contact details for the local protection team. We asked the childminder to make a slight amendment to this as it stated it was a child and adult protection policy. The childminder demonstrated an understanding of their responsibilities in regard to child protection and was able to fully describe positive approaches they would take in response to any concerns.

They had not however, accessed relevant training in some time and had not familiarised themselves with the relevant guidance identified within the requirement. We therefore signposted the childminder to possible sources of training. We also advised the childminder to draw up chronology forms for all children in readiness for potential need.

There had been some progress towards meeting this requirement however it is not yet met and will be followed up at the next inspection.

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 provide infants with high quality care, play and learning, the provider should update and review their knowledge and understanding of best practice in supporting infants' holistic wellbeing. This should include, but is not limited to:

- (a) Implementing Scottish Government guidance, 'Safer Sleep for Babies: guidance for professionals.'
- (b) Reviewing infection prevention and control measures in line with Public Health Scotland guidance, 'Health protection in children and young people settings, including education.'
- (c) Implementing Care Inspectorate guidance, 'Growing my Potential: Promoting safe, responsive, nurturing care and learning experiences and environments for babies and young children aged 1 and 2 years.'

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

'My care and support meets my needs and is right for me' (HSCS 1.19); and

'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27).

This area for improvement was made on 21 May 2025.

Action taken since then

The childminder had not yet familiarised themselves with any of the recommended guidance and should now do so. However, due to the age and stage of the children being cared for there was no longer any children requiring a sleep during the day. The childminder did however demonstrate an understanding of the importance of using a flat surface to aid children's restful sleep. Also management of comforters such as dummies was improved due to the youngest child's stage of development. We asked the childminder to ensure a policy review for infection, prevention and control which also covers the management of comforters and sleep hygiene.

This area for improvement is therefore not yet met and will be followed up at the next inspection.

Previous area for improvement 2

To provide children with consistently high quality care, play and learning, the provider should create and implement a professional development plan that supports them to learn and improve the service.

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 21 May 2025.

Action taken since then

The childminder had not yet created an improvement plan and the action plan from the previous inspection had not been submitted. The childminder was not yet familiar with quality assurance processes. We discussed these and shared the new quality 'improvement framework for the early learning and childcare sectors: childminding' with them and discussed how to use challenge questions and then how to identify improvement priorities for the year ahead and record these in a plan. We also signposted the childminder to the document self evaluation toolkit for childminders available on our website <https://www.careinspectorate.com/index.php/news/7228-self-evaluation-toolkits-to-support-early-learning-and-childcare-services>. We asked them to begin using this to support them in developing a plan.

This area for improvement is therefore not met and will be followed up at the next inspection.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

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