

Lynne Marshall Childminding Child Minding

Kinross

Type of inspection:
Unannounced

Completed on:
8 December 2025

Service provided by:
Lynne Marshall

Service provider number:
SP2015987622

Service no:
CS2015343305

About the service

The childminder currently provides a childminding service from their home in the Kinross area of Perth and Kinross. The service is registered to provide a care service to a maximum of six children under the age of 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 the children of the childminder's family and household.

The service is based near local schools, parks, nature walks and other amenities. Children had access to the downstairs living space, including the living room, kitchen-diner, an enclosed garden to the rear of the property and a toilet on the first floor.

About the inspection

This was an unannounced inspection which took place on Monday 08 December 2025 between 14:00 and 17:15. This inspection was carried out by one early learning and childcare inspector from the Care Inspectorate.

To prepare for the inspection we reviewed information about the 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/spent time with four children using the service
- received three completed questionnaires from families using the service
- spoke with the childminder
- assessed core assurances, including the physical environment
- observed practice and daily life
- reviewed documents

At the time of this inspection, improvements were identified relating to core assurances. We have reported where improvement is necessary within 'What the service has done to meet any areas for improvement we made at, or since the last inspection' section.

During this inspection we gathered specific information to help us understand more about how services support children's safety, wellbeing and engagement in their play and learning. This included reviewing the following aspects:

- staff deployment
- safety of the physical environment, indoors and outdoors
- the quality of personal plans and how well children's needs are being met
- children's engagement with the experiences provided in their setting.

This information will be anonymised and analysed to help inform our future work with services.

Key messages

- Children experienced warm, kind and nurturing care which supported them to feel valued and secure.
- The childminder communicated and engaged well with families and had built positive relationships with them.
- Children were happy and comfortable while they attended the service.
- Children experienced a safe environment to explore, rest and relax.
- Children's rights were respected and they were listened to as they were empowered to influence what their time at the setting looked like.
- Children had access to a range of resources that interested them and were easily accessible for them to freely choose what to play with.
- The childminder should further develop their approach to quality assurance and improvement systems to allow them to revisit and reflect what worked well.
- Children's individual information gathered in personal plans should be formally reviewed with children and families in line with legislation.

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	4 - Good
Children are supported to achieve	3 - Satisfactory / Adequate

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 quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children were cared for by a childminder who had a clear vision of the care they experienced. For example, a welcoming environment so children could feel comfortable and relaxed had been developed. These were informally reviewed with children and families. A child shared, "we like to relax when we come here". This meant that values were embedded within daily life of the service.

The childminder had established positive connections with families through daily discussions and regular updates about their children's experiences. Informal feedback from parents were gathered and used to support improvements within the service. A parent told us, "it suits us to keep things as informal and verbal as possible". Another parent shared, "regularly speak with Lynne at pick up and drop off and via phone or email if needed". The childminder had developed processes that took into account of some family's needs and wishes.

Quality assurance, improvement plans and self-evaluation processes were informal. The childminder shared areas that they had discussed with children that could be improved. For example, replacement of digital gaming technology. Children's views were listened to and the gaming device they preferred was replaced. The childminder would benefit from introducing effective quality assurance processes. This would support them in ensuring key tasks were completed in line with current legislation, for example medication reviews. A previous area for improvement had been identified in the last report and this will be carried over and can be found in 'What the service has done to meet any areas for improvement we made at, or since the last inspection' section.

Children benefitted from a childminder who completed core training which supported them to keep children safe. For example, child protection, first aid and professional reading on how to support children's individual needs. The childminder shared learning within completed training had developed their confidence in managing different situations. This meant that children and families outcomes were improved in a way that met their needs.

The childminder had effective policies and procedures, these were reviewed at least annually with clear notes of changes to policies or guidance highlighted. This supported the childminder with the smooth running of the service.

Children play and learn 4 - Good

Quality indicator: Play learning and developing

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Children were happy, busy and engaged in their chosen activities. They were playing boardgames, playing quiz games on the tv and chatting with each other.

The childminder sat with children engaging in conversations about their day or home life. Open ended questions were used to further extend children's understanding in games they were playing together. This resulted in sustained engagement between children and the childminder.

Children had opportunities to make choices and influence their experiences. They chose where or what resources they wanted to play with. Children independently accessed a range of resources that interested them. For example, children enjoyed playing a range of board games, using craft materials and gaming consoles for physical games. A child told us, "we can play any of the games we want". Another child shared, "we choose if we want to come home or go to the park". This meant that children were provided with experiences that interested them.

Planning processes were informal. The childminder could share how they had extended children's interests further. For example, planting seeds after visiting gardens or buying new resources that children were interested in at the time. The childminder was passionate about providing activities children enjoyed and spending time with them. Photos were gathered and presented in photo albums, where children could access them if they wished. We discussed ways that the childminder could formalise their planning processes to allow for reflection and to measure the impact of experiences children had.

Children benefitted from a childminder who provided responsive and caring interactions that supported their development appropriately. The childminder knew children well and understood when to step back and allow play to develop or when to support positive interactions within peer groups. The childminder sat with children, laughed while they played together and encouraged them to try completing games independently. This supported children to feel confident and develop their problem solving skills.

Children's experiences were developed by an experienced childminder who understood the importance of play learning and development. Older children shared that they "like to relax when we come here after being at school". The childminder recognised this and provided spaces for children to rest and relax comfortably. Observations of children were informal. The childminder focused on children's daily experiences and shared these with their families. We discussed with the childminder how to meaningfully track children's experiences and how children can be involved in developing these processes. This would further support the childminder to identify any individual needs or interests.

Children are supported to achieve 3 - Satisfactory / Adequate

Quality indicator: Nurturing care and support

We evaluated this key question as adequate. While the strengths had a positive impact, key areas needed to improve.

The childminder had developed strong nurturing relationships with children and their families. A parent told us, "she has as good a relationship as possible with my child". Another parent shared, "Lynne is very kind and thoughtful and I feel she really knows my children". Children expressed that they were happy when they attended the childminders service. This meant that trusting relationships had been established and supported the childminder to meet the needs of the children and their families.

Children had individual personal plans in place and had been developed with families and children. Personal plans included important information about children's health needs, chronologies that documented significant events in children's lives and highlighting likes and dislikes. Although the childminder knew children and their families well and had developed plans further, reviews were not always documented.

A previous requirement that had been identified within the last report highlighted the importance of ensuring reviews took place in line with legislation. This requirement will be carried over in this report and can be found in the 'What the service has done to meet any requirements we made at or since the last inspection' section.

Medication was stored within the service appropriately. Each child had their own sealed box which stored medication and step by step plans for use of medication. The childminder was confident in signs and symptoms of when individual medications might be required. No medication had been required to be administered for a number of years. Forms in place needed reviewing and we sign posted the childminder to 'Management of medication in daycare of children and childminding services' guidance for support. It was identified on inspection, forms were not completed for medication stored within the service. The childminder was proactive and developed forms straight away and parents checked and signed forms by the end of the inspection. This further supported children's safety if they required medication at the service.

Children experienced a relaxed and unhurried mealtime that supported their wellbeing. Children were able to choose what they wanted for snack and ask for more if they were still hungry. The childminder engaged in conversations with the children while they had their snack. Children were empowered to be independent within the childminders home. For example, they accessed snack options, cleared their space and washed their hands confidently. This further supported children to feel like they mattered and belonged.

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

Requirements

Requirement 1

By 04 November 2024, the provider must ensure that all children's information is accurate and relevant in their personal plan's. Personal plan's in place should set out how their individual needs will be met, as well as their wishes and choices.

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

- Personal plans are written for all children and then reviewed every six months, in line with legislation.
- Updates are signed and dated by the childminder and families.
- Information reflects the child's current wellbeing, needs, likes and dislikes.

This is to comply with Regulations 5(1)(2)(b)(c) (Personal Plans) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 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 had not been met and we have agreed an extension until 16 February 2026.

This requirement was made on 21 August 2024.

Action taken on previous requirement

The childminder has done some work to improve personal plans. Each child has an individual plan in place with important information gathered. However, these have not been reviewed in line with legislation stated within the requirement. Therefore, has been extended.

Not met

Requirement 2

By 18 November 2024, the provider must ensure that all children are safeguarded and kept safe from harm or abuse.

To do this the provider must at a minimum ensure;

- Child protection training is completed and refreshed annually.
- Chronologies are in place for all children.

This is to comply with Regulations 4 (1)(a) of the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SS1 2011/210).

This is to ensure that 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 requirement was made on 21 August 2024.

Action taken on previous requirement

The childminder had undertaken formal child protection training and has implemented effective use of chronologies within children's personal plans.

Met - within timescales

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 improve the care and support that all children receive, the childminder should access training appropriate to their role, and apply their training in practice.

This should include, but is not limited to:

- Training in supporting children with additional support needs.
- Restorative practices.
- Building children's resilience.
- Self-regulation.

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 August 2024.

Action taken since then

The childminder has undertaken some professional reading relating to the suggested areas stated within the area for improvement. The childminder stated that it has supported them with some decision making and how best to support children in different circumstances.

This area for Improvement has been met.

Previous area for improvement 2

To support a culture of continuous improvement that impacts positively on outcomes for children, the childminder should implement effective quality assurance processes that help to identify and inform improvement.

This should include but is not limited to:

- Developing self-evaluation processes.
- Developing an improvement plan.
- Reflecting on best practice guidance to inform practice.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which states that: 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

This area for improvement was made on 21 August 2024.

Action taken since then

The childminder has begun to reflect informally on guidance, practice and training. Self-evaluation processes and Identifying improvements within the service are informal. Development of these areas should be completed to support the childminder with improvements made to the service.

This area for improvement has not been met and carried over within this report.

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	4 - Good
Leadership and management of staff and resources	4 - Good
Children play and learn	4 - Good
Playing, learning and developing	4 - Good
Children are supported to achieve	3 - Satisfactory / Adequate
Nurturing care and support	3 - Satisfactory / Adequate

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Care Inspectorate
Compass House
11 Riverside Drive
Dundee
DD1 4NY

enquiries@careinspectorate.com

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