

Mason, Georgina Child Minding

Kilmarnock

Type of inspection:
Announced (short notice)

Completed on:
4 December 2025

Service provided by:
Georgina Mason

Service provider number:
SP2007966250

Service no:
CS2007158597

About the service

Georgina Mason is registered to provide a childminding service from their home located within the village of Kilmaurs, East Ayrshire. The service is within walking distance from schools, shops and local parks.

Georgina Mason is registered to provide a care service to a maximum of seven children at any one time under the age of 16, of whom no more than six will be under 12 years, of whom no more than three 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's family.

At the time of the inspection 12 children were registered as using the service, most on a part-time basis. On the day of inspection, two children were present.

About the inspection

This was a short notice announced inspection which took place on Thursday 4 December 2025 between 10:00 and 12:00. 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:

- spent time with two young children using the service
- received six completed questionnaires from families using the service
- spoke with the childminder
- observed practice and daily life
- reviewed documents
- assessed core assurances, including the physical environment.

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. We have reported where improvement is necessary within Leadership.

Key messages

- The childminder was kind and caring, they provided children with reassurance to help them feel secure and happy.
- Children were able to lead their play independently and were confident moving around the childminder's play room.
- The childminder should develop risk assessments for all areas of their home and community accessed by children to ensure children's safety.
- Personal plans should be enhanced to include how the childminder plans to meet children's health, welfare and safety needs.
- The childminder should develop effective self-evaluation and quality assurance processes that informs service improvement planning.
- Further training and development opportunities should be undertaken with priority given to child protection and first aid to ensure children's safety and wellbeing.

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

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

Leadership 3 - Satisfactory / Adequate

We evaluated this quality indicator as satisfactory/adequate where strengths just outweighed the weaknesses.

Quality Indicator: Leadership and management of staff and resources

The childminder had recently reviewed their vision, values, and aims. These were developed in consultation with the childminder's family and shared with minded children and their families. This process helped set clear expectations and provided a strong foundation for the childminder's approach to care. We discussed the benefits of involving children and families more fully in future reviews, as this would further support a shared understanding of the service's goals.

The childminder had developed a range of policies and procedures to inform parents how they kept children safe. These policies reflected good practice guidance and were updated regularly to ensure they remained relevant. For example, when the childminder recently purchased a pet dog, policies were updated to outline intentions for pet safety. This proactive approach helps ensure transparency, supporting parents' confidence in the service.

The service was at an early stage in developing its approach to quality assurance and self-evaluation. At the time of our visit, there were no formal systems in place to gather and record the views of children and families or to evaluate the service in a meaningful way and identify areas for improvement. We discussed the benefits of using quality audit tools, such as Care Inspectorate and Education Scotland's (2025) 'A Quality Improvement Framework for the Early Learning and Childcare Sectors: Childminding.' Implementing such tools would strengthen self-evaluation processes, enabling the childminder to recognise what is working well and where further improvements could be made. Effective self-evaluation supports a culture of continuous improvement and helps secure positive outcomes for children. Findings from these processes should inform the service's improvement plan to ensure actions are targeted and measurable (Area for Improvement 1).

As part of our inspection, we requested to sample documentation such as risk assessments and professional learning records. The childminder was unable to locate these during the visit and agreed to send them electronically. At the time of publishing this report, only one expired training certificate had been received. The childminder should ensure that all documentation required to support the safe and effective operation of the service is kept up to date and accessible at all times when children are present. This will promote accountability and help ensure children experience a well-managed and high-quality service (area for improvement 2).

The childminder had maintained some professional registrations to support the delivery of a well-informed service, such as registration with the Information Commissioner's Office (ICO). We noted that the certificate of registration contained expired conditions, the annual return had not been submitted since 2022, and the childminder's contact number held by the Care Inspectorate had not been updated. Keeping registration details accurate and up to date is essential to ensure compliance with regulatory requirements and maintain confidence in the quality and reliability of the service. Addressing these areas promptly should support effective communication and maintain families' confidence in the reliability of the service (area for improvement 2).

The childminder spoke confidently about safeguarding processes; however, their efforts to access additional learning and development opportunities had been limited. Key training such as child protection and first aid had not been refreshed, and opportunities to engage with online webinars and best practice guidance had not been taken. Accessing relevant training and familiarising themselves with current guidance would strengthen the childminder's knowledge and skills, supporting them to consistently provide safe, high-quality experiences for children and respond effectively to any wellbeing concerns (area for improvement 3).

Areas for improvement

1.
To support positive outcomes for children and families, the childminder should strengthen how they reflect on the quality of their service. This should include regularly seeking feedback from children and families, keeping a record of what is working well and what could be improved, and using this information to inform the service's improvement plan and make positive, measurable changes.

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

2.
To ensure children consistently experience a high-quality service, the childminder should strengthen record-keeping and compliance processes. This should include but is not limited to; ensuring the certificate of registration reflects current conditions, submitting the annual return, and developing risk assessments for all areas accessed by children. All service documents should be accessible at all times. This should help maintain families' confidence in the quality and reliability of the service.

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

3. To continue to improve and develop their knowledge and understanding of current early learning and childcare practices, the childminder should access training, professional learning or self-directed study. This should include but is not limited to child protection & First aid training. The childminder should record any learning and demonstrate ways in which it has improved experiences for children.

This is to ensure that care and support is consistent with the Health and Social Care Standard (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).

Children play and learn 4 - Good

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.

Quality Indicator: Play learning and developing

The childminder provided a welcoming environment that supported children's play and development. The playroom offered ample floor space for active play, while sofas created comfortable areas to rest and relax. The environment was clean, tidy, and well ventilated, contributing to a healthy and pleasant atmosphere for children.

Resources were organised and easily accessible, enabling children to make independent choices and engage in a variety of play experiences. They laughed and smiled as they interacted with each other and the childminder, demonstrating positive relationships and enjoyment in play. Feedback from children and families highlighted that they valued the variety of activities and resources available, which supported choice and social interaction. Comments included: "Georgina provides a warm, welcoming and fun environment where my child thrives" and "My child is having fun; there's loads of toys to play with." The play environment and experiences offered, promoted children's confidence, independence and wellbeing while fostering positive relationships.

Children regularly enjoyed outings to parks, playgroups, and soft play centres. These experiences supported their social development and helped them feel connected to the wider community. Families told us they highly valued these opportunities. When asked what they felt was a positive aspect of their child attending the childminder's setting, parents commented: "Our child has the opportunity to attend toddlers, events and day trips out" and "Georgina arranges visits to local parks, beaches and a visit to the science centre each summer." These experiences promoted confidence, independence, and enjoyment, while extending children's learning beyond the home environment.

Children's progress was mainly captured and shared with parents through the use of photographs which were forwarded using digital platform 'WhatsApp'. Parents spoke positively about the communication. Comments made included; "Georgina provides excellent communication" and "It is clear to us that our child is learning and developing." This approach enabled families to feel included in their child's care and supported strong partnership working.

Literacy and numeracy development was supported through natural interactions, such as labelling play items, counting and reading books when children were engaged in imaginative play. The childminder engaged children in developmentally appropriate conversations to support early language development. While these experiences were positive, the childminder mostly followed an informal spontaneous planning approach where verbal choices were given to children about their play, providing them with a sense of ownership of their time. Opportunities for children to routinely give their views and be consulted should now be enhanced to empower them further. Children would benefit from a more evenly balanced approach of freely chosen play and planned experiences that extended their interests. The childminder should consider ways to record effective observations of children's skills, learning and development. This would support evaluation of progress, planning of appropriate next steps, and recognition of achievements.

Children are supported to achieve 4 - Good

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.

Quality Indicator: Nurturing care and support

Children were happy and settled during our visit. The childminder was kind and caring towards them, and positive, trusting relationships had clearly been established. All families who responded to our questionnaire strongly agreed that they had a good relationship with their childminder. Comments included: "Georgina is fantastic with kids and my child adores her, which is the best thing any parent could hope for" and "Georgina is an absolute godsend." These strong relationships contributed to children feeling safe, secure, and valued.

Children were well cared for, and the childminder demonstrated compassion and attentiveness in their interactions. Children received physical comfort and reassurance, which helped them feel relaxed, comfortable, and able to have fun in her care. Families shared positive feedback, including: "Georgina is a fantastic childminder; she goes above and beyond for our family. I am grateful for her care, compassion, and support." This approach fostered a trusting environment where children could relax, build confidence, and enjoy their time with the childminder.

Children's water bottles were easily accessible, supporting them to stay hydrated throughout the day. The childminder told us that meals and snacks were provided in line with children's individual home routines and in response to hunger cues or requests for food. As mealtimes varied according to individual routines, they were not observed during this inspection.

The childminder knew the children in their care well and had gathered relevant information at enrolment, such as 'All About Me' forms and key family details. Personal plans had recently been introduced. These could be strengthened by clearly identifying how the childminder will meet each child's individual health, welfare, and safety needs. Plans should also be developed in partnership with children and families and reviewed at least every six months, or sooner if there are any changes. Improving the approach to personal planning will better equip the childminder to monitor progress, plan next steps, and support positive outcomes for children. We signposted the childminder to the Care Inspectorate (2021) guidance: Guide for Providers on Personal Planning: Early Learning and Childcare (Area for Improvement 1).

Most parents told us they rarely accessed the childminder's home. Parents should be routinely encouraged and welcomed into the home at drop-off and collection times. This would help strengthen relationships, promote open communication, and support partnership working.

Areas for improvement

1. To ensure children's individual needs are met, the childminder should further develop personal plans. This should include, but not be limited to, recording information that identifies how they will meet and support every child's health, welfare and safety needs and ensuring personal plans are reviewed with children and families at least once in every six month period.

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

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

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