

Claire Mathieson Childminding Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
12 December 2025

Service provided by:
Claire Mathieson

Service provider number:
SP2015986984

Service no:
CS2015337846

About the service

Claire Mathieson is registered to provide a care service to four children under the age of 16 of whom no more than three are under primary school age and no more than one is under 12 months. Numbers are inclusive of children of the childminder's family. The service is provided from the childminder's family home, which is a first floor tenement flat within the Whiteinch area of Glasgow. Children had access to the living room, child's bedroom/playroom and bathroom. The childminder made good use of local parks and walks to other local amenities to provide children with daily access to fresh air and physical play. The service is close to local shops, parks and travel links.

About the inspection

This was an unannounced inspection which took place on 12 December 2025 between 09:30 and 11:00. This 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- observed practice and daily life
- reviewed documents
- spoke with the childminder
- spoke with one child using the service
- received electronic feedback from two families whose children attended the service
- 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. At the time of this inspection, no improvements were identified relating to core assurances.

Key messages

- The childminder had built strong relationships with children and families, creating a warm, nurturing and homely environment for children.
- The childminder had high aspirations for children, which supported them to reach their full potential.
- The childminder should work with parents to develop personal plans for each minded child and ensure they are regularly reviewed to support them to meet children's current care needs.
- Children enjoyed a range of play experiences both within the childminder setting and the local community, which supported their learning and development.
- The childminder was welcoming and engaged well with the inspection process, they were responsive to improvement discussions.

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

The childminder was committed to providing the highest standards for children, and families. The aims of the service were embedded in the everyday experiences of children using the service. The childminder had developed a vision that promoted safe and nurturing approaches when caring for children. For example, recognising children's home routines and ensuring these were reflected within the setting. One parent told us: "The nurture my child gets from his childminder is just as he would get at home. Childminder understands my child's needs and what he's trying to say. Any environment he is taken into is thoroughly checked he's safe before hand." Another stated that the childminder was "very welcoming and shows in person what our child likes to play with. At drop off they discuss how he's been at home and at pick up discuss his day with childminder." The childminder was committed to including all families in the design and review of their vision, values and aims.

The childminder told us that she kept up-to-date with best practice and legislation through Care Inspectorate and SCMA (Scottish Childminding Association) websites, magazines and publications. They met with other childminders on a regular basis and this supported their awareness and knowledge of childcare issues and developments in national best practice guidance. The childminder told it supported them to reflect on the quality of experiences they offered children.

Informal feedback was regularly sought from families to support the delivery of service and parents agreed they felt involved in the service. We discussed developing approaches to this including strategies for wider ranging consultation with parents across all aspects of service provision. We discussed how training records could be developed that more clearly demonstrated the link between professional learning and improved outcomes for children using the service. The childminder's commitment to professional development and training helped to assure parents that their children would receive appropriate support if and when they needed it. We highlighted strategies for sharing improvements that have implemented with parents so that they are informed of developments. This can enhance the systems already in place that ensure that parents and children were included in making decisions about the service and the service was relevant to each families' needs.

Children play and learn 4 - Good

Quality indicator: Playing, 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.

The childminder had high aspirations for children, which supported them to reach their full potential. We observed how the range of play and learning experiences supported the development of children's language, literacy and numeracy skills. Throughout our inspection minded children made independent choices about where they wanted to play and what they wanted to play with.

They could choose from a wide range of toys and activities, playdough, dinosaur island, baking, small scale construction, board games, jigsaws, books and craft materials, which were easily accessible at child height. One parent told us: "My childminder offers a wide range of different activities and my child really enjoys his time there. He is very comfortable and makes his self at home while being there." The activities offered the children opportunities to have fun and play and work independently and co-operatively. The childminder confirmed that toys and activities were changed on a regular basis to maintain the children's interest.

We found that regular energetic play activities including, den building, swings, ball games, wheeled toys, waterplay and planting vegetables were provided through regular daily outings. The childminder told us that they took the children on a variety of outings to local parks, swimming baths, a library and a community playgroup. This was confirmed by a parent who told us their child was "involved in outdoor play when attending playgroup sessions with childminder as well as being on outdoor walks in the pram." These opportunities encouraged children to be physically active, to develop their understanding of the natural world and experience regular fresh air and exercise. They contributed to children's social development and helped to develop children's awareness of the world around them.

Photographs were used by the childminder to record and share children's chosen play experiences. This helped children to reflect on their planned activities and learning and have their achievements through play recognised. It contributed to children feeling their ideas were valued and respected, therefore building their self esteem. One parent told us they were impressed by "the effort and time that has went into building a relationship and the fun daily outings and activities." The photos and regular text updates kept parents informed about their child's progress and achievements. All parents who responded to our survey strongly agreed that they were fully involved and informed about their child's learning and development. We highlighted the value of developing approaches for observing and documenting the play for children that were forward looking. These can help to capture the support that the childminder was providing that encouraged children's developmental progress through play.

Children are supported to achieve 4 - Good

Quality indicator: Nurturing care and support

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

The childminder had created a warm, welcoming and nurturing environment for children. One parent commented: "Claire is very honest to myself and nurturing towards my son, has supported him to learn many daily tasks. I feel the time she has and bond she has with him is amazing and it's above and beyond." Another parent told us: "She's very kind and caring. I have never had any issues with my childminder and she is great at communicating with me." We saw that the child was happy and settled with the childminder. The child's needs and requests were responded to in a pleasant and relaxed manner as they confidently made choices of where to play and what to play with throughout our visit. The minded child present during our inspection had clearly developed close bonds with the childminder and was confident to approach them for reassurance when needed. This demonstrated that children felt safe and loved within the setting.

We had previously recommended that the childminder improve their record keeping for children's personal plans so that they could set out how they would meet children's individual needs, as well as their wishes and choices. This recommendation will be continued as an Area for improvement within this report (see Area for Improvement 1). Through our conversations with the childminder and parents' questionnaire responses it was clear that the childminder knew children's individual personalities and needs very well. One parent told us: "She always sends me updates about my child and anything I need to know." Another parent commented: "Claire updates me daily on things my child has achieved in her care. She is informative and very supportive involving this." We highlighted strategies for collating formal written personal plans and sharing children's progress and achievements with parents. We highlighted how the childminder could access information about GIRFEC from Scottish Childminding Association (SCMA) and on personal planning from the Care Inspectorate websites. We discussed how SHANARRI wellbeing indicators should be used in any future design of children's personal plans. The childminder should continue with these plans so that children's care and support needs can be anticipated as part of their ongoing assessments. We discussed with childminder approaches that would support her to ensure that record keeping was manageable and forward looking while remaining focussed on children's key care, support and learning needs.

The childminder discussed how she would safely administer medication and make sure that parents completed appropriate consent forms before this was given. This meant that children who had particular health needs would be included in the service and that their health and wellbeing were promoted.

The childminder showed confidence in telling us about the steps that she would take if she had any concerns about a child's welfare. We highlighted the importance of regular child protection and first aid refresher training to help ensure that knowledge and practice in relation to safeguarding issues was up to date. This can provide reassurance to parents that the childminder had up to date skills and capacity to proactively ensure the wellbeing of all children, including those who are most vulnerable.

Areas for improvement

1. The childminder should work with parents to develop personal plans for each minded child. They should involve parents, and where appropriate children, in reviewing these plans at least every six months or sooner if there are significant changes in individual needs.

This is to ensure care and support is consistent with the Health and Social Care Standards 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 areas for improvement we made at or since the last inspection

Areas for improvement

Previous area for improvement 1

The childminder should work with parents to develop personal plans for each minded child. She should involve parents, and where appropriate children, in reviewing these plans at least every six months.

This is to ensure care and support is consistent with the Health and Social Care Standards 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 area for improvement was made on 14 January 2020.

Action taken since then

The childminder worked closely with families to support specific developmental needs and provided appropriate guidance and observation for issues, demonstrating a sensitive and knowledgeable approach. However formal written personal plans were not available for each child. This area for improvement has not been met. It has been continued and reconfigured under Area for Improvement 1 in section "Quality indicator: Nurturing care and support".

Previous area for improvement 2

The childminder should review her medication policy and procedures to reflect the Care Inspectorate's guidance - "Management of Medication in Daycare and Childminding Services" (2014).

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

This area for improvement was made on 14 January 2020.

Action taken since then

The childminder had reviewed her medication policy and procedures to reflect national Care Inspectorate' guidance. This area for improvement has been met.

Previous area for improvement 3

The childminder should access training relevant to her role and responsibilities and that keeps her up-to-date with policy guidelines and best practice. This should include: Paediatric First Aid, GIRFEC, Infection Prevention and Control.

This is to ensure management and leadership is consistent with the Health and Social Care Standards 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 14 January 2020.

Action taken since then

The childminder had completed training in Paediatric First Aid, Safeguarding related to GIRFEC and Food Hygiene. 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.

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	4 - Good
Nurturing care and support	4 - Good

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 ਵਿਚ 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.