

TLC Childminding Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
12 December 2025

Service provided by:
Lesley-Anne McColl

Service provider number:
SP2017989306

Service no:
CS2017359464

About the service

Lesley Anne McColl operates TLC childminding service from their home in Cumbernauld, North Lanarkshire. They are registered with the Care Inspectorate to provide care to a maximum of six children at any one time. These numbers are inclusive of the childminder's own family. At the time of inspection, seven children were registered and four were present.

Children are cared for in a dedicated playroom and dining room. They 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 10 December 2025 between 15:30 and 17:30. Feedback was provided to the service on 12 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
- spoke with three parents
- spoke with the childminder
- 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 warm, nurturing care that supported emotional security and wellbeing.
- Indoor and outdoor spaces were safe and well-maintained, which provided a secure environment for play and learning.
- Parents praised communication, flexibility and the family-like atmosphere, confirming strong relationships and trust in the service.
- 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.
- Improvements were needed in infection control practices such as consistent hand hygiene routines.

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 shared their vision, values and aims with families before they started using the service. This allowed parents to make an informed choice, if the service was right for them. The childminders' vision focused on safety, child centred practice and opportunities for outdoor play. As a result, children experienced safe, personalised care that built confidence and supported learning.

Safety measures were well managed and supported positive outcomes for children. The childminder completed daily checklists which helped to keep children safe. This could be further enhanced by identifying key hazards within the home and the community. This would support responsive safety measures and remove the need for the checklists. As a result, children enjoyed a secure environment where their safety was prioritised.

Policies and procedures supported practice well and covered all key areas. Including clear timescales in the complaints policy would enhance clarity and confidence in procedures. Additionally, their child protection policy would benefit from accurate contact details for the local authority child protection team. These improvements would help ensure children's rights and safety were fully protected.

The childminder demonstrated strong relationships and effective communication with families, creating trust and confidence in the service. Parents praised communication, flexibility and the family-like atmosphere, confirming strong relationships and trust. One parent told us, "I'm very happy with the service and reassured because my child is happy". Another said, "communication is excellent, and the family feel is what makes it special". These comments reflected confidence in the childminder and their ability to respond to families' needs.

The childminder adapted routines to meet children's preferences, showing responsiveness and care. While reflective practice was evident, there was no written record of evaluation to highlight changes and measure impact. Developing a clear system for self-evaluation would ensure the service continually improved and adapted. This would allow children and families to benefit from care that evolved to meet their needs and further support high-quality experiences.

Training was prioritised and supported safe care. First aid was current and applied confidently, and child protection training was attended regularly. The childminder recognised that they would benefit from further development in trauma-informed approaches. We discussed options available that the childminder could access easily. This would enhance the childminders understanding and further ensure children were fully protected and supported during sensitive circumstances.

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.

Children experienced warm interactions and engaging play opportunities that supported choice, independence and progress. Outdoor play was valued and contributed positively to health and wellbeing. Indoors, children accessed a variety of resources that encouraged role play, puzzles, books and early language and numeracy. The daily routine balanced active play with quieter periods, enabling children to lead their play within a calm, predictable structure. This helped children feel secure and confident in making choices.

Play and learning experiences were positive, supporting choice, independence and social interaction. Children's voices confirmed enjoyment and choice. One child said, "there's lots to choose from, and sometimes we play with [childminder] and other children." They also shared, "the best thing is playing with my friends," showing the importance of friendships. Observations reflected imaginative and creative experiences, including building dens and exploring activities. While play was varied and engaging, missed opportunities to extend learning were noted. Using more frequent descriptive language and gentle, open-ended questions could further enrich engagement and support creativity. This would enhance children's understanding of the world around them.

Parents valued the variety of experiences offered and appreciated the childminder's flexible approach. They reported feeling informed and involved in their children's learning. They highlighted that communication methods, including digital updates, supported strong partnership working. This meant children experienced continuity of care and felt secure through responsive communication and flexible routines.

Observations of children's learning were recorded and shared with families using digital tools. Parents contributed to next steps through discussion, supporting partnership and shared understanding of progress. The childminder reviewed children's progress regularly and reflected on experiences to inform future planning. As a result, children benefited from care that responded to their needs and supported ongoing learning and development.

The environment offered breadth and choice. We discussed that reducing the number of larger resources available would further empower children to be in control of their play. Reorganising spaces and adding open-ended materials would broaden creative possibilities and deepen imaginative play. The childminder agreed to review the play space. This could support children to have more choice and enjoy richer, creative 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 setting's work and some aspects which could benefit from improvement.

Parents praised the nurturing approach and valued consistent communication and reassurance, confirming trust and strong partnerships. Children received kind, compassionate care that promoted emotional security and wellbeing. Daily routines were delivered with sensitivity, and the environment was warm and welcoming, helping children settle and feel at ease. Personal care was respectful and protected their dignity.

Mealtimes were sociable and adapted to meet dietary needs, with fresh drinking water always available. Healthy eating guidance informed choices, and close partnership with parents ensured children's health and nutrition needs were met. These approaches supported safety, comfort and inclusion, providing assurances to parents that their children's dietary requirements were met.

Personal plans contained meaningful details about preferences, routines and health needs. The childminder knew children well and responded to cues thoughtfully. All personal information was stored on an electronic app, supporting easy access for families. We reminded the childminder of the importance of updating records when new information was provided. These approaches helped to ensure children received care that matched their individual needs and routines.

Infection prevention and control measures were in place, however, consistency could be improved. Some children were not supported to wash their hands before snack. Table covers were not wiped prior to use. Strengthening these routines would further enhance safety and maintain a healthy environment for children.

Transitions into the service were handled sensitively, helping children settle with confidence. Building stronger relationships with nurseries and schools would further enhance collaboration and ensure smooth, well-informed transitions. This meant children experienced secure, positive transitions. Future planning would strengthen consistency, emotional wellbeing and continuity of care.

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

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