

McGregor, Wilma Child Minding

Glasgow

Type of inspection:
Unannounced

Completed on:
22 January 2026

Service provided by:
Wilma McGregor

Service provider number:
SP2003903824

Service no:
CS2003006503

About the service

The service is provided from the childminder's home in the residential area of Kingspark, Glasgow. The childminder is registered to provide a care service to a maximum of six children at any one time up to 16 years of age. Children have access to a playroom, living room, kitchen/dining area and bathroom. There is access to a large garden at the property. The service is located close to local parks, amenities and primary schools.

About the inspection

This was an unannounced inspection which took place on Thursday 22 January 2026 between 07:30 and 10:00. 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:

- Spoke with four people using the service and four families
- Spoke with the childminder
- Observed practice and daily life
- Reviewed 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

- Interactions and opportunities were supporting rich experiences for children that took account of their interests.
- The childminder had developed strong, nurturing and caring relationships with children and families.
- The childminder was focused on delivering safe and responsive care to help meet children's individual needs.
- Personal planning records and reviews needed to be more formal to support sustained progress in learning.
- Continuing to update systems that monitor and evaluate the service will further support the delivery of high quality care.

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.

There had been some involvement by families in reviewing the aims, quality and experiences of the service through questionnaires. The childminder had developed a straightforward and helpful approach to minding children that supported families and children to feel included in the direction of the service.

We observed the service aims in action. Aims of the service had been reviewed since the last inspection. These included the provision of a safe, caring and high-quality service. We observed those practices as the childminder interacted, provided for and cared for children. The childminder was engaged with both children and their families. Parent feedback reflected our observations. One parent told us, "I can speak to [childminder] at any time about my child, they always give me an update on how they have been".

Self-evaluation was informal. The childminder, however, knew all children very well. This included their individual needs, interests and current health and wellbeing. They told us areas they needed to improve such as more detailed documentation. We agreed that an ongoing focus on details within documentation would further enhance positive outcomes for children and their families.

The childminder had reviewed and updated policies and procedures since the last inspection. Procedures and policies in place included child protection, control of infection and risk assessments including outings. These were supporting to keep children safe and to maintain and develop the delivery of a quality service. We asked the childminder to update contact details for local child protection services and they agreed.

The childminder had undertaken a wide variety of regular training since the last inspection that included risk assessments, allergen awareness, infection control, autism awareness and paediatric first aid. The childminder told us these had increased and refreshed their knowledge and supported positive outcomes for children. We spoke about refreshing child protection training, the childminder knew the importance of this and agreed to refresh this as soon as training was available.

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 checked in on children and was able to gauge if children needed support or encouragement. For example, chatting about hobbies such as football, dancing with another child and having a conversation recalling a den building experience from summertime as they looked back through photographs together. The childminder encouraged the children to follow their interests and gave encouragement and praise.

Outdoor experiences in the large garden supported children's wellbeing, health and sense of community. A child told us, "[Childminder] is fun and takes us nice places. They are the best and they have lots of things for us to play with". Parents also told us outdoor and community experiences were often, and one parent said, "I love how [childminder] is always doing things indoor and outdoor with my [child]". And another said, "[Childminder] has an excellent outdoor space, and my child has helped with planting flowers every year".

Children had access to a wide variety of toys and equipment to support their play and learning. This included imaginative play resources such as a dollhouse, rocking horse, car track, games and books. These opportunities helped bring depth to play experiences.

The childminder encouraged children's choice and spontaneous play experiences. As a result, children were having fun, happy and confident in the childminder's home. One child explored colours of toy cars and a car garage; the childminder was supportive of this and shared information about the child's recent interest. They encouraged the child to explore and learn. This experience helped build the child's sense of wonder and confidence.

Daily chats at drop off and pick up times were valued as an opportunity to maintain meaningful communication. The childminder supported families with drop off and collections of children. The childminder used an app to share some photos and messages. This strengthened communication as a part of children's needs and achievements.

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.

Systems were in place to support children's wellbeing relating to individual dietary and medical needs. Practice and approaches were in place to help keep children safe. The childminder was aware of their responsibility and were confident they would respond correctly if concerned about a child.

Routines were effectively supporting children's needs and family wishes. The childminder knew children's cues for sleeps and rest and had established good habits and routines to support this. Sociable and healthy eating experiences were promoted at the service. Fresh water was available to ensure children remained hydrated. We observed a child's mealtime which was relaxed and calm and promoted involvement and social skills.

The childminder was fully aware of children's individual needs and interests. The toys, resources and experiences offered were supporting them to address these with children and improve their outcomes. A parent told us, "I don't need a personal plan for my child the care they receive at [childminder's] is second to none". General all about me information was also up to date. However, details of children's progress and reviews with families needed to be recorded in writing in a personal plan to reflect that children's current wellbeing, learning and development were fully considered. The childminder agreed and told us this was an area of focus for them and shared the templates they intended to use (previous area for improvement will remain in place).

Children were relaxed and comfortable with the childminder.

The childminder knew the importance of nurturing attachments and interactions. They were responsive to children's needs and interests.

Children's rights and voices were central to planning at the service. The childminder and children shared examples of children's success and achievements in play through photos and conversations. Some strategies had been agreed verbally to support individual needs. This helped to ensure families were involved in elements of their child's experience.

Appropriate infection control procedures relating to tasks such as toileting, preparing snacks and wiping noses helped to reduce the spread of infection. We discussed the safe storage of hazardous materials and the childminder agreed. Healthy options were offered at mealtimes and children had access to water to remain hydrated. Plans were in place to support individual children's rest and health needs. For example, blankets to snuggle on the sofa and actioning the supports needed for children's individual health.

Warm and trusting relationships with families had been embedded. This helped to meet children's needs. A child told us "[Childminder] is very nice and funny, and I love them very much. They are like a second mum to me I've been there for 11 years". A parent told us, "[Childminder] cares for my child exactly how I would want someone to care for them - I trust [childminder] with my child".

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 support the planning of the care to meet children's individual needs, the childminder should ensure that children's personal plans are reviewed regularly with parents at least six monthly.

This is to ensure that care and support is consistent with 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 area for improvement was made on 26 June 2024.

Action taken since then

The childminder was able to discuss, share information and evidence the experiences and resources that demonstrated they were aware of the significant needs and interests of individual children. The childminder had printed templates to capture personal planning for children. However, these were not yet in use and as a result the regular reviews were not taking place. This area for improvement was not fully addressed and as such will remain in place.

Previous area for improvement 2

To support high quality outcomes for children and families, the childminder should further develop systems to monitor and evaluate their service. This should include but not be limited to:

- Updating policies and procedures in line with good practice, for example maintain a record of children's attendance so that the childminder can account for children in the event of an emergency. Registering as a food business to make sure the childminder follows to good practise in the safe preparation of children's food
- Evaluating, what is going well, what needs to be done next and how that will be achieved.

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) and '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 26 June 2024.

Action taken since then

The childminder had taken steps to begin further developing their systems to monitor and evaluate the service. For example, they had cleaning schedules and risk assessments. They had also asked parents to complete questionnaires with feedback on the quality of the service and suggestions. Further to this, they had reviewed and updated policies and procedures for the service. The childminder told us this would now be an ongoing process, and we agreed this would support a culture of continuous improvement. This area for improvement was addressed.

Previous area for improvement 3

To support children's wellbeing, learning and development, the childminder should identify training or reading to develop their skills and knowledge, and to support the ongoing development of the service, and improve experiences and outcomes for children.

This should include but not be limited to the childminder prioritising training in child protection and paediatric first aid. 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' (HSCS 3.14).

This area for improvement was made on 26 June 2024.

Action taken since then

The childminder was registered with the Scottish Childminding Association (SCMA). As part of their membership, they had accessed a wide variety of training since the last inspection. For example, some of the training included autism awareness, health and safety, preventing bullying and allergen awareness. Further to this, the childminder had refreshed their paediatric first aid training. The childminder told us the training had refreshed knowledge and provided some new learning which helped them to feel skilled and aware. This area for improvement was addressed.

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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