

Hay, Wilma Child Minding

Kirkcaldy

Type of inspection:
Unannounced

Completed on:
27 November 2024

Service provided by:
Wilma Hay

Service provider number:
SP2003904439

Service no:
CS2003007472

About the service

Wilma Hay operates a childminding service from their home in a residential area of Kirkcaldy, Fife. The childminder may provide care to a maximum of six children at any one time under 16 years of age, of whom no more than two are not yet attending primary school and of whom no more than one is aged under 12 months. Numbers are inclusive of the children of the childminder's family.

The service offers children a dedicated playroom where they can choose to play with a variety of toys and books. Children also use this space to eat their lunch and have snacks, supported by the childminder. The living room is accessed directly from the play room and provides children with space to rest and relax. The service is close to local amenities including parks and the local nursery and school.

About the inspection

This was an unannounced inspection which took place on 25 November 2024 between 15:30 and 16:30 and 27 November 2024 between 10:20 and 11:30. The inspection was carried out by two inspectors 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 three children using the service
- spoke with the childminder
- observed practice and children's experiences
- reviewed documents.

Key messages

- Children experienced mostly warm, kind and caring interactions. They had built positive attachments with the childminder.
- The childminder knew children well. However, personal plans were not up to date to reflect children's changing needs.
- Children had some opportunity for choice and independence in their play. They benefitted from experiences in the local community.
- Children experienced an environment which was homely and comfortable.
- The pace of change to improve the quality of care and support and overall outcomes for children and their families was slow. The childminder should develop their approach to quality assurance to lead to continuous improvement.
- The childminder had not accessed any training or professional reading to support and develop their knowledge and understanding.

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

How good is our care, play and learning?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

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

How good is our care, play and learning?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality Indicator 1.1: Nurturing care and support

Children experienced mostly warm, kind and caring interactions which helped them to feel relaxed, happy and comfortable. Children gave the childminder cuddles which demonstrated the positive attachments they had developed. On occasions, interactions were not fully respectful. We discussed with the childminder the importance of consistently using supportive, positive language around minded children.

The childminder knew children well, for example, their preferences and routines which supported them to build positive relationships. Basic information was recorded in personal plans, however these had not been reviewed and updated. Children would benefit from the childminder reviewing personal plans with families to ensure they have accurate, up to date information to meet children's changing needs (**see area for improvement 1 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

Children were supported throughout their daily experiences. For example, during personal care, the childminder chatted with the child which created a relaxed experience. Children experienced a positive and sociable snack as they ate together at the table. We discussed the importance of ensuring that children remain seated whilst eating.

Quality Indicator 1.3: Play and learning

Children had some opportunity for choice and independence in their play. They benefitted from experiences in the local community. They went to a variety of parks and green spaces, the beach and a toddler group. This provided children with a range of experiences to stimulate their interests and enhance their play and learning opportunities.

Children had some opportunities to develop language, literacy and numeracy skills, for example, taking part in bookbug sessions. The childminder chatted with children during their play experiences, however missed opportunities to extend their learning.

The childminder shared photographs of children's experiences with families. This enabled them to be involved in their child's experiences. The childminder did not record information that supported them to evaluate children's progress and achievements. We discussed ways in which the childminder could develop this to effectively support, challenge and extend children's play and learning (**see area for improvement 3 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

How good is our setting?**3 - Adequate**

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality Indicator 2.2: Children experience high quality facilities

Children experienced an environment which was homely and comfortable. The childminder's home was well maintained, with some areas being refurbished. Children moved between the play room and living room which supported their choice and independence in play. They had ample space to play and were able to rest and relax on the sofa. As a result, children were happy in the childminder's home.

Children benefitted from developmentally appropriate resources. They accessed some toys independently such as jigsaws, bricks and plastic toys. Children made use of some loose parts and natural materials outside. We discussed extending this indoors to further promote children's imagination, curiosity and creativity.

Children had some opportunities to be involved in risk assessing, for example, having discussions with the childminder about how to keep themselves safe when out in the community. Basic risk assessments were in place, however, children would benefit from the childminder reviewing these to ensure they were reflective of current practice.

Appropriate infection prevention and control measures were in place to keep children safe and healthy. For example, children were supported by the childminder to wash their hands before eating which helped to minimise potential spread of infection.

How good is our leadership?**3 - Adequate**

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality Indicator 3.1: Quality assurance and improvement are led well

Children experienced a welcoming ethos. The childminder aimed to create an environment where children had opportunities to lead their play experiences.

Communication with families was generally through informal chats and text messaging. This approach supported open communication that enabled continuity in children's care and provided opportunities for families to be involved in their child's daily experiences. This helped to build positive relationships and exchange information. However, feedback was not used to meaningfully inform the development of the service.

There were no systems in place to evaluate the quality of the service and identify areas for improvement. The childminder was unable to give us an example of improvements made which had brought about improved outcomes for the children. We discussed how the childminder should develop their approach to quality assurance to lead to continuous improvement (**see area for improvement 4 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

The pace of change to improve the quality of care and support and overall outcomes for children and their families was slow. At the previous inspection, five areas for improvement were identified and, four of these had not been actioned or met.

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality Indicator 4.1: Staff skills, knowledge and values

The childminder knew children and families well which supported positive relationships. As a result, children were content, happy and relaxed.

Children were kept safe and protected as the childminder demonstrated they had sufficient knowledge to take appropriate action in the event of a child protection concern. We asked the childminder at the previous inspection to access child protection training. This had not yet been actioned. The childminder should update their core training to ensure their knowledge and understanding is current. This would contribute to keeping children safe (**see area for improvement 5 under 'What the service has done to meet any areas for improvement we made at or since the last inspection'**).

The childminder regularly engaged with other childminders to share ideas about practice. They had not accessed any additional training or professional reading to support and develop their knowledge and understanding. This meant that children did not experience high quality care and support based on relevant evidence, guidance and best practice. Children would benefit from the childminder developing their approach to continuous professional development to support improvements in practice and improve outcomes for children.

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 develop the use of children's personal plans which should include the views of children and families and take account of the wellbeing indicators. These should be reviewed at least every six months.

This is to ensure I experience high quality care and support that is right for me and is consistent with the Health and Social Care Standards 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).

This area for improvement was made on 22 May 2023.

Action taken since then

Basic personal plans were in place however, these did not reflect the wellbeing indicators or include the views of children. Personal plans had not been reviewed at least once every six months to ensure information was accurate and up to date.

This area for improvement has not been met and remains in place.

Previous area for improvement 2

To ensure children children's safety, emotional security and wellbeing are supported the childminder should develop and promote good sleeping habits, using current guidance.

This is to ensure I have confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support that is right for me and is based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 22 May 2023.

Action taken since then

Whilst no children currently using the service had a sleep when attending the setting, the childminder had a travel cot available to ensure children had a safe and comfortable sleep.

This area for improvement has been met.

Previous area for improvement 3

To ensure children are making good progress and identify where additional supports may be required the childminder should develop ways to record and share observations of children's learning. These should highlight children's achievements and their proposed next steps.

This is to ensure I experience high quality care and support that is right for me and is consistent with the Health and Social Care Standards which state that 'I am supported to achieve my potential.' (HSCS 1.27)

This area for improvement was made on 22 May 2023.

Action taken since then

The childminder shared photographs of children's experiences with families. However, there was no information about children's learning, achievements or next steps.

This area for improvement has not been met and remains in place.

Previous area for improvement 4

The childminder should formally develop quality assurance systems to evaluate their service. This will help identify what they do well and areas for development and inform their improvement plan.

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

This area for improvement was made on 22 May 2023.

Action taken since then

No quality assurance systems were in place to enable the childminder to evaluate the service, identify strengths or areas for improvements. As a result, children did not experience improved outcomes.

This area for improvement has not been met and remains in place.

Previous area for improvement 5

To provide the best possible outcomes for children the childminder should ensure they engage in mandatory and relevant training opportunities to keep their knowledge and understanding current.

This is to ensure I have confidence in the people who support and care for me and is consistent with the Health and Social Care Standards which state that 'I experience high quality care and support that is right for me and is based on relevant evidence, guidance and best practice.' (HSCS 4.11).

This area for improvement was made on 22 May 2023.

Action taken since then

The childminder had not engaged in any training opportunities to keep their knowledge and understanding around children's care, play and learning up to date. As a result, children did not experience high quality outcomes.

This area for improvement has not been met and remains in place.

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

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	3 - Adequate
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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