

## **Hilditch, Gail** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 22 November 2016

**Service provided by:**  
Hilditch, Mrs Gail

**Service provider number:**  
SP2003905892

**Care service number:**  
CS2003012166

## The service

### Introduction

Gail Hilditch Childminding (referred to as the childminder in this report) provides a childminding service from her home in the Marchmont area of Edinburgh close to the local school, local shops, parks and other amenities.

She is registered to care for a maximum of six children under the age of 16 years, of whom a maximum of four will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months.

Children have access to a lounge, the kitchen, a toilet and an enclosed shared garden.

On the day of the inspection three minded children aged 22 months and four years were present. She cares for another four children at different times and different days.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it right for every child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it right for every child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it right for every child. They are: safe, healthy, achieving, nurtured, active, respected, responsible, and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

Information o SHANARRI can be found at: <http://www.scotland.gov.uk/Topics/People/Young-People/gettingitright>

### What we did during our inspection

As part of the inspection, we took account of the completed annual return and self-assessment forms that we asked the provider to complete and submit to us.

We sent the childminder four questionnaires to give to parents and carers of the children who use the service. One was returned to the Care Inspectorate before the unannounced inspection took place.

During this inspection process we looked around the areas of the childminder's home used by the minded children and we gathered evidence from various sources, including the following:

- The childminder's self assessment and annual return.
- The childminder's records.
- Policies and procedures.

- Various communications with parents.
- A wide range of photographs.

We took account of all of the above information when we evaluated this service and wrote this report. Please note that parents and carers will be referred to as parents throughout the report.

## Views of people using the service

The children present were very happy in the care of the childminder and received lots reassurance. We watched them enjoy playing with the wide range of toys including construction, small world toys and books. We could see that they were very settled and relaxed in the setting and familiar with the environment.

A parent who returned our questionnaire told us:

"Gail has an amazing collection of toys and endless resources for arts and crafts. We always speak and if I had a concern we could raise it very openly with one another.

The play in the garden is fantastic. They are out there at least once a day and for long periods."

## Self assessment

Every year all care services complete a 'self assessment' telling us how their service is performing. We check to make sure this is accurate.

We received a completed self-assessment document from the childminder. We were satisfied with the way she had completed this and with the relevant information she had given us for each of the headings that we grade her service under.

## What the service did well

We found that the childminder provides a very warm and nurturing environment for children. She knew the children in her care very well and was able to meet their care and support needs effectively. Children were having fun and enjoying access to a wide range of toys. The children had lots of opportunities for outdoor play as the childminder took them to the large well resourced garden most days.

## What the service could do better

The childminder should:

- record children's developmental milestones using the SHANARRI indicators
- up date her training in child protection and first aid
- carry out regular fire drills with children.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	4 - Good
Quality of staffing	not assessed

## Quality of care and support

### Findings from the inspection

We saw that the childminder had developed very good relationships with the children she cared for. Children were observed to be confident, relaxed and comfortable in her care. On the day of inspection we found that childminder was providing a very good level of care and support for children.

Families wishes were respected as the childminder knew the importance of welcoming and encouraging parents to contribute productively to and engage in their children's care, learning and development. She used a variety of strategies to achieve this, for example:

- All about me and registration records were completed to support the childminder to care for children in line with their routines and their parents wishes.
- The childminder understood that families had their individual preferences for how they exchanged information. To take account of this she had developed a number of ways to communicate and get families views. They included daily chats and text messages.

The children attended the local nursery and primary school. The childminder provides a drop off and pick up service for this. The childminder told us when collecting the child, they talk about road safety. This enabled the child to learn about their own safety whilst receiving appropriate protection, care and guidance from the childminder.

Active, healthy lifestyles were promoted and encouraged well by the childminder. Examples that lead us to this evaluation were:

- Regular outdoor play in the garden provided children with a range of experiences that enabled them to be active, explore, experiment, negotiate, problem solve and be creative.
- Participation in exercise groups, visits to local parks and soft plays meant children were able to be active and included in the local community.
- Children developed an understanding of personal hygiene as they were reminded to wash their hands after going to the toilet and before meals.

The childminder told us what steps she would take if she had a concern about a child's welfare. We found that she had included a statement on her Child Protection Procedures in her policies given to parents. This included the appropriate local Social Work Department details.

It was clear from the interactions with the childminder that the child was very familiar with the home. The children approached her easily for reassurance and cuddles. This helped to make the children feel safe, nurtured and at home within the service.

The childminder had worked hard to ensure individual children's needs were met. She visited Toddler groups with the children to help them socialise with others and learn techniques to support the children's behaviour. This would contribute to the children becoming more resilient and strengthen their attachment with the childminder resulting in them feeling valued and respected.

The childminder chatted with the children in order to establish clear boundaries for sharing toys and equipment. We saw her praise children in order to encourage good behaviour, be thoughtful and considerate to others. This meant children took responsibility for their behaviour, worked co-operatively and treated each other with respect.

We discussed Getting It Right For Every Child (GIRFEC). (GIRFEC is the national approach to reforming children's services to improve outcomes for children). We saw that the childminder had not started to use the 'SHANARRI Indicators' which underpin GIRFEC. We suggested ways in which she could do this and shared a log book which she could use. She should familiarise herself with the GIRFEC guidance which can be found at [www.scotland.gov.uk/gettingitright](http://www.scotland.gov.uk/gettingitright). (See recommendation one).

During our inspection we saw that no children were currently receiving medication. The childminder explained what she would do if a child attending her service required medication. She was aware that parents must give their child the first dose of any medication.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should ensure she carries out observations of the child she cares for to allow her to track the child and ensure they are reaching their full potential. In order to achieve this she should:

- Add the GIRFEC information to her welcome pack so service users are aware of it.
- Use the 'SHANARRI Indicators' as a tool to record each child's development.
- Inform parents of how she will use this whilst caring for their child.

National Care Standards Early Education and Childcare up to the age of 16.

Standard: 3 Health and wellbeing.

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminder provided a welcoming, homely, clean environment where hazards had been minimised to enable children to move safely and independently whether in the home or on outings.

To minimise the spread of infection and common illnesses, children were encouraged to understand the importance of good hygiene through washing hands, after toileting and before meals.

We saw the high quality arts and crafts experiences children were able to take part in. The childminder provided children with a very natural environment where they could learn from real life experiences. This helped build their confidence and self esteem.

Children had daily access to fresh air and energetic play. The childminder used outdoor play to encourage children to be active and to develop their physical co-ordination. We found this promoted children's general

health, well-being, confidence and risk taking.

There was a very good range of well-balanced toys and resources available; we found these to be clean, in good condition, accessible and appropriate for children's individual age and stage of development. On the day of inspection, we saw the children choosing toys they wanted to play with, allowing them to make choices and to promote their independence.

The childminder did not carry out regular fire drills with the children. We expect a service provider to ensure that these are carried out so children are aware of the procedure to follow. (See recommendation one.)

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 1

1. To ensure children are aware of what to do in the event of an emergency, we recommend that the childminder carry out regular fire drills and develop a written method to record safety checks.

National Care Standards Early Education and Childcare up to the age of 16.

Standard: 2 A safe Environment.

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

The childminder kept up to date with best practice in child care through reading the Care Inspectorate Care News and obtaining information sent through the Scottish Childminding Association (SCMA).

The childminder provided opportunities for children and parents to be involved in the development of the service. We saw that children and their families are routinely involved, listened to and offered choices. This was done in a number of ways including:

- Daily verbal feedback.
- Text messages to reassure parents that their child had settled.
- Photographs of children taking part in activities.

The childminder had not attended any up to date training on First Aid or Child Protection. (See recommendation one).

We saw that children's care and support needs were not reviewed or verbally updated with parents. The childminder kept written personal plans. We told her about our legislation that states that each child's personal plan should be updated when a change occurs and at least once every six months. (See recommendation two).

The childminder gave parents the Care Inspectorate contact details and made it clear to them that they could contact us without her knowledge should they wish to do so.

The childminder provided high quality experiences for children to thrive outdoors by making very good use of the outdoor environment. We suggested she should make herself familiar with the new 'My World Outdoors' document to further improve children's experiences outdoors. This can be found at [www.hub.careinspectorate.com](http://www.hub.careinspectorate.com).

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 2

1. In order to ensure she up to date with safeguarding children whilst in her care, we recommend that the childminder attend update training in First Aid and Child Protection.

National Care Standards Early Education and Childcare up to the age of 16.

Standard: 13 Confidence in Staff.

2. To ensure children's personal information is current and up to date we recommend that the childminder should review their personal care plans at least once in every six months. Parents should be involved in this process.

National Care Standards Early Education and Childcare up to the age of 16.

Standard: 3 Health and wellbeing.

**Grade:** 4 – good

**What the service has done to meet any requirements we made at or since the last inspection**

## Previous requirements

There are no outstanding requirements.

## What the service has done to meet any recommendations we made at or since the last inspection

### Previous recommendations

#### Recommendation 1

Gail should formalise the information given by parents at the settling period to include likes, dislikes, important people in their lives and familiar words. National Care standards for Early Education and Childcare up to the age of 16. Standard 3.1 – Health and wellbeing.

**This recommendation was made on 30 January 2013.**

#### Action taken on previous recommendation

Information is now gathered prior to children starting therefore this recommendation has been met.

#### Recommendation 2

Gail should begin to gather some developmental information for those children who attend on a regular basis. National Care standards for Early Education and Childcare up to the age of 16. Standard 5.6 – Quality of Experience.

**This recommendation was made on 30 January 2013.**

#### Action taken on previous recommendation

This has not been met so is therefore carried forward to this inspection report.

#### Recommendation 3

Policies and procedures should be reviewed and updated in line with good practice and local guidelines. National Care Standards for Early Education and Childcare up to the age of 16. Standard 14 – Well-managed service.

**This recommendation was made on 30 January 2013.**

#### Action taken on previous recommendation

Policies and procedures have now been updated therefore this recommendation have been met.

#### Recommendation 4

Gail should develop a written method to record safety checks she carries out in her home. National Care Standards for Early Education and Childcare up to the age of 16. Standard 2 – A safe environment.

**This recommendation was made on 30 January 2013.**

#### Action taken on previous recommendation

This has not been met so is therefore carried forward to this inspection report.



## Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at [www.careinspectorate.com](http://www.careinspectorate.com).

## Enforcement

No enforcement action has been taken against this care service since the last inspection.

## Inspection and grading history

Date	Type	Gradings	
30 Jan 2013	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	5 - Very good
		Management and leadership	Not assessed
8 Sep 2011	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
15 Apr 2009	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	5 - Very good
		Management and leadership	Not assessed

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