

# Hossack, Gillian Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 4 September 2018

**Service provided by:**  
Hossack, Gillian

**Service provider number:**  
SP2003907554

**Care service number:**  
CS2003013904

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service has been registered since 2002.

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.

Gillian Hossack is registered as a childminder to care for a maximum of six children at any one time under the age of 16, of whom a maximum of six 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. Numbers are inclusive of children of the childminder's family.

Gillian Hossack provides a childminding service from her home in a quiet residential area of Invergordon. The childminder also made use of various local facilities including parks and walks to offer the children the opportunity to be healthy, active and have access to fresh air and exercise.

The childminder's aims included:

- To provide a safe and happy and caring environment for all children
- To create opportunities for different types of play
- To provide parents with any relevant information that they may require
- To work along with parents in caring for their children.

## What we did during our inspection

We wrote this report following an announced (short notice) inspection. This was carried out by one inspector. The inspection took place on 4 September 2018, between 10:00 and 11:45. We gave feedback to the childminder on the day of the inspection.

During this inspection process, we gathered evidence from various sources including the following:

- discussion with the childminder
- talking with the children present

- observation of interaction between the childminder and the children present
- children's records
- policies and procedures
- information folder made available to parents and carers
- certificate of registration and public liability insurance
- examination of the premises.

## Views of people using the service

There were two young children present on the day of the inspection. They were both happy and relaxed in the care of the childminder. There was lots of positive interaction between the children and the childminder. The childminder made sure that they were engaged in age appropriate activities and were well supervised.

## Self assessment

The childminder explained that due to technical difficulties she had been unable to complete the self assessment.

## What the service did well

The childminder was attentive to the children who were present during the inspection. She made sure that they had appropriate toys and games to occupy them. There was lots of positive interaction, praise and reassurance provided to each of the children.

## What the service could do better

The childminder should continue to keep up-to-date with current best practice and review and update her policies and procedures when necessary.

The childminder recognised the importance of attending training to allow her to develop her knowledge and skills. She was hoping to attend appropriate refresher training.

The childminder should develop the personal plans in place for each child who attends the service. She should also ensure that she routinely reviews and update's the personal plans in conjunction with parents.

## From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

## Quality of care and support

## Findings from the inspection

We found that the childminder provided a service which offered children good care and support. We were able to see that her practice supported positive outcomes for each child and we were able to gather information to support this.

Having good communication with families was important to the childminder. She explained that she had known the families she worked with for a number of years and as a consequence she had established good relationships with them which allowed for open communication and information sharing. The childminder stated that she tended to share information with the parents informally on a daily basis at drop off and collection times. She also made use of instant messaging and text messaging to keep in contact with them. The childminder advised that she routinely took photographs of the children taking part in various activities and shared these with their parents.

It was important to the childminder to work with parents and carers to ensure that she met the individual needs of the children attending. Parents and carers were asked to complete registration forms which contained relevant background information and details of the child's routine. We discussed with the childminder the need to develop further the personal plans she had in place to ensure they included sufficient information. We also discussed the importance of routinely reviewing and updating personal plans.

Involving parents, carers and the children in the ongoing evaluation of the service was important to the childminder. As stated previously she tended to get most feedback informally when talking with parents and carers at the end of the day when they came to collect their children. It was important to the childminder to listen to the children, take account of their comments and suggestions and encourage the children to be involved in deciding what they would like to do.

The childminder promoted a healthy lifestyle. The children learned about how to keep themselves safe, be healthy and active during various daily activities. Snack was a time when the children learnt about healthy eating. The childminder ensured the children had regular access to fresh air and exercise by taking them for walks in the area and going to the park. The children learnt about road safety on their walks and visits to the local park. The childminder also made good use of her garden for outdoor play. Being outdoors taking part in a range of activities was popular with all the children.

Throughout the visit the childminder was attentive and responsive to the needs of the young minded children present. She provided appropriate levels of supervision. There were good levels of positive interaction, support and encouragement.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of environment

## Findings from the inspection

We found that the childminder's premises were warm, welcoming and child friendly. Ensuring the health and safety of the children was important to the childminder. We based this on our observations of the premises, resources and play equipment used and the policies and procedures in place.

The childminder ensured that children in her care were safe and healthy by maintaining her premises, equipment and toys to a good standard. The childminder explained that she checked the equipment on a daily basis as she took it out and then again when she put it away. Toys and equipment were cleaned on a regular basis. The children were encouraged to assist with putting toys and equipment away to help them learn about looking after them and respecting other people's possessions.

As part of the inspection, we examined the childminder's policies and procedures, and in particular those relating to the health and safety of children. The childminder recognised that some of her policies and procedures were limited and required to be updated to reflect current best practice.

Children attending the service were kept safe through the various systems the childminder had in place including risk assessments, where the childminder identified any risks around the house and put appropriate measures in place. The childminder also completed risk assessments in relation to any outings or visits she undertook with the children. We discussed with the childminder the need to have clear written records of these risk assessments and routinely review them. We also reminded the childminder to have a risk assessment in place in relation to her pets.

The childminder explained that the children had regular access to fresh air and had the opportunity to take part in physical exercise and play. She stated that the children all enjoyed spending time outdoors and used the rear garden on a daily basis. During the inspection we signposted the childminder to relevant best practice, including 'loose parts', 'my world outdoors' and 'space to grow', for ideas as to how she could develop the outdoor space and increase the opportunities for outdoor play and learning. The childminder also made good use of a range of local resources including walks, Saltburn woods and visits to the seafront.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 4 - good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

## Findings from the inspection

The childminder managed her service to a good standard and had a range of policies and procedures in place. We discussed the importance of routinely reviewing them to ensure that they took account of current best practice guidance.

The childminder was aware of the need to ensure that she had the appropriate skills and knowledge to meet the needs of the children. She had previously attended child protection, food hygiene and first aid training. She recognised that she needed to access refresher courses as a matter of priority. The childminder was on the mailing list for the Scottish Childminding Association (SCMA) who notified her of any training in the area. We spoke about the different options available to her to access training including online training. We also spoke about directly contacting other local training providers including the local authority and the Care and Learning Alliance.

The childminder explained that she kept up to date with current good practice through reading the regular publications she received from Scottish Childminding Association and the Care Inspectorate. We reminded her of the benefits of accessing online guidance and best practice. We also directed her to the Care Inspectorate 'hub' where she could access other useful information, new publications, best practice guidance and keep up to date with any changes to relevant legislation. During the inspection we suggested that the childminder may benefit from accessing other useful childcare websites.

As stated previously, the childminder was of the opinion that she had established good working relationships with the families which allowed for ongoing and open communication and information sharing. She explained that she encouraged them to give regular feedback and suggestions.

The childminder had in place a clear complaints policy and procedure which she shared with all parents and carers. There had been no complaints at the time of the inspection.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**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

There are no outstanding recommendations.

### 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
5 Sep 2014	Announced (short notice)	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>Not assessed</div> <div>Management and leadership</div> <div>4 - Good</div>
16 Sep 2010	Announced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>Not assessed</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>
23 Jun 2009	Announced	<div>Care and support</div> <div>4 - Good</div> <div>Environment</div> <div>4 - Good</div> <div>Staffing</div> <div>4 - Good</div> <div>Management and leadership</div> <div>Not assessed</div>

Date	Type	Gradings	
17 Jun 2008	Unannounced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good



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