

# Hogg, Heather Anne

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 6 February 2019

**Service provided by:**  
Heather Ann Hogg

**Service provider number:**  
SP2003904322

**Care service number:**  
CS2003007340

## Introduction

This service registered with the Care Inspectorate on 1 April 2011. Heather Anne Hogg (referred to as 'the childminder' throughout this report) is registered to provide a care service under the following conditions:

1. When working alone, the care service may be provided for a maximum of six children up to the age of 12 years, of whom there may be no more than three who are not yet attending primary school. No more than one child under one year may be cared for at any given time except in the case of siblings. These numbers are inclusive of the childminder's own children who have not yet attained the age of 12 years.

When assisted by Mr Robert Hogg, husband of Heather, the care service may be provided for a maximum of nine children up to the age of 12 years, of whom there may be no more than four who are not yet attending primary school. No more than one child under one year may be cared for at any given time except in the case of siblings. These numbers are inclusive of the childminder's own children who have not yet attained the age of 12 years.

2. The care service may operate between the hours of 07:00 and 19:00.

3. The area of the home not to be used for childminding purposes is the master bedroom.

The childminder's home is situated in Crossford just outside Dunfermline and is close to local amenities and public transport. The children have access to all areas of the house except for the master bedroom. The areas that the children access include the living room, bathroom, kitchen, playroom and conservatory as well as a fully enclosed garden which contains a playhouse.

The aims and objectives as stated by the childminder had included: 'my aim is to ensure your children are happy and secure in my care, and that parents have trust and confidence in me.'

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). This is Scotland's national approach to improving outcomes and wellbeing for children by offering the right help at the right time from the right people. It supports them and their parent(s) to work with the services that can help them. There are eight wellbeing indicators at the heart of GIRFEC. They are: safe, healthy, achieving, nurtured, active, respected, responsible and included. They are often referred to as the SHANARRI wellbeing indicators.

Parents and carers will be referred to as 'parents' throughout this report.

## What we did during our inspection

We compiled this report following an unannounced inspection, which took place on 6 February 2019 at 15:00. The inspection was carried out by two early learning and childcare inspectors. During this inspection we gathered evidence from various sources.

We spoke to:

- the childminder
- the assistant
- children
- parents.

We observed and viewed:

- the childminder's practice and interactions with the children
- the assistant's practice and interactions with the children.

We looked at:

- observations of the children at play
- a sample of children's personal plans
- a sample of other documentation relevant to this inspection such as accident and incident forms, medication records, policies and evidence folders that included the children's art work
- certificate of registration
- certificate of insurance
- the general environment.

## Views of people using the service

We spoke to four children who were using the service and they all appeared happy and were having fun. Comments from the children included:

'We get a cake on our birthday.'

'We wouldn't change anything.'

'Wouldn't change Bob.' (Childminder's husband)

'I like drawing, I'm drawing puddles.'

'If I tell her (childminder) she will be happy.' (A child talking about an achievement from school)

'We go in the garden, lots and lots of toys in the shed.'

We also received positive feedback from parents during the inspection including:

'Very pleased, flexible childminder, lots of communication, boys are happy.'

We received positive comments from parents within the Care Standards Questionnaires that were returned to us. These comments included:

'I get monthly newsletters telling me what my childcare provider will be focusing on and will ask me for feedback and/or any suggestions.'

'Discusses changes with me before doing anything different to her service.'

'Heather's home is always clean, tidy and well organised. The equipment/toys are clean and clearly well maintained. My children always feel safe in Heather's care.'

'Heather and Bob have provided an excellent service for both of my children over the past 9-10 years. I am delighted with the service and do not worry when I am at work as I know they are safe and well looked after.'

## Self assessment

The childminder submitted a detailed and fully completed self-assessment to us before the inspection took place. We were satisfied with the information provided which included areas of strength and areas for further development.

## What the service did well

The childminder had a very good knowledge and understanding of each of the children in her care. The children were happy and content during our visit in a nurturing and calm environment. Child led play was encouraged by the wide choice of play activities on offer.

## What the service could do better

We advised that the childminder could develop her awareness of relevant best practice documents in early learning and childcare to review and enhance the service. This would enable the childminder to show how this learning has impacted on her knowledge to improve her service and meet the needs of the children in her care.

## From this inspection we graded this service as:

Quality of care and support	5 - Very Good
Quality of environment	5 - Very Good
Quality of staffing	5 - Very Good
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

A relaxed and flexible settling in approach was used by the childminder to settle in new children to the service. Parents were encouraged to visit the service as often as possible during the weeks leading up to their child's start date and routines from home were discussed to maintain continuity for the children. This ensured a good transition took place to allow the child to feel safe and nurtured in their new environment. Detailed 'All About Me' forms were completed by all parents and were updated at least six monthly to ensure that the childminder had the most current information to meet each child's individual needs and health and wellbeing.

The children were happy, settled and content in a loving and nurturing environment and it was evident that they had formed positive relationships with the childminder and her husband. For example; younger children approached the childminder and her assistant for comfort, reassurance and to request play preferences and choices. This resulted in the children being confident and feeling safe and secure.

Child led play was promoted and encouraged on a daily basis. The children had the opportunity to choose from a wide range of activities which included art and craft, puzzles, duplo, sharing stories and also more challenging activities including K'Nex for the older children. The children were not rushed during activities and could spend as long as they wanted participating in all activities and routines including meals and snacks. When using iPads after school, there was a time restriction on this as agreed with parents. Meaningful child led experiences such as these enhanced skills and learning and supported children to achieve.

Nutrition and healthy eating was discussed with the children as part of a pre-planned topic. The children were encouraged to share their knowledge of healthy eating with each other and to choose healthy snacks and meals. The children were offered water to drink while with the childminder. Involving children in planning nutritional meals and drinks supported their understanding of a healthy lifestyle.

Health and safety had been discussed on a regular basis with the children and the younger children knew that they had to hold hands with an adult when they were out walking or on a trip. The older children were encouraged to decide when it was safe to cross the road. This resulted in all the children developing a good understanding of how to keep themselves safe and assess risks.

The childminder had a good understanding of child protection and how to safeguard the children in her care and also a clear knowledge of who to contact should a concern arise. This would give parents confidence that the service was supporting their child's health and welfare.

Strategies were implemented by the childminder to support the individual needs of the children. This encouraged the children to develop and to reach their full potential and celebrate their achievements and successes.

The children had worked together to create 'house rules' that they followed while in the care of the childminder. We suggested to the childminder that these 'rules' could be more encouraging for the children and she could work alongside them to support them to create a new list that promotes positive and calm behaviours. This would support children to make positive decisions and manage small conflict problems independently.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The environment was spacious, clean, tidy and calm with ample room for the children to move around safely and take part in a variety of activities.

There was a table in the conservatory for taking part in board games or for creating and designing models using the K'Nex. Art and craft and creative activities could be carried out at the table in the kitchen. This resulted in the children having the opportunity to choose from a variety of activities as well as being able to choose where they would like to participate in the activity.

The playroom environment was set up with a sofa and soft furnishings which resulted in it being a nurturing environment for the children. There were well organised storage systems with a wide range of toys and a bookshelf with a variety of books for the children to choose from. Folders containing the children's work were displayed on a shelf for the children and parents to access at anytime. There were also photographs of the children taking part in a range of activities displayed on a wall. This all resulted in a very homely environment which celebrated children's successes and achievements.

There were a range of learning posters displayed on the walls in the playroom to support the children's numeracy and literacy. A notice board was also set up in the playroom with a range of information for the children and their families to access as and when required. Good communication systems ensured families were kept up to date and promoted partnership working.

The children had regular access to the outdoors as the older children walked to and from school on a daily basis and all of the children could spend time in the fully enclosed garden in the better weather. There were also regular trips for the younger children to the soft play area at Dobbies and to the library. This supported and developed the children's active play, health and wellbeing and also allowed them to become more familiar with their local community.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

### Findings from the inspection

The childminder's husband assisted her by undertaking a number of roles which included taking children to and from school, going out on trips and taking part in activities with the children. It was evident that there was a joint respect and trust between the assistant and the children and he supported the children using a calm and caring approach. The childminder and her husband worked well together as a team to meet each child's needs.

When taking part in more challenging and technical activities, the older children would ask the assistant for support with problem solving or construction. This has resulted in the children's confidence and self-esteem being developed.

The younger children were interacted with using a very calm and responsive nature and one of the children was always keen to hold the assistant's hand when out for a walk. This showed a clear trust and positive relationship with the children who attend the service.

The assistant had a lot of knowledge regarding working with children as his previous occupation was a teacher and he had also had a role of a playground supervisor in more recent years. This previous experience had supported the assistant within his role in the service when managing distressing behaviours and providing age and stage appropriate play activities.

A Protecting Vulnerable Groups (PVG) check had been carried out for the assistant. He had attended appropriate training to support his role which included; child protection, first aid, food safety and GIRFEC (Getting It Right For Every Child) training. This had resulted in the assistant having a good knowledge of how to care and support for each child appropriately and keep them safe.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of management and leadership

### Findings from the inspection

The childminder had undertaken a number of training courses to support and develop her service including first aid, food safety, GIRFEC (Getting It Right For Every Child) and child protection. We suggested that to continue to safeguard the children, it would be of benefit for the childminder and her husband to attend a child protection course to update their knowledge and skills.

Packs, which included certificate of registration, insurance policy, references, policies and 'All About Me' forms, were given to the parents before their child started attending the service. This ensured that the parents and the childminder had all the necessary relevant information to keep the children safe and meet their individual needs.

Newsletters were also shared with parents every term to keep them informed about the topics that their child would be taking part in and activities that they had taken part in. It also stated within the newsletter that suggestions and feedback were welcomed from parents. This resulted in the parents being included in the planning of topics and activities and also ensured that they knew that their feedback was welcomed.

The childminder regularly reflected on her practice and focused on how she could improve the care that she provided for each of the children within her care. It was evident that the childminder showed each child respect and was passionate about meeting their individual needs to support their wellbeing and development.

We suggested to the childminder that it would be valuable for her to familiarise herself with some of the best practice documents on the Care Inspectorate 'Hub'. These documents included 'Building the Ambition', 'My Creative Journey' and 'My World Outdoors'. This would support ongoing professional development for the childminder which would impact on the children's experiences.

Regular discussions took place between the childminder and the parents to ensure that all relevant information was shared as and when required. The childminder discussed with us that she would speak directly to a parent who had a concern in order to resolve the situation and ensure the parent's views were taken forward.

Children's views and ideas were listened to and used to evaluate and improve the service. This ensured that the childminder continued to provide appropriate resources to allow the children to lead their own play experiences and feel respected and included.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very 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								
4 Feb 2015	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>5 - Very good</td> </tr> <tr> <td>Staffing</td> <td>Not assessed</td> </tr> <tr> <td>Management and leadership</td> <td>5 - Very good</td> </tr> </table>	Care and support	5 - Very good	Environment	5 - Very good	Staffing	Not assessed	Management and leadership	5 - Very good
Care and support	5 - Very good									
Environment	5 - Very good									
Staffing	Not assessed									
Management and leadership	5 - Very good									
31 May 2010	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>5 - Very good</td> </tr> <tr> <td>Environment</td> <td>Not assessed</td> </tr> <tr> <td>Staffing</td> <td>5 - Very good</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	5 - Very good	Environment	Not assessed	Staffing	5 - Very good	Management and leadership	Not assessed
Care and support	5 - Very good									
Environment	Not assessed									
Staffing	5 - Very good									
Management and leadership	Not assessed									
27 Mar 2009	Announced (short notice)	<table> <tr> <td>Care and support</td> <td>6 - Excellent</td> </tr> <tr> <td>Environment</td> <td>6 - Excellent</td> </tr> <tr> <td>Staffing</td> <td>6 - Excellent</td> </tr> <tr> <td>Management and leadership</td> <td>Not assessed</td> </tr> </table>	Care and support	6 - Excellent	Environment	6 - Excellent	Staffing	6 - Excellent	Management and leadership	Not assessed
Care and support	6 - Excellent									
Environment	6 - Excellent									
Staffing	6 - Excellent									
Management and leadership	Not assessed									

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