

# Hay, Wilma Child Minding

Kirkcaldy

**Type of inspection:**  
Unannounced

**Completed on:**  
11 December 2025

**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 9 December 2025 between 14:30 and 17:00. Feedback was given to the childminder on 11 December 2025 at 16:00. This 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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year. To inform our evaluation we:

- spent time with two people using the service and one family member
- spoke with the childminder
- assessed core assurances, including the physical environment
- 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

- Children experienced warm, kind, and caring interactions, which helped them feel relaxed, happy, and comfortable.
- Feedback gathered from families was not used effectively to influence the ongoing development of the service.
- The pace of change to improve the quality of care and support and overall outcomes for children and their families was slow.
- The childminder engaged in professional dialogue with another local childminder, sharing ideas and examples of best practice.
- The childminder shared photographs of children's experiences with families, which helped them feel involved in their child's day.
- The childminder's home was well maintained, with some areas recently refurbished.
- Children could move freely between the playroom and living room, supporting choice and independence in play.

## 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	3 - Satisfactory / Adequate
Children thrive and develop in quality spaces	3 - Satisfactory / Adequate
Children play and learn	3 - Satisfactory / Adequate
Children are supported to achieve	3 - Satisfactory / Adequate

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

## Leadership 3 – Satisfactory / Adequate

We evaluated this quality indicator as **satisfactory/adequate** where strengths just outweighed the weaknesses.

### Leadership and management of staff and resources.

The service's vision, values, and aims focused on ensuring children were happy and safe. We encouraged the childminder to review these aims and involve children and families in the process. This would help ensure they remain relevant, meaningful, and reflective of the service provided.

The childminder communicated with families primarily through face to face conversations, telephone calls and text messaging. This approach supported regular and open communication, helping to maintain continuity in children's care and offering opportunities for families to be involved in their child's daily experiences. These interactions contributed to positive relationships and effective sharing of information. However, feedback gathered from families was not used effectively to influence the ongoing development of the service.

There were no formal systems in place to evaluate the quality of the service or identify areas for improvement. The childminder was unable to provide examples of changes that had led to improved outcomes for children. We discussed the importance of developing a structured approach to quality assurance to support continuous improvement and enhance experiences for children (**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'**).

Quality assurance systems should be developed to ensure they are effective in supporting the childminder to manage their service. This would include reviewing policies and procedures, personal plans and risk assessments to ensure they were effective in supporting the childminder to meet children's needs.

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, four areas for improvement were identified and, these had not been actioned or met.

### Staff skills, knowledge, values and deployment.

We evaluated this quality indicator as **satisfactory/adequate** where strengths just outweighed the weaknesses.

The childminder had recently completed first aid training, which supported their ability to respond to emergencies. They shared that they had read some professional guidance; however, they were unable to identify how this had influenced or improved their practice. The childminder engaged in professional dialogue with another childminder, sharing ideas and examples of best practice. This informal networking contributed to some professional learning, but a more reflective approach would help ensure training and reading lead to improvements in the quality of the service.

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 2 under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

## Children thrive and develop in quality spaces 3 - Satisfactory / Adequate

We evaluated this quality indicator as **satisfactory/adequate** where strengths just outweighed the weaknesses.

**Quality indicator: Children thrive and develop in quality spaces.**

Children experienced a warm, welcoming, and comfortable environment. The childminder's home was well maintained, with some areas recently refurbished. Children could move freely between the playroom and living room, supporting choice and independence in play. There was ample space for play, and children could rest and relax on the sofa. This contributed to children feeling happy and settled in the childminder's care.

Children had access to developmentally appropriate resources. They independently selected toys such as jigsaws and games. Children made use of some loose parts and natural materials outside. We discussed the benefits of extending these opportunities indoors to further promote imagination, curiosity, and creativity.

Children had some opportunities to be involved in risk assessment, for example through discussions with the childminder. Informal risk assessments were in place to monitor and manage the safety of the environment. The childminder demonstrated consideration of potential hazards, including planning safe routes when walking in the community near busy roads. These measures supported children's safety.

## Children play and learn 3 - Satisfactory / Adequate

We evaluated this quality indicator as **satisfactory/adequate** where strengths just outweighed the weaknesses.

**Playing, learning and developing.**

Children had some opportunities to make choices and be independent in their play. They also benefitted from experiences within the local community, including visits to parks, garden centres, the beach, and a toddler group with another childminder. These outings provided a variety of experiences that stimulated children's interests and enhanced their play and learning opportunities.

The childminder shared photographs of children's experiences with families, which helped them feel involved in their child's day. However, information was not recorded in a way that supported the childminder to evaluate children's progress and achievements. We discussed ways the childminder could develop this approach 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').

Children would benefit from a more planned approach to their play and learning. Planning could take account of children's interests and consider how activities and experiences can further develop and challenge their learning and development. This would help ensure experiences are purposeful and support progression.

## Children are supported to achieve 3 - Satisfactory / Adequate

We evaluated this quality indicator as **satisfactory/adequate** where strengths just outweighed the weaknesses.

### Nurturing care and support.

Children experienced warm, kind, and caring interactions, which helped them feel relaxed, happy, and comfortable. The childminder knew children well, including their preferences and routines, which supported positive relationships. Basic information was recorded in personal plans; however, these had not been reviewed or updated. Children would benefit from the childminder reviewing personal plans with families to ensure they contain accurate, up-to-date information that reflects children's changing needs. (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').

Children were supported throughout their daily experiences. Children had access to their own water bottles throughout the day, which supported regular hydration. Mealtimes were not observed during this visit.

The childminder had developed positive relationships with families. An online messaging system was used to share information about children's learning, routines, and daily updates. Families also used this platform to keep the childminder informed. We observed exchanges through the messaging system, including conversations, which supported ongoing communication and partnership working.

## 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 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 2

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 completed first aid training however had not engaged in any other 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.**

## 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. While some information about children's learning was included, there were no details of achievements or identified next steps to support progression.

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

## Previous area for improvement 4

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 were not reviewed at least every six months to ensure information remained accurate and up to date. We advised the childminder that where no changes are identified, this

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should also be recorded to evidence that a review has taken place.

**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](http://www.careinspectorate.com).

## Detailed evaluations

Leadership	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
Staff skills, knowledge, values and deployment	3 - Satisfactory / Adequate
Children thrive and develop in quality spaces	3 - Satisfactory / Adequate
Children experience high quality spaces	3 - Satisfactory / Adequate
Children play and learn	3 - Satisfactory / Adequate
Playing, learning and developing	3 - Satisfactory / Adequate
Children are supported to achieve	3 - Satisfactory / Adequate
Nurturing care and support	3 - Satisfactory / Adequate

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