

Jeffries, Jill Child Minding

Edinburgh

Type of inspection:
Unannounced

Completed on:
12 March 2026

Service provided by:
Jill Jeffries

Service provider number:
SP2018990299

Service no:
CS2018371883

About the service

Jill Jeffries operates a childminding service from their home in the Gyle area of Edinburgh, which is close to local amenities and public transport. The childminder is registered to provide care for a maximum of six children at any one time up to 16 years of age of whom no more than six are under 12 years, 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 the lounge, and the kitchen/dining area and the upstairs family bathroom are used by children. Younger children are offered a travel cot in the bedrooms for sleeping. The secure, enclosed garden to the rear of the property offers outdoor play opportunities.

About the inspection

This was an unannounced inspection which took place on 5 March 2026 between 15:30 and 16:45. An unannounced visit was made on 12 March 2026 between 9.30 and 11:00 to conclude the inspection and to give feedback. The 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 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
- reviewed written feedback from three families via an online survey
- spoke with the childminder
- 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, improvements were identified relating to core assurances. We have reported where improvement is necessary within the heading: 'Children are supported to achieve'.

Key messages

- Children benefitted from a caring and nurturing relationship with the childminder.
- To support children's wellbeing, the childminder should undertake child protection training.
- Parents spoke positively about the quality of care their children received and described strong, trusting relationships with the childminder.
- The childminder should start to record information about children's learning and development to allow them to evaluate children's development and progress over time.

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 play and learn	3 - Satisfactory / Adequate
Children are supported to achieve	4 - Good

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

Leadership 3 - Satisfactory / Adequate

Quality indicator: Leadership and management of staff and resources

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

The service's vision, values and aims were clear and shared with parents when their child began to use the service. This informed parents of how the service operated and what they could expect for their child.

The childminder engaged children in informal discussions about what they would like to do during their time in the service. For example, children were encouraged to choose games and activities and the childminder responded by providing these. This promoted choice and supported children to feel included in decisions affecting their daily experiences. Parents confirmed they had regular opportunities to share their views. One parent told us, "The childminder listens to feedback and is open to suggestions, which helps us feel involved in how the care is provided. We are able to discuss ideas, preferences, and any concerns, and it is clear that our input is valued when decisions are made about activities and the overall service".

While these informal methods supported positive communication, there was limited evidence of how parents' and children's feedback was gathered, recorded, or used to influence improvement. This limited the childminder's ability to demonstrate how views contributed to developments within the service.

Strengthening these processes would support the childminder to effectively identify what was working well and what needed to improve. An area for improvement made at the previous inspection has not been met and has been carried forward. (See Area for improvement four under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

The childminder had a range of policies related to the running of the service. However, some policies referred to incorrect legislation. The childminder agreed to amend these to ensure all documentation reflected Scottish legislation and Care Inspectorate guidance.

It was positive that the childminder had written new policies to underline how they would support children's wellbeing. An area for improvement made at the last inspection had been met. (See Area for improvement six under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

The childminder had recently completed First Aid training, which helped to ensure they had current knowledge to respond appropriately to any accidents or medical concerns. This supported children's safety and wellbeing. The childminder should continue to engage in relevant professional learning to further develop their skills, knowledge and practice. This should include child protection training as a priority. An area for improvement made at the last inspection has not been met. (See Area for improvement four under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

Children play and learn 3 - Satisfactory / Adequate**Quality Indicator: Play, learning and development**

We evaluated this key question as adequate. While the strengths had a positive impact, key areas need to improve.

The childminder currently cared for children for short periods of time before and after school. During these sessions, they provided a relaxed and homely atmosphere where children could unwind after their school day. Children told us they enjoyed playing board games, drawing, talking with the childminder and spending time together. One child shared that they liked to practise gymnastics. The childminder knew the children well, including their interests and personalities. This helped them to offer activities that the children enjoyed, such as Lego, drawing, games and time to chat.

We discussed how, if the childminder were to care for younger children in the future, they would need to ensure that resources and experiences were age appropriate and able to support younger children's learning and development. They reassured us that they had a range of toys and resources available for different stages of development.

The childminder knew the children in their care well and was aware of what was happening in their home lives. Children had positive relationships with each other and told us that they enjoyed spending time together. Children felt safe to share personal experiences, and the childminder responded sensitively. The childminder encouraged supportive discussion within the group. This helped the children feel listened to and emotionally supported, while also promoting kindness and empathy among peers.

The childminder did not record observations of children's play or learning. The childminder explained that this was due to the limited time the children spend with them during the school term. While we recognised this challenge, we discussed simple and manageable ways to record children's interests and progress. Following this discussion, the childminder said they would introduce individual notebooks that would be completed with the children. These would capture their interests, what they enjoyed doing at the childminder's and any next steps in learning or development. This would help the childminder to plan experiences and demonstrate children's progress over time. An area for improvement had been made about this at the previous inspection. However, to support improvement, we have incorporated it into a new area for improvement under the heading: 'Children are supported to achieve'.

An area for improvement made at the last inspection about developing the opportunities and experiences offered to children in and outdoors to support children's ongoing development had not been met and is carried forward into this report. The childminder should develop the opportunities and experiences offered to children in and outdoors. This area for improvement has not been met and is reported on under 'What the service has done to meet any areas for improvement made at the last inspection', in Area for improvement five.

While children enjoyed the experiences provided, there remained opportunities for the childminder to expand the range and depth of activities to promote children's play and learning. For example, they should consider adding greater experiences to promote children's imagination and curiosity. An area for improvement made at the last inspection has not been met and has been continued at this inspection. (See Area for improvement five under 'What the service has done to meet any areas for improvement we made at or since the last inspection').

Children are supported to achieve 4 - Good

Quality indicator: Nurturing care and support

We evaluated this quality indicator as good, where there were important strengths within the setting's work and some aspects which could benefit from improvement.

Personal plans were in place and had recently been updated by parents, showing positive involvement from families. However, further detail was required to fully reflect children's individual needs and support. During feedback, we provided the childminder with clear guidance on what additional information should be included in the plans and why this was important. The childminder was open, receptive and keen to improve their practice. Moving forward, they planned to design new personal plan formats that better suited the childminding service. We encouraged them to make use of childminding colleagues, SCMA membership, and the examples shared with them during feedback. The childminder's engagement demonstrated a commitment to improving their practice. An area for improvement made at the last inspection has been partially met. A new area for improvement has been made, see Area for improvement one.

Although the personal plans contained mainly general information, the childminder demonstrated a strong knowledge of each child. They spoke confidently about their personalities, routines, interests and any support needs. This showed that, despite limited written information, they understood the children well and had warm, trusting relationships with the families. Parents' feedback confirmed this, highlighting their confidence in the care provided. One parent said "I feel that my views are listened to and taken into account, which helps ensure the care provided supports my child's development and wellbeing".

Snack routines supported children's wellbeing. The childminder provided healthy snacks, including fruit, after school. Children were involved in choosing their snacks the week before, giving them a sense of responsibility and choice. On the rare occasions that children attended during the holidays, they brought their own packed lunches.

Children spoke very positively about the childminder and the care they received. Their comments included "The childminder is really fun and happy in the morning", "The childminder is a very kind lady who looks after us" and "I like them and I like seeing my friends". These comments reflected the warm, nurturing relationships children experienced and demonstrated that they felt safe, valued, and cared for in the childminder's home.

Areas for improvement

1. To support children's overall wellbeing, the childminder should further develop children's personal plans to:

- include the views of children
- record information shared by families
- highlight children's achievements and proposed next steps, where appropriate.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) 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)

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

To support children's overall wellbeing the service should further develop the use of children's personal plans to include the views of children. Information shared by families should be recorded, and plans should be reviewed and signed by parents at least on a six monthly basis.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) 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 16 October 2023.

Action taken since then

Personal plans had been updated by parents, this ensured that information held by the childminder was up to date.

Personal plans still needed to be developed to gather more information from parents about their child.

Some aspects of this area for improvement had been met. To support improvement, we have incorporated it into a new area for improvement under the heading: Children are supported to achieve.

Some aspects of this area for improvement had been met.

Previous area for improvement 2

To ensure children are making good progress 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 care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am supported to achieve my potential'. (HSCS 1.27)

This area for improvement was made on 16 October 2023.

Action taken since then

The childminder discussed how it had been difficult to achieve this as they had children for such a short period of time each day. We acknowledged this and discussed what the childminder could record about each child as they clearly had lots of knowledge about them.

To support improvement, we have incorporated this area for improvement into a new area for improvement under the heading: Children are supported to achieve.

This area for improvement has not been met.

Previous area for improvement 3

To ensure children and families experience a service that is continuously developing and improving, the childminder should actively seek and record their views. These should be used, alongside the childminder's reflections, to develop an improvement plan for the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership'. (HSCS 4.7).

This area for improvement was made on 16 October 2023.

Action taken since then

The childminder gathered children's and families' views informally. Although a written improvement plan was not yet in place, the childminder described recent service improvements. We provided guidance on creating a simple improvement plan which included feedback from children and families.

This area for improvement has not been met.

Previous area for improvement 4

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 that care and support is consistent with the Health and Social Care Standards (HSCS) 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 16 October 2023.

Action taken since then

The childminder had recently undertaken First Aid training. This helped to ensure they had current knowledge to respond appropriately to any accidents or medical concerns. This supported children's safety and wellbeing.

The childminder should now access Child Protection training as this would support them in keeping children safe. We spoke with the childminder about where they could access training opportunities.

This area for improvement has not been met.

Previous area for improvement 5

To support children's ongoing development the childminder should develop the opportunities and experiences offered to children in and outdoors. Consideration should be given to providing challenge to support children's development of skills.

This should include, but not be limited to: developing age appropriate opportunities to support children's need for active, sensory, schematic and creative play supporting their curiosity developing outdoor play opportunities all year round.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: '1.25 I can choose to have an active life and participate in a range of recreational, social, creative, physical and learning activities every day, both indoors and outdoors.' (HSCS 1.25) and '1.30 As a child, I have fun as I develop my skills in understanding, thinking, investigation and problem solving, including through imaginative play and storytelling.' (HSCS 1.30).

This area for improvement was made on 8 January 2025.

Action taken since then

The childminder felt that the opportunities they offered to children indoors were appropriate. At the time of this inspection the childminder said that the garden was not being used due to the weather. Parents responses were varied, with one saying their child rarely had outdoor play, whilst another said there were regular opportunities to play outdoors. Parents said that they were looking forward to more outdoor play for their children in better weather.

This area for improvement has not been met.

Previous area for improvement 6

To ensure children's health and wellbeing is supported the childminder should review their practice and procedures to ensure this is in line with current guidance 'Health protection in children and young people settings, including education' (Gov 2024) to prevent the spread of infection. This should include but is not limited to:

- nappy changing
- handwashing
- management of pets, their toys and their waste.

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 (HSCS) which state 'I experience high quality care and support based on relevant evidence, guidance and best practice' (HSCS 4.11).

This area for improvement was made on 8 January 2025.

Action taken since then

The childminder had written a clear Hygiene and Infection Control policy and pet policy. Practice observed supported children's health and wellbeing. This area for improvement has been met.

This area for improvement has been met.

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

Leadership	3 - Satisfactory / Adequate
Leadership and management of staff and resources	3 - Satisfactory / Adequate
Children play and learn	3 - Satisfactory / Adequate
Playing, learning and developing	3 - Satisfactory / Adequate
Children are supported to achieve	4 - Good
Nurturing care and support	4 - Good

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