

Charlene Hogg Childminding Services

Child Minding

Irvine

Type of inspection:
Unannounced

Completed on:
5 June 2025

Service provided by:
Charlene Hogg

Service provider number:
SP2018990072

Service no:
CS2018369002

About the service

Charlene Hogg is registered to provide a care service to a maximum of six children up to the age of 16, of whom no more than three children are not attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

At the time of our inspection, one child under 12 was registered and in attendance at the service.

The service is situated in a quiet residential area of Irvine, North Ayrshire. The children have access to the living room, kitchen, downstairs toilet and an enclosed rear garden. The childminder's home is near local amenities, including schools, nurseries, shops and parks.

About the inspection

This was an unannounced inspection which took place on Tuesday 3 June 2025 between 15:30 and 17:15 and Thursday 5 June between 09:15 and 10:00. We gave feedback to the childminder on Thursday 5 June 2025.

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 and complaints information, information submitted by the service and intelligence gathered throughout the inspection year.

To inform our evaluation we:

- Spoke to one child using the service.
- Spoke to the childminder.
- Observed practice and daily life.
- Reviewed documents.

Key messages

- The childminder created a nurturing environment that helped children develop positive relationships.
- Personal plans met children's health and wellbeing needs.
- Children would benefit from a broader range of play experiences and resources to learn and develop new skills.
- The childminder should develop their skills in planning, observing, and recording children's learning and development through play-based activities.
- The childminder should continue to build on the experiences and resources for outdoor play, to support children in being healthy and active.
- The childminder should provide regular and formal opportunities for children and their families, to offer their views on all aspects of the provision.
- The childminder should undertake training and professional development opportunities to enhance their knowledge and skills.

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

How good is our care, play and learning?	3 - Adequate
How good is our setting?	3 - Adequate
How good is our leadership?	3 - Adequate
How good is our staff team?	3 - Adequate

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

How good is our care, play and learning?

3 - Adequate

We evaluated different parts of this key question as adequate and good, with an overall grade of adequate, where strengths only just outweighed weaknesses.

Quality indicator 1.1: Nurturing care and support

The minded child experienced warm and caring interactions, which supported their wellbeing. The childminder knew them well and discussed their interests and preferences with them. The child was comfortable and happy in the childminder's care, having formed attachments with both the childminder and the children in the childminder's family. This supported a nurturing environment.

The childminder told us that positive relationships had been formed between them and the child's family. This was apparent when the parent collected their child at home time at the front door, and when the childminder passed on relevant information to support the child's care. We discussed the importance of parents having the option to enter the service, which would allow them to become familiar with the setting and discuss confidential information about their child's care and support.

Personal plans were created in collaboration with the children's families, and relevant information was recorded, to ensure the childminder met the children's health and wellbeing needs. This information should also be used to monitor their progress and development.

No children required medication at the service. The childminder had the necessary paperwork to support the safe administration of medication when needed. We directed them to the current best practice guidance, 'Management of Medication in Daycare and Childminding Services', to support them in updating their policy. Available here: https://hub.careinspectorate.com/media/6086/management-of-medication-in-daycare-of-children-and-childminding-services_dec-2024.pdf. This should further support them in maintaining children's safety, health and wellbeing.

The childminder was aware of their responsibility to safeguard children in their care. A child protection policy was in place, and the childminder had completed relevant training in protection and safeguarding, ensuring they understood their role and responsibility in protecting children. This ensured children were safe and protected.

Quality indicator 1.3: Play and learning

The minded child played in the front garden with the childminder's children. They played an Uno game and made bracelets from beads, which they continued to make at the dining room table, keeping the children engaged and supporting their interests. The childminder received written consent from the parent to allow the child to play in the front garden, ensuring that permission was granted and keeping the child safe, while valuing and respecting the parent's decision.

Children would benefit from a childminder that provided a wider range of play opportunities, enabling them to learn and develop new skills, which could include numeracy, literacy, creative experiences and natural and open-ended materials to promote children's curiosity and problem-solving skills.

The childminder did not record the children's play experiences or agree on the next steps with the children and their families, to support them in making progress. As a result, there were some missed opportunities to support and extend children's learning and development and celebrate their achievements (see area for improvement 1).

The minded child shared that they enjoyed visiting local parks and the beach with the childminder, and the children in the childminder's family, which helped them learn about nature and have fun. However, the childminder was unable to implement regular outings due to the scheduled school pickups. The childminder should consider providing more opportunities for children to play outdoors, including activities in the back garden, to support children's physical development and enhance their health and overall wellbeing (see area for improvement 2).

Areas for improvement

1. To ensure that future play experiences remain sufficiently challenging for children, the childminder should develop their skills in planning, observing, and recording children's development and learning through play. This should include, but is not limited to, using the best practice guidance: 'Realising the Ambition: Being Me' (Education Scotland, 2020). The childminder should use their observations to reflect on and plan new learning opportunities in consultation with the children and their parents.

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

'As a child, my social and physical skills, confidence, self-esteem, and creativity are developed through a balance of organised and freely chosen extended play, including using open ended and natural materials' (HSCS 1:31).

2. To support children's health and overall wellbeing, the childminder should ensure that children have more opportunities to play outdoors and engage in physical and fun learning activities. This should include, but not be limited to, access to a good range of experiences and resources in the back garden throughout the year.

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

'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).

How good is our setting?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 2.2: Children experience high quality facilities

Children benefited from being cared for in a homely environment with an open-plan living room, kitchen, dining area, and a comfortable sofa that allowed them to rest when needed. As a result, the minded child felt included and settled in the childminder's home.

Children played with the available resources, which helped them build friendships and develop social skills.

The childminder should provide a variety of play materials for children to choose from and allow them to lead their play and extend their learning. These should reflect children's interests (see area for improvement 1).

The childminder made necessary improvements to the back garden following our visit, including general maintenance and decluttering of the area, which ensured the children's safety. The childminder should continue to build on the resources and experiences that support outdoor play, and provide daily opportunities for children to play outside throughout the year. This would support them in maintaining a healthy and active lifestyle.

During our first visit, the children's risk of cross-infection was increased as areas such as the toilet, kitchen, and living room were cluttered, making it difficult for the childminder to keep surfaces clean. There was also no soap and hand towels in the toilet to support the children washing their hands properly. The areas used for childminding were improved on the second visit and should be kept clean and well-organised, to reduce the possible spread of infection and keep children healthy (see area for improvement 2).

Accident and incident forms were completed and shared with families, and appropriate first aid was administered when necessary. This followed best practice guidance, ensuring the wellbeing and safety of children.

Areas for improvement

1. For children to lead their own play and extend their learning. The childminder should ensure that a wider variety of play materials is available. This should include, but is not limited to, resources that support children's interests.

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

'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity' (HSCS 2.27).

2. To protect children from the risk of infection, the childminder should ensure rooms used for childminding are kept clean and well-organised. This should include, but is not limited to, areas being clutter-free and materials that are readily available to support effective handwashing practices. This would support infection control procedures and cleaning practices.

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

'I experience an environment that is well looked after with clean, tidy and well maintained premises, furnishings and equipment' (HSCS 5.22).

How good is our leadership?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 3.1: Quality assurance and improvement are led well

The childminder was welcoming and engaged well in the inspection process, responding positively to our suggestions for development and being open in their conversations, which should support their capacity to improve and provide positive outcomes for children.

The childminder created aims for the service, which they shared with families before their children enrolled. This information helped families choose a service that aligned with their needs and supported the service's objectives, which focused on providing a happy, caring, warm, and friendly environment that enables children to develop, learn, and have fun. The childminder should revisit the aims and objectives of the service, to ensure that these are fully reflected in practice.

Policies and procedures were in place and should be reviewed regularly to ensure they remain current with best practice guidance and adhere to relevant legislation, thereby supporting the smooth operation of the service and the quality of service provision.

The childminder continued to measure their service informally through general discussions with parents and observations of children's level of happiness. They had identified a need to improve the paperwork side of the business, including self-reflection and self-evaluation, to ensure a positive impact on the quality of the service.

Parents were able to share their views on the service through discussions when they collected their children from the service. Discussions with children meant the childminder had some influence on their play and learning. The childminder should build regular and formal opportunities for children and families to give their views and influence improvement (see area for improvement 1).

No progress has been made in developing quality assurance systems since the last inspection. The childminder had not familiarised themselves with best practice documents that would support them in evaluating their service and making improvements. We reminded them to begin familiarising themselves with the new 'shared framework', which would be launched soon. Available here: <https://www.careinspectorate.com/index.php/quality-improvement-framework-for-early-learning-and-childcare-sectors>. The childminder should use the self-evaluation tool to evaluate the service and identify strengths and areas for improvement (see area for improvement 2).

We also encouraged them to complete the action plan to the Care Inspectorate to address areas for improvement identified during this inspection, which would also serve as a starting point for developing their own annual action plan for improvement.

Areas for improvement

1.

To ensure children and families are kept informed about improvements made and enable them to feel included and that their opinions are valued. The childminder should provide regular and formal opportunities for children and their families to offer their views on all aspects of the provision. This should include, but is not limited to, gathering feedback on service delivery, involving them in the development of plans and activities, and ensuring they have a voice in decisions that affect them. Their input should be used to identify and meet areas for improvement.

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

'I can be meaningfully involved in how the organisations that support and care for me work and develop' (HSCS 4.6).

and

'I am actively encouraged to be involved in improving the service I use, in a spirit of genuine partnership' (HSCS 4.7).

2.

For the childminder to develop professionally and make adjustments to meet the needs of children in their care. They should develop their understanding of best practices in early learning and childcare. This should include, but is not limited to, engaging with relevant guidance and resources on the Care Inspectorate Hub and the Scottish Childminding Association (SCMA) website, and using this to develop their service and carry out quality assurance.

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

'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes' (HSCS 4.19).

How good is our staff team?

3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

Quality indicator 4.1: Staff skills, knowledge and values

The childminder created a nurturing environment that helped children develop positive relationships with both the childminder and the childminder's family. This fostered children's security, confidence, and positive relationships.

The childminder was a member of the Scottish Childminding Association (SCMA), which offers invaluable support in all aspects of childminding, as well as a diverse range of professional services and support. This, along with the Care Inspectorate provider updates, should support them in being kept updated with developments in the early years sector.

The childminder had undertaken child protection training, which supported their knowledge and understanding of their responsibility to safeguard children in their care. They should undertake further training, such as first aid, to refresh their knowledge and skills and source professional reading, to target their learning on areas identified in the inspection as needing development, including child development, outdoor play, infection control, and self-evaluation. Undertaking relevant training, reading, and then applying the learning to practice would support the childminder in updating their skills and knowledge (see area for improvement 1).

The childminder would benefit from close links with other local childminders, which would support their confidence and enable them to be part of a community where ideas and best practices can be shared. This would enhance their knowledge and skills, leading to positive outcomes for children in their care.

Areas for improvement

1.

To contribute to positive outcomes for children, the childminder should undertake training and professional development opportunities to enhance their skills and knowledge. This should include, but is not limited to, first aid training, relevant reading, and awareness of relevant guidance that deepens their understanding of infection control, self-evaluation and child development to enhance play and learning experiences. They should document their learning and demonstrate how it has improved the experiences and outcomes for the children in their care, supporting self-reflection.

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

'I have confidence in people because they are trained, competent and skilled, and are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

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 promote children's health and wellbeing, the childminder should use a changing mat and appropriate Personal Protective Equipment (PPE) when changing children's nappies.

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 based on relevant evidence guidance and best practice' (HSCS 4.11) and 'my environment is safe and secure' (HSCS 5.17).

This area for improvement was made on 26 January 2024.

Action taken since then

No children required assistance with personal care, such as nappy changing at the service. The childminder informed us that they no longer needed a changing mat and Personal Protective Equipment (PPE) to support nappy-changing routines, as they now care for school-aged children.

This area for improvement has been met.

Previous area for improvement 2

To provide quality for children during their mealtimes experience the childminder should review their current process. This should include but not be limited to a) the childminder should sit with children while they eat at a table to create a sociable experience b) develop a menu plan with children and families that reflects nutritional guidance.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I can choose suitably presented and healthy meals and snacks, including fresh fruit and vegetables, and participate in menu planning'. (HSCS 1.33) and also; 'I can enjoy unhurried snack and mealtimes in as relaxed an atmosphere as possible' (HSCS 1.35).

This area for improvement was made on 26 January 2024.

Action taken since then

No children had a snack or meal in the childminder's home at the time of the inspection. They instead had a meal from a fast food chain after the school run. We shared best practice guidance, 'Setting the table', with the childminder to support the quality of children's mealtime experiences.

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

Previous area for improvement 3

To support children's health and wellbeing, the childminder should provide children with a safe, well maintained environment to play outdoors. This should include, but not be limited to, ensuring that the back garden is always clean, safe and well-maintained; and making sure that children have access to a good range of experiences and resources in the outdoor environment throughout the year.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'As a child, I play outdoors every day and regularly explore a natural environment' (HSCS 1.32).

This area for improvement was made on 26 January 2024.

Action taken since then

The childminder made improvements to the back garden since the last inspection, which included general maintenance and tidying of discarded materials to ensure children's safety and allow for play and learning. They should continue with their plan to repair or replace the garden shed to further support children's safety.

This area for improvement has been met.

Previous area for improvement 4

To support children's health and wellbeing, the childminder should develop written risk assessments to ensure that all potential risks in the service have been considered.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'My environment is secure and safe' (HSCS 5.19).

This area for improvement was made on 26 January 2024.

Action taken since then

The childminder had written risk assessments that included a risk matrix to support them in assessing spaces within the home and in the community. These improvements included mitigating risks in the short term in the house and back garden, to ensure that children remain safe in the childminder's care.

This area for improvement has been met.

Previous area for improvement 5

To improve outcomes for children, self-evaluation including consultation with children and families should be developed. The childminder should become familiar with best practice guidance and use this to support her to reflect and plan for continuous improvement.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, are able to reflect on their practice and follow their professional and organisational codes' (HSCS 3.14).

This area for improvement was made on 26 January 2024.

Action taken since then

There was no embedded culture of self-reflection and self-evaluation in the childminder's practice. The childminder was not using quality frameworks to evaluate and improve aspects of the service. We directed them to relevant guidance to support this. Additionally, the childminder did not gather parents' and children's views to support improvements, and we did not receive a Microsoft questionnaire from families who used the service before or after the inspection visit.

This area for improvement has not been met and is reworded in a new area for improvement under key question 3, 'How good is our leadership?'.

Previous area for improvement 6

The childminder should undertake child protection and first aid practical training, to equip her with updated knowledge and practice on how to deal with minor and major emergencies, and improve her skills, to support the health and safety needs of children in the service.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state that: 'I have confidence in people because they are trained, competent and skilled, can reflect on their practice and follow their professional and organisational codes' (HSCS 3.14), and 'I am protected from harm, neglect, abuse, bullying and exploitation by people who a clear understanding of their responsibilities' (HSCS 3.20).

This area for improvement was made on 26 January 2024.

Action taken since then

The childminder had completed relevant training in protection and safeguarding, ensuring they had the knowledge and understanding necessary to fulfil their role and responsibilities in protecting children. They had been unable to source relevant first-aid training. However, they were able to discuss what they would do in an emergency and the actions they would take, to maintain the health and safety needs of children in the service.

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

How good is our care, play and learning?	3 - Adequate
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	3 - Adequate
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	3 - Adequate
4.1 Staff skills, knowledge and values	3 - Adequate

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