

# Moyles, Frank & Sonia Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 9 August 2019

**Service provided by:**  
Frank & Sonia Moyles

**Service provider number:**  
SP2004939468

**Care service number:**  
CS2004079565

## Introduction

Frank and Sonia Moyles work in partnership to provide a childminding service from their home which is located in a village setting on the outskirts of Dunfermline. In practice, Sonia Moyles is the main carer, while Frank Moyles is involved as needed. The service is within walking distance of local facilities including the school and nursery. Minded children may also travel by car or public transport when necessary. The stated aim of the service is to provide "a safe, warm and happy environment for the well-being of children."

The service operates under the following conditions:

1. The care service may be provided to a maximum of eight children at any one time under the age of 16, of whom no more than six are under the age of 12, of whom no more than four are not yet attending primary school and of whom no more than two is under 12 months, when both childminders are present. Numbers are inclusive of children of the childminders' family. The care service may be provided to a maximum of eight children at any one time under the age of 16, of who no more than six are under 12 years of age, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months when one childminder is present. Numbers are inclusive of children of the childminders' family.
2. The part of the premises not to be used is the main bedroom to the front of the home.
3. Overnight care will not be provided.

We check services are meeting the principles of Getting it Right for Every Child (also known as GIRFEC), Scotland's national approach to improving outcomes and well-being 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 well-being indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included (often referred to as the SHANARRI indicators).

## What we did during our inspection

The service was registered by the Care Inspectorate in 2011. We visited unannounced on Tuesday 6th August 2019. We spoke briefly with Mr Moyles. Mrs Moyles and the minded child were not at home; therefore we arranged to carry out the inspection on Friday 9th August 2019. Mr Moyles was not present at that time.

We sent three Care Standards Questionnaires (CSQs) to the childminder to distribute to relatives and carers of people who used the service. We received two completed questionnaires and have considered the feedback provided.

During this inspection we gathered evidence from a number of sources. We spoke with the childminder and observed her practice and interactions with the child who was present. We saw the areas of the home used for childminding purposes and also looked at childminding records.

We took account of all of the above information when we evaluated this service.

## Views of people using the service

There was one child present during the inspection, aged 12 months. Mrs Moyles was attentive to his needs and he was happy and settled throughout our visit. He had time to rest and enjoy a small snack before spending time

in the playroom where he enjoyed exploring and experimenting with various toys. He moved around independently, seeking reassurance from the childminder from time-to-time. It was evident that a trusting relationship had developed.

Two parents submitted questionnaires as part of the inspection process. Both parents strongly agreed that they were overall happy with the quality of care provided. One parent included the following comment "We feel very lucky to have found such a great childminder. They quickly settled and enjoy their time with Sonia and Frank."

## Self assessment

The self assessment was completed satisfactorily and provided an accurate reflection of the service as we experienced it.

## What the service did well

Mr and Mrs Moyles are experienced childminders who provide a caring, nurturing environment in which children can feel safe and secure. Good use is made of local facilities and children are able to learn about the local community while enjoying a range of experiences.

## What the service could do better

We asked Mrs Moyles to update her medication permission forms, to ensure that medication procedures comply with current guidelines. A copy of the current registration certificate should be made available to any parent who is considering using the service and Mrs Moyles agreed to download this from the Care Inspectorate website.

## 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	not assessed
Quality of management and leadership	5 - Very Good

## Quality of care and support

### Findings from the inspection

Mr and Mrs Moyles had formed good working relationships with parents. Parents and children were able to visit the service prior to the child's start date. This allowed them to find out what was provided and helped children settle in. Effective communication with parents helped ensure continuity between home and the service and contributed towards children's needs being understood and met.

Mrs Moyles impressed as being sensitive to children's individual needs. She displayed a caring and inclusive approach. Interaction was positive and supportive which helped children feel safe and secure and promoted good

self-esteem. Minded children were encouraged to be caring and considerate towards one another. This helped them to begin to form friendships and to make the most of the activities and experiences which were available.

Daily routines included opportunities for free play within the home as well as regular outings within the local community. Various facilities were within walking distance which meant that the children often experienced fresh air and exercise, while at the same time learning to be safe and responsible while out and about. The pace of the day took account of the children's ages and stages. Younger children were able to sleep or rest when they needed to do so, either in their buggy or in a travel cot.

Parents generally supplied meals and snacks for their own child; however, Mrs Moyles provided some snacks and drinks were understood to be freely available to keep children hydrated.

Through discussion we concluded that Mrs Moyles knew the children well, as individuals. She drew on her previous childcare experience to monitor their well-being and was aware of her obligation to act on any concerns. Mrs Moyles was aware of the need to maintain personal plans for minded children and gathered some relevant information when they joined the service. Brief observations were recorded every 3-6 months, reflecting children's progress and achievements. We discussed ways in which children's records could be further developed to better reflect partnership working.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of environment

### Findings from the inspection

The childminders' home is located in a residential street within a village setting. The first floor accommodation was very well maintained and appropriately furnished and equipped for childminding purposes.

We saw that the children had access to a good range of age-appropriate resources, many of which were easily accessible so that they could select what they wanted to play with. Good use was made of available space. Children were based in the playroom but had access to other parts of the home, when needed. They had enough space to set out their play materials and could take part in different activities simultaneously, depending on their ages and interests.

The enclosed garden was largely given over to the growing of fruit and vegetables. The children sometimes enjoyed planting and harvesting the produce which was a good learning opportunity. A neighbouring garden provided a grassed area which was sometimes used for more energetic play.

Mrs Moyles had a good awareness of safety issues and routinely risk assessed the children's activities to ensure

their safety. Appropriate safety measures were in place when pets were present. There had been no significant accidents or incidents affecting minded children; however, the childminder was aware of the need to record details of any occurrences and to inform parents about what had happened and any action taken.

We discussed infection control practices. The children were cared for in a clean and hygienic environment and were supported to learn good routines including regular hand washing. Nappy changing was carried out hygienically. Parents generally kept their children at home if they were unwell. These measures minimised the risk of the spread of infection.

It was confirmed that appropriate insurance was in place. This may provide a degree of protection to the childminders and to families who use the service.

## Requirements

**Number of requirements:** 0

## Recommendations

**Number of recommendations:** 0

**Grade:** 5 - very good

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

Mrs Moyles had a conscientious approach to her work and impressed as well organised. She shared written and verbal information about the service and actively sought feedback from parents and children. This helped her to evaluate her work and to provide individualised care. A parent told us, for example, "She is very approachable. Sonia is happy to continue and support what I am doing at home." Another parent told us "She is always asking me (for my views) and also sends a questionnaire home for me to fill out."

Mrs Moyles was a member of the Scottish Childminding Association which was a useful source of information and support. She had contact with other childminders and sometimes involved the children in joint activities. Mrs Moyles was aware of a range of current guidance and confirmed that she referred to this from time-to-time to keep her knowledge up-to-date. She had previously attended relevant training. She did not hold a current first aid certificate; however, she had previously been trained in first aid and used a first aid App for easy access to up to date information.

Mrs Moyles had a good understanding of regulatory issues. She had submitted information to the Care Inspectorate when asked to do so and was aware of the need to make formal notifications, in certain

circumstances. Policies and procedures were in place, including a complaints procedure, and these were shared with parents. We recommended that these should be reviewed from time-to-time to ensure they are accurate and include up-to-date contact details for other agencies. Record keeping was of a good standard overall. Mrs Moyles agreed to amend medication consent forms to ensure that all relevant information is recorded.

## 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
22 Sep 2016	Unannounced	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
4 Jul 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good
24 Jul 2012	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership Not assessed
28 Sep 2009	Announced	Care and support 6 - Excellent Environment 6 - Excellent Staffing 6 - Excellent Management and leadership Not assessed
12 Nov 2008	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing 5 - Very good Management and leadership 5 - Very good

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