Introduction

Mrs Murray is registered to provide a childminding service for up to 8 children up to the age of 16, of whom no more than 3 children should not yet be attending primary school, and of whom no more than 1 child is less than 12 months old.

The childminder operates her childminding business from the family home in Bishopbriggs, East Dunbartonshire. The property is close to local parks, schools and nurseries.

Children have access to the lounge, playroom, dining room, kitchen and a separate toilet. A large back garden is available for outdoor play.

What we did during our inspection

We wrote this report after an unannounced inspection was carried out by a Care Inspectorate inspector. The inspection took place on Wednesday 7 August 2019. As requested by us, Mrs Murray completed and submitted an annual return to us.

During the inspection we spoke to the childminder and three minded children. We gathered evidence from many sources including the relevant sections of policies, procedures, records and other documents including: accident and incident recording, certificate of registration, certificate of insurance, child protection policy, children’s records and journals, complaints policy and medication recording policy and system.

We also observed the interactions between the childminder and the minded children present.

Views of people using the service

We issued three care standards questionnaires to the childminder to distribute to parents / carers. The childminder gave these to the families she was providing care for. Three questionnaires were returned prior to inspection. All parents commented very positively on the quality of care provided.

Comments included:

“Frances Murray is an excellent childminder and we feel incredibly fortunate to have secured her as a key figure in supporting our child’s development and care. She offers helpful advice when we ask and we feel she has been instrumental in enhancing key aspects of our child’s engagement in a wide range of learning activities.”

“I am very happy with the service that Frances provides. She is welcoming, caring and nurturing towards my little boy and he is happy and settled as a result. She takes time to chat at the beginning and end of each day, discussing anything concerning my little boy.”

“My childminder has been helping for more than a year now. I must say she has been absolutely amazing in caring for my children. Myself and my husband always go to work knowing our children are in safe hands. Honestly we do not have any worries or concerns when they are in her care. She has been really professional and we are happy with this service.”
Self assessment

The childminder completed the self assessment immediately after the inspection visit.

What the service did well

The childminder provided a very good quality experience for children. Children enjoyed very positive outcomes as a result of the childminder’s knowledge and implementation of current good practice in early learning and childcare.

The childminder had very good relationships with parents and knew children very well. She maintained detailed personal plans, reflecting the wellbeing indicators from Scottish Government guidance, Getting it Right for Every Child, GIRFEC. These recorded children’s individual interests and needs. She consulted with and shared information with parents on a daily basis.

What the service could do better

The childminder completed the self assessment after the inspection visit. We encouraged the childminder to use this document as a self evaluation tool and review and update it regularly.

From this inspection we graded this service as:

<table>
<thead>
<tr>
<th>Quality of care and support</th>
<th>5 - Very Good</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of environment</td>
<td>5 - Very Good</td>
</tr>
<tr>
<td>Quality of staffing</td>
<td>not assessed</td>
</tr>
<tr>
<td>Quality of management and leadership</td>
<td>5 - Very Good</td>
</tr>
</tbody>
</table>

Quality of care and support

Findings from the inspection

The childminder provided a detailed welcome pack that included service policies and information about her service and her family. She offered a flexible settling in process, inviting parents and children to her home, taking time to discuss children’s likes/dislikes and interests.

The childminder consulted with children every day to establish what activities and outings they wanted to be involved in.

The childminder told us that she had developed strong ties with the families she provided care for. She worked hard to build supportive partnerships with the parents by being open and approachable. She chatted with parents every day about their children and gave parents regular opportunities to evaluate the service and be involved in decision making about their children’s care. She used text and whatsapp to share detailed information about children’s progress and consistently followed routines for younger children. Comments in care standards questionnaires completed by parents were very positive about the care and support provided to children.
The childminder maintained personal plans for children. These included an 'All About Me' document and records of information and child development that enabled her to assess and record learning and development. She kept photographs of children involved in activities and referenced these to the wellbeing indicators from Scottish Government guidance Getting it Right for Every Child (GIRFEC). Children’s folders were shared with parents biannually. Homelinks were promoted by encouraging parents to share and record information about their children. Overall, we found that personal plans showed clear progression and development for children.

The childminder was aware of nutritional guidelines and provided healthy snacks for children in line with NHS Scotland guidance ‘Setting the Table.’ Children also helped to prepare snacks.

Children were encouraged to be physically active. The childminder accessed local walks each day and local parks. She provided waterproof suits for children to protect them during inclement weather. Children could enjoy a range of indoor and outdoor resources.

A policy on behaviour management was implemented in the service in partnership with parents.

We discussed child protection. A child protection policy was in place. The childminder was knowledgeable about procedures and was able to explain to us what she would do if she had a child protection concern. She had completed child protection training.

We found that the childminder had satisfactory systems in place to administer, store and record any medication children had been given.

We observed the care provided to the children present during the inspection. The childminder was very attentive, responsive and caring.

Overall, the childminder provided very good quality care and support to children and families.

**Requirements**

**Number of requirements:** 0

**Recommendations**

**Number of recommendations:** 0

**Grade:** 5 - very good

**Quality of environment**

**Findings from the inspection**

We found the childminder’s home to be welcoming, warm and homely. The accommodation was safely arranged, hygienic, smoke free, clean and tidy. The house and garden provided a good amount of space for children to play and learn. Children had access to the lounge, dining kitchen, designated playroom, bathroom and rear garden. The childminder had replaced decking in the garden since the last inspection.
The childminder regularly visited local parks and walks and took children on outings further afield during school holidays, for example, Glasgow Green and Soft Play. Children enjoyed the use of the rear garden with a range of resources such as swingball, goal posts and a sand/water tray. A variety of resources was easily accessible for children to play with independently for example, books, jigsaws, cars, dolls and action figures. The childminder regularly rotated her toys at the request of children.

The childminder had a copy of the best practice guidance Infection Prevention and Control in Childcare Settings. She had developed policies and procedures relating to health and safety and infection control. The childminder maintained cleaning records and maintenance and equipment records. The childminder had considered potential risks within her environment and for outings. She maintained risk assessments for premises, parks and places that she regularly visited in the local area with children and also for the use of her car. Although the childminder told us that there had been no accidents there was a recording system in place to record and inform parents if any accidents occurred. The childminder maintained a record of attendance of children.

Overall, we found that children enjoyed very positive experiences in a range of environments and settings.

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

The childminder managed her service well and was committed to continued professional development. She was a member of Scottish Childminding Association (SCMA) and kept up-to-date with current legislation and best practice by visiting SCMA and Care Inspectorate’s website, reading Care Inspectorate magazines and discussing practice with local childminders. The childminder also used the hub on the Care Inspectorate website. This is a resource library containing guidance and good practice documents.

The childminder made service policies and procedures available to parents. Since the last inspection in 2017 the childminder had participated in training on First Aid, GIRFEC and Child Protection. In discussion with the childminder it was evident that extending her knowledge base and implementing this in practice had positively impacted on outcomes for children. She also spent time on personal reading and research.
The childminder had involved parents and children in evaluating her service through daily discussions at drop off and collection times and annual questionnaires. The childminder had asked children to complete questionnaires and these were filed in children’s personal folders. She involved parents in all aspects of her work. We saw the children present being consulted about their play and given choices throughout the inspection. They responded very well to the relaxed environment and easily engaged with the childminder. The childminder told us that she knew the families she worked with well and had very good relationships with them.

The childminder had an effective complaints policy in place. Parents were given a copy of the policy before starting the service.

Overall, the childminder managed her service very well and implemented systems to evaluate the quality of service. This ensured that children and parents were involved in service development and could shape provision.

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.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

<table>
<thead>
<tr>
<th>Date</th>
<th>Type</th>
<th>Gradings</th>
</tr>
</thead>
<tbody>
<tr>
<td>8 Aug 2017</td>
<td>Announced (short notice)</td>
<td>Care and support 5 - Very good</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Environment 5 - Very good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing Not assessed</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership 5 - Very good</td>
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<tr>
<td>30 Jul 2015</td>
<td>Announced (short notice)</td>
<td>Care and support 5 - Very good</td>
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<tr>
<td></td>
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<td>Environment 5 - Very good</td>
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<tr>
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<td>22 Feb 2012</td>
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<td></td>
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<td>Environment 4 - Good</td>
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<td></td>
<td></td>
<td>Staffing Not assessed</td>
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<td></td>
<td></td>
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<td>25 May 2010</td>
<td>Announced</td>
<td>Care and support 4 - Good</td>
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<td>Environment 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Staffing 4 - Good</td>
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<tr>
<td></td>
<td></td>
<td>Management and leadership Not assessed</td>
</tr>
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</table>
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ये प्रकाशन अन्य फॉर्मैट एवं अन्य भाषा में भी प्राप्त हो सकता है।

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