

Murphy, Kathleen **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 23 July 2019

Service provided by:
Murphy, Ms Kathleen

Service provider number:
SP2003906139

Care service number:
CS2003012414

Introduction

The childminder was registered with the Care Commission and her registration was carried forward to the Care Inspectorate when it came into operation on 1 April 2011.

The childminder is registered to provide a care service to a maximum of seven children at any one time under the age of 16, of whom a maximum of six will be under 12, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of children of the childminder's family.

The childminder provides the service from her home, a two storey mid terrace house with a secure rear garden in a residential area of South East Edinburgh.

The childminder has aims and objectives for her service which include the following:

"To provide a stimulating, secure, clean and comfortable home-based childcare service for children birth-eight years.

To provide a setting which meets the individual needs of each family."

What we did during our inspection

We compiled this report following an inspection on 23 July 2019. We gave feedback to the childminder during and at the end of the inspection. We had visited the service previously and found the childminder was not available for inspection, so we announced the inspection at short notice.

We used this time to observe the interaction between the childminder and the three children present. Two of the children used day care and there was the childminder's own grandson. We spoke to the childminder about the service she provided and observed children in their play. We viewed the areas of the home used by the children. We looked at the resources available and the use of the space. We looked at relevant paperwork and documents related to the service and children who used it, including their personal plans.

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 wellbeing 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 wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included.

Views of people using the service

We saw the children were comfortable, settled and were developing good relationships with the childminder and their family. The children were busy indoors and outdoors with a range of play experiences on offer.

The oldest child present told us what they liked to do whilst at the childminders.

"I like to play with the robot. We go to the park, soft play and play in the garden. Pizza is my favourite food."

We sent three Care Inspectorate care standards questionnaires to the childminder to distribute to parents none of these were returned to us.

Self assessment

The childminder had not submitted her self-assessment. We discussed with the childminder the importance of completing the document, which would help her to evaluate her service and make continued improvements.

What the service did well

The childminder was aware of the needs of children in her care and provided a nurturing and secure environment, where they could feel safe. She was gentle in her manner and communicated in a way that supported their understanding.

What the service could do better

The childminder was in need of improving her services paperwork including, children's personal plans, risk assessments for outings, policies and procedures.

She should also undertake training to support her service and caring for children, for example, child protection and food hygiene training.

From this inspection we graded this service as:

Quality of care and support	3 - Adequate
Quality of environment	4 - Good
Quality of staffing	not assessed
Quality of management and leadership	3 - Adequate

Quality of care and support

Findings from the inspection

The childminder was sensitive to the needs of the children attending her service. In particular she was aware of the importance of settling children into their new environment. She provided a flexible settling in period to support children and allow them to gradually become used to the childminder's care.

The childminder held detailed information initially provided to support her in understanding the needs and wellbeing of children in her care. We have asked the childminder to ensure this information is reviewed and updated regularly, to inform a personal plan for each child. This would support her caring for children's health and wellbeing. (See recommendation 1)

The childminder spoke with parents daily as she collected children and dropped them back at their home. This provided opportunities to pass information with regards to their child's routine and interests. We saw the

childminder's gentle and caring manner supported children to feel comfortable, build trust and be relaxed with her.

Since the last inspection, the childminder had improved meals and snacks provided to children to ensure these were more healthy and nutritional, for example providing more fruit, vegetables and homemade yogurt. We saw she was aware of and followed good practice guidance in providing healthy meals and snacks for children. We have referenced some the guidance as follows:

Food Matters - available at www.hub.careinspectorate.com

Setting the table - available at www.careandlearningalliance.co.uk

Good opportunities supported children's active play, for example they visited soft play areas, parks and the beach. In addition they went on outings to Dynamic Earth and went to see street shows during Edinburgh Festival. At the previous inspection it was recommended that the childminder develop risk assessment for outings with children. These should reflect the different risks associated with different types of outings for example, local outings and those further afield to places such as the zoo or beach.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To ensure each child's health, welfare and safety needs are met the childminder should develop a personal plan for each child using her service. These should be in place within 28 days of the child starting the placement and be reviewed in line with legislation, i.e. within six months or earlier if there is a change in the child's circumstances.

This is consistent with health and Social Care Standards 1.15 'My personal plan (sometimes refereed to as a care plan) is right for me because it sets out how my needs will be met, as well as my wishes and choices'.

2. To keep children safe whilst outdoors the childminder should develop risk assessments for outings with the children. These should reflect the different risks associated with different types of outings.

This is consistent with Health and Social Care Standards 3.25 'I am helped to feel safe and secure in my local community'.

Grade: 3 - adequate

Quality of environment

Findings from the inspection

A homely, nurturing environment with comfortable areas supported children to relax and feel secure.

The environment both indoors and outdoors, was suitably clean and well maintained. There was a good range of resources and play experiences on offer, which were suitable for the children attending. Children freely and

confidently moved between the living room and the rear garden. They happily played together or alongside each other with activities of their choice.

Daily cleaning and visual checks ensured that the accommodation was hygienic and safe. Toys were cleaned regularly and when necessary, immediately after use. These systems supported good infection control and kept children safe.

The childminder was vigilant of children's safety outdoors in hot weather. She applied sun cream and provided them with cool drinks. We saw children enjoyed the varied range of activities available to them, including bikes and the playhouse.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

Daily conversations with parents allowed them to make suggestions about their child's care and the service provided. The childminder attended reviews with the Health Visitors and Social Workers, this enabled her to work in partnership with them to support the needs of the children in her care.

The childminder met with local carers in her area and felt this was helpful as they were able to share ideas and discuss practice issues.

A range of policies and procedures were available which guided the childminder's practice. We had made a recommendation at the last inspection for some of these policies to be reviewed to reflect current best practice guidance. No action had been taken by the childminder to update these. (See recommendation 1)

The childminder had undertaken a refresher course in first aid training. To support children's safety and wellbeing it was necessary for her to update her child protection and food hygiene training. (See recommendation 2)

To ensure a quality service and positive outcomes for the children, the childminder should reflect and evaluate her service. Completing her self assessment document using the wellbeing indicators would support the

childminder to assess the quality of her service and consider further ways to improve. This is consistent with the Health and Social Care Standards 4.19 'I benefit from a culture of continuous improvement, with the organisation having robust and transparent quality assurance processes'.

To ensure the childminder is aware of notifications which she must make to the Care Inspectorate, we have asked her to obtain a copy of 'Records childminding services must keep and guidance on notification reporting'. These can be found at: www.hubcareinspectorate.com

We signposted the childminder to various good practice guidance to promote good outcomes for children, including the following:

Health and Social Care Standards
My Creative Journey
My Childminding Experience and Your Childminding Journey.
These can be found at: www.hubcareinspectorate.com

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 2

1. To support the childminder practice in delivery a quality service and good outcomes for children, it is recommended that she should review and update all policies and procedures used to direct her practice to make them consistent with current best practice guidance. The following should be considered as a priority:

child protection
complaints
risk assessments

This is consistent with the Health and Social Care Standards 4.11, 'I experience high quality care and support based on relevant evidence, guidance and best practice'.

The childminder can source guidance at: <http://hubcareinspectorate.com> for management of medication in childcare services and childminding.

2. To support children's safety and wellbeing the childminder should access appropriate learning opportunities including: child protection and food hygiene training.

This is consistent with the Health and Social Care Standards 3.14, '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'.

Grade: 3 - adequate

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

Recommendation 1

We recommend that the childminder develops her policy on behaviour management to include information about the underlying ethos and strategies used to support children in this area of development. Standard 3: Health and wellbeing – National Care Standards early education and childcare.

This recommendation was made on 27 November 2015.

Action taken on previous recommendation

The behaviour management policy had been reviewed and updated. This recommendation had been met.

Recommendation 2

The childminder should develop a risk assessment for outings with the children. These should reflect the different risks associated with different types of outings. Standard 2: A safe environment – National Care Standards early education and childcare.

This recommendation was made on 27 November 2015.

Action taken on previous recommendation

This recommendation was not met and is carried forward under Quality of care and support.

Recommendation 3

The administration of medication record should be updated in line with best practice guidelines. Standard 3: Health and Wellbeing – National Care Standards early education and childcare.

This recommendation was made on 27 November 2015.

Action taken on previous recommendation

There was new system in place for administration of medication which would allow parents to sign these records. No records were completed as it had not been necessary to administer any medication to children. This recommendation had been met.

Recommendation 4

We recommend that the childminder considers how she can use the wellbeing indicators from GIRFEC to inform review and assessment of her service. Standard 13: Improving the service - National Care Standards early education and childcare.

This recommendation was made on 27 November 2015.

Action taken on previous recommendation

This recommendation was not met. and is carried forward under Quality of management and leadership.

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

Date	Type	Gradings
27 Nov 2014	Unannounced	Care and support 5 - Very good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
18 Nov 2010	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
28 Sep 2009	Announced	Care and support	3 - Adequate
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
16 Jun 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	4 - Good

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