

## **Murphy, Shona** **Child Minding**

Type of inspection: Unannounced  
Inspection completed on: 6 August 2019

**Service provided by:**  
Shona Murphy

**Service provider number:**  
SP2003901851

**Care service number:**  
CS2003003562

## Introduction

The Care Inspectorate regulates care services in Scotland. Information about all care services is available on our website at [www.careinspectorate.com](http://www.careinspectorate.com)

This service was previously registered with the Care Commission and transferred its registration to the Care Inspectorate on 1 April 2011.

### Requirements and recommendations

If we are concerned about some aspect of a service, or think it could do more to improve, we may make a recommendation or requirement. A recommendation is a statement that sets out actions the care service provider should take to improve or develop the quality of the service, but where failure to do so will not directly result in enforcement. Recommendations are based on the National Care Standards, relevant codes of practice and recognised good practice.

A requirement is a statement which sets out what is required of a care service to comply with the Public Services Reform (Scotland) Act 2010 and Regulations or Orders made under the Act or a condition of registration. Where there are breaches of Regulations, Orders or Conditions, a requirement must be made. Requirements are legally enforceable at the discretion of the Care Inspectorate.

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

The service operates from the family home in the town of Cumnock. The area of the home predominately used when childminding is the living room, kitchen and bathroom. Children had access to the back garden under the supervision of Mrs Murphy.

On the day of the inspection the childminder was caring for three children.

## What we did during our inspection

We wrote this report following an unannounced inspection that took place on Tuesday 6 August 2019 between the hours of 09:00 - 13:00. We provided feedback to the childminder on the 6 August 2019.

To assess how well the childminder had been providing care to the children using the service we gathered information from a range of sources. Getting it Right For Every Child (GIRFEC) quality indicators were used to ensure a holistic approach. More information about the GIRFEC approach can be found at [www.hubcareinspectorate.com](http://www.hubcareinspectorate.com).

During this inspection process, we looked around the areas of the childminders home used by the minded children and we gathered evidence from various sources.

We spoke with:

- The childminder
- Three child present during inspection.

We looked at:

- Children's information records
- Children's personal plans
- Service policy and procedures
- Risk assessments
- Accident recording forms
- Registration certificate
- Insurance certificates
- Medication records
- Care standard questionnaires
- Annual return.

## Views of people using the service

We sent out three Care Standards questionnaires and asked the childminder to give them to families who used her service. Prior to inspection two were returned. Comments made included:

"Shona is very flexible and is willing to accommodate changes in the care of my child"

"Shona is an excellent with a level of emotional and practical support. Shona can create an activity out of any situation, which my child loves"

"Shona's husband John is around the family home and assists when required".

## Self assessment

The childminder did not submit a self assessment when requested. We discussed this with the childminder and have asked her to complete self assessment when requested.

## What the service did well

Children engaged in activities in a clean warm calm environment. Children were happy to engage with the toys and resources available to them.

## What the service could do better

During this inspection we have repeated 1 requirement and 2 recommendations from the previous inspection. We have asked the childminder to address this issues.

Requirement

1. The childminder must establish effective enrolment information and personal plans for every minded child.

Recommendation

1. The childminder should compile written risk assessments including trips and outings and also obtain parental permissions where appropriate.
2. The childminder should access training in key topics relevant to childminding and establish methods of keeping up to date with local and national best practice guidance.

## From this inspection we graded this service as:

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

## Quality of care and support

### Findings from the inspection

The childminder told us she had daily discussion with the minded children's families which ensured that their child's needs were met. This meant that information was considered and decisions made with families.

Throughout our inspection, we observed the childminder's practice. We saw that she had good relationships with the children present. The children were observed to be confident, relaxed and comfortable in her care. The childminder told us she encouraged children to express how they would like to be treated and how they should care for others.

The childminder told us she only walked when she collected the minded child from the local school and nursery. Whilst walking with the children they talk about road safety and use the green cross code when crossing the road. This enabled children to learn about their own safety, whilst receiving appropriate protection and guidance from the childminder.

The childminder told us that she had not administered medication to any minded child. She showed us her medication recording form that she would use if needed.

At our previous inspection we made a requirement that the childminder prepares a personal plan for all minded children in line with the current legislation Scottish Statutory No. 2011/210. During this inspection we asked the childminder to show us the children's personal plans that she had recently completed for the children in her care. We found that personal plans had been created, but these had not been fully implemented for all the minded children. They had not been reviewed timeously therefore further work is required. The childminder had established enrolment forms. We have updated our requirement to reflect this (requirement 1)

### Requirements

#### Number of requirements: 1

1. To support the children to reach their maximum potential the childminder must establish effective personal plans for every minded child. This must contribute consistently and fully to the child's individual health, welfare

and safety needs. The personal plans for each child must be reviewed with each child and their parent at least once in every six month period.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27) and '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), and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 210:5(1): Personal plans.

## Recommendations

**Number of recommendations:** 0

**Grade:** 3 - adequate

## Quality of environment

### Findings from the inspection

On the day of inspection, there were some toys and resources available for the minded children; we found these to be clean, in good condition, accessible and some where appropriate for children's individual age and stage of development. We saw the minded children enjoyed playing cards and playing Rummikub with the childminder. The children spent some time playing on the back decking, where we noted they enjoyed playing with scooters and ride on toys. The childminder must ensure that the trampoline, which was in the garden, is risk assessed in line with Royal Society for the Prevention of Accidents (RoSPA) guideline prior to the children using it.

The childminder used her living/dining room for the children to play in. A range of resources was provided, including a television and a comfortable sofa for the children to relax on. The dining area had a large table which the children used to eat their snacks at and to do arts and crafts. The childminder had considered the layout of her home, creating a nurturing environment that made good use of the space available. We saw that children could choose to play by themselves or with others. There was space for children to eat and rest when they wanted to.

To ensure that she provides a safe environment for the children, the childminder told us she cleans her home environment on a daily basis. We saw all cleaning products securely stored. We found that the bathroom used by the minded children was clean and had nappy changing resources available if the childminder required to change a child. To prevent the risk of cross infection we have asked the childminder to provide individual hand drying resources for each child.

During our inspection, we asked to see the risk assessments that the childminder had completed for her service. We found that these were not appropriate. In addition, the childminder had not undertaken specific risk assessments for areas of her service with an increased risk for example the garden/ trampoline. We spoke with the childminder about older children escorting themselves to her service from school and clubs, we requested that the childminder obtained written permission from the child's parent for this to happen, we also encouraged the childminder to include the child in this discussion. We have asked the childminder to expand, develop and complete risk assessments (recommendation 1).

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The childminder should compile written risk assessments for her environment, including trips and outings. The childminder should also obtain written parental permission for older children to walk to the service by themselves. This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

Grade: 3 - adequate

## Quality of staffing

This quality theme was not assessed.

## Quality of management and leadership

### Findings from the inspection

We asked the childminder to tell us how she ensured that she was aware of and up-to-date with good practice and legislation. The childminder told us she keeps up-to-date by meeting up with other local childminders. We found gaps in the childminder's knowledge and awareness of the current best practice guidance.

The childminder told us she consulted with parents and children through regular discussion with them. The parents who returned our care standards questionnaire strongly agreed that they were happy with the quality of care their child received.

During our inspection we asked the childminder if she had attended any recent training courses. At this inspection the childminder told us that she had not undertaken any recent training. The childminder also made us aware that she did not have plans to undertake any training. We discussed the importance and benefit of accessing professional learning and training and we have asked the childminder to undertake training as a priority. We have also asked the childminder to undertake a child protection awareness course (recommendation 1).

We have asked the childminder to expand her daily attendance register to include all children's times of attendance and all visitors to the service.

At the previous inspection we made a requirement that Disclosure Scotland checks were carried out for the childminder's husband and daughter within four weeks of the inspection visit. The childminder's husband completed this within the timescale however the childminder's daughter did not. During this inspection outstanding Disclosure Scotland paperwork was completed and has subsequently been return appropriately.

## Requirements

Number of requirements: 0

## Recommendations

Number of recommendations: 1

1. The childminder should access training in key topics relevant to childcare such as first aid, child protection, GDPR, infection control and other topics relevant to the role of childminder such as GIRFEC.

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

Grade: 3 - adequate

## What the service has done to meet any requirements we made at or since the last inspection

## Previous requirements

### Requirement 1

To support the children to reach their maximum potential the childminder must establish effective enrolment information and personal plans for every minded child. This must contribute consistently and fully to the child's individual health, welfare and safety needs. The personal plans for each child must be reviewed with each child and their parent at least once in every six month period.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'I experience high quality care and support because people have the necessary information and resources' (HSCS 4.27) and '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), and in order to comply with the Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011, Regulation 210:5(1): Personal plans.

**This requirement was made on 31 October 2018.**

### Action taken on previous requirement

The childminder did not submit an action plan to Care Inspectorate when requested. During our inspection we found that personal plans had been created, however we found that they had not been fully implemented for all children and they had not been reviewed timeously. Enrolment forms had been developed therefore this requirement had been partially met however further work is required to met this requirement in full.

**Not met**

## Requirement 2

A provider of childminding must not permit any person who is unfit to be in the proximity of children to live at the premises which are used for the provision of the service.

This is in order to comply with regulation 12(1) of The Social Care and Social Work Improvement Scotland (Requirements for Care Services) Regulations 2011 (SSI 2011/210).

We asked that the childminder ensure that her husband submitted Disclosure Scotland paperwork before 13 August 2018. This has been met.

The childminder must ensure that her daughter submits Disclosure Scotland paperwork within four weeks of returning to stay in the premises. The childminder is responsible for informing the Care Inspectorate when her daughter returns.

**This requirement was made on 31 October 2018.**

### Action taken on previous requirement

The childminder did not submit an action plan to Care Inspectorate when requested. During this inspection the childminders adult daughter was present. At our previous inspection we requested that the daughter submitted Disclosure Scotland paperwork within four weeks of returning to stay in the childminding premises. The childminder was aware it was her responsibility to inform Care Inspectorate when her daughter returned. This had not been actioned therefore during our inspection visit the daughter completed application to disclosure Scotland in our presence. This has subsequently been returned appropriately.

**Met - outwith timescales**

## What the service has done to meet any recommendations we made at or since the last inspection

## Previous recommendations

### Recommendation 1

The childminder should compile written risk assessments for her environment, including trips and outings.

This is to ensure care and support is consistent with the Health and Social Care Standards that state 'My environment is secure and safe' (HSCS 5.17)

**This recommendation was made on 31 October 2018.**

### Action taken on previous recommendation

The childminder did not submit an action plan to Care Inspectorate when requested. During this inspection we asked the childminder to show us her risk assessments. The childminder told us that she had not completed this recommendation.

Recommendation repeated.



## Recommendation 2

The childminder should access training in key topics relevant to childcare such as first aid, child protection, GDPR, infection control and other topics relevant to the role of childminder such as GIRFEC.

This is to ensure care and support is consistent with the Health and Social Care Standards that state '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 recommendation was made on 31 October 2018.**

### Action taken on previous recommendation

The childminder did not submit an action plan to Care Inspectorate when requested. During this inspection the childminder told us she had not accessed training or professional learning.

Recommendation repeated.

## 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
10 Aug 2018	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
22 Aug 2014	Announced (short notice)	Care and support 5 - Very good Environment 5 - Very good Staffing Not assessed Management and leadership 5 - Very good

Date	Type	Gradings	
17 Aug 2010	Announced (short notice)	Care and support	5 - Very good
		Environment	5 - Very good
		Staffing	Not assessed
		Management and leadership	Not assessed
21 Jul 2009	Announced	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	Not assessed
28 Aug 2008	Announced (short notice)	Care and support	4 - Good
		Environment	4 - Good
		Staffing	4 - Good
		Management and leadership	3 - Adequate

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