

# Murray, Lena Ann

## Child Minding

Type of inspection: Unannounced  
Inspection completed on: 28 November 2019

**Service provided by:**  
Lena Ann Murray

**Service provider number:**  
SP2003902371

**Care service number:**  
CS2003004266

## 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.

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting it Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting it Right for Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting it Right for Every Child. They are: Safe; Healthy; Achieving; Nurtured; Active; Respected; Responsible; and Included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

The childminder provides her service from her home in the coastal town of Stevenston, North Ayrshire. She can care for up to six children at any one time under the age of sixteen years, of whom a maximum of six will be under twelve, of whom no more than three are not yet attending primary school and of whom no more than one is under twelve months. An additional child can be cared for on an after school care basis on Thursdays and Fridays.

At the time of this inspection, she was providing her service to five minded children at various times.

## What we did during our inspection

We wrote this report following an announced inspection which took place on the morning of 28 November 2019.

The childminder completed and submitted a self assessment form as requested.

We sent the childminder questionnaires to give to parents/carers using her service. One was completed and returned to us.

During the inspection process we gathered evidence from various sources including:

- Supporting evidence from the most recent self assessment
- Parent evaluation questionnaires
- Children's information
- Record of individual needs
- All about me
- Parental permissions

- Medication permissions and recording facilities
- Child protection
- Infection control procedures
- Accident/incident recording
- Good practice guidance publications
- Risk assessment
- Parent information sheet
- Insurance certificate
- Registration certificate

We spoke with the childminder and child present and observed interactions between them.

We also looked at the childminding environment and some resources.

## Views of people using the service

Two young children were being cared for during our visit. One slept throughout our time in the childminder's home. The other child was comfortable and familiar and enjoyed a positive relationship with the childminder. She was happy to chat with us and enjoyed cuddles from the childminder.

One parent completed our Care Standards questionnaire giving us their views of the service provided. They told us they were very happy with the quality of care their child received and commented:

"My daughter loves going to Lena's and every day she comes home a happy girl which makes us happy parents knowing that our daughter is safe and well looked after".

## Self assessment

We received a completed self assessment document from the service provider. We were satisfied with the way the service provider had completed this and with the relevant information they had given us for each of the headings that we grade them under.

The childminder identified what they thought they did well and told us how the people who used the care service had taken part in the self assessment process.

## What the service did well

The childminder continued to provide a flexible, reliable, inclusive service for parents and children. She offered a safe, homely environment with a range of toys, books and activities for the children to enjoy. The children were happy, content and confident in their surroundings and enjoyed positive relationships with the childminder.

## What the service could do better

The childminder should develop individual personal plans for the children in her care (see recommendation 1).

She should make herself familiar with the new Health & Social Care Standards.

She should follow up her intention to update her first aid and child protection training.

## From this inspection we graded this service as:

Quality of care and support	4 – Good
Quality of environment	4 – Good
Quality of staffing	not assessed
Quality of management and leadership	4 – Good

## Quality of care and support

### Findings from the inspection

The childminder provided opportunities for children and their families to be actively included by listening to and acting on their views and providing them with choices. She exchanged information on a daily basis when parents dropped off/picked up their children. Information gathered was used to help improve outcomes for the children. She encouraged the children to make their own choices and provided them with a varied range of toys/books and activities to do so.

Throughout our time in the childminder's home we observed the children to be settled and familiar. One child slept in the den with the childminder regularly checking on her to ensure she was safe and comfortable. The other child enjoyed a positive relationship with the childminder and was confident in her surroundings. The childminder was able to discuss how she catered for the children's individual needs and preferences and to support them in their daily routines. Parents were fully involved in their child's care which told us that they were respected and included.

She gathered a range of relevant information about the children including 'All about me' booklets, which provided her with information on the children's likes/dislikes, extended family, friends, pets, valuable information to help her meet their specific needs and preferences. She now needed to use this information and her own observations to develop individual personal plans to meet the requirements of regulation (see recommendation 1). She supported the children's health needs in consultation with their parents. Permission was sought to administer medication to their children when required. The childminder advised that she provided snacks only for the children with the parents providing any other food. Fruit was a favourite during our time in the childminder's home. She ensured the children had opportunities to enjoy fresh air and to be active. She walked to and from nursery and made use of local facilities such as parks.

Positive behaviour was promoted, simple house rules were in place and the childminder worked with parents to provide continuity. The childminder took steps to ensure the children in her care were kept safe and was aware of child protection issues and the steps to take should concerns arise. We advised that she update her knowledge and understanding of child protection which could be done via the North Ayrshire Child Protection Committee website should external training be difficult to access.

### Requirements

Number of requirements: 0

## Recommendations

**Number of recommendations:** 1

1. The childminder should develop personal plans for all the children in her care as she had done previously. These should be reviewed and updated at least on a six monthly basis or earlier if required.

This ensures care and support is consistent with the Health and Social Care Standards which state: "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).

**Grade:** 4 – good

## Quality of environment

### Findings from the inspection

The childminder provided the children with a safe, clean, warm, inclusive and nurturing environment. The dedicated playroom (the den) provided them with ample free space to play and to rest when required. The children could readily choose from a range of age appropriate toys, books and activities, encouraging them to be independent. They also made use of the lounge and toilet facilities on the same level.

The childminder had acted on a recommendation made at her previous inspection and developed a risk assessment of her home and garden area. She identified any risks and action taken to reduce these and recorded a review date to help reflect any changes made to the environment.

The garden area was fully enclosed and used regularly by the children to enjoy fresh air and energetic play.

Suitable facilities were available to record any accidents/incidents involving the children in her care. She was aware she needed to update her first aid certificate and was awaiting space on a relevant training course.

The childminder encouraged the children to wash their hands at appropriate times. She provided liquid soap and a step for the younger children to independently carry out this routine.

### 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

The childminder had gathered a range of good practice guidance documents to help her appropriately provide for the children's health and well-being. These included 'pre-birth to three', child protection, 'setting the table' information on specific needs, GIRFEC and the SHANARRI wellbeing indicators. We provided her with a copy of our new Health and Social Care Standards and asked that she familiarise herself with them.

She kept up to date through discussions with other childminders and information she received from us and her insurers.

Parents were provided with an information leaflet giving them details about the service the childminder provided. This included activities and outings the children would have access to. The childminder was aware this needed to be updated. Her complaints procedure gave them information on steps she would take should they raise any concerns with her and that they could contact the Care Inspectorate should they not be satisfied.

Daily exchanges of information took place with parents and the childminder kept them informed of their child's day in her care. Formal evaluation of her service was sought through annual questionnaires, asking parents if they were happy and if any improvements were required. She consulted with the children, asking them what they liked/disliked and if there was anything they would change.

Through observations and talking with the children she could assess what they enjoyed taking part in and provide the appropriate resources as required.

### Requirements

**Number of requirements:** 0

### Recommendations

**Number of recommendations:** 0

**Grade:** 4 – 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

#### Recommendation 1

The childminder should continue to develop personal plans for every child in her care and ensure these are reviewed and updated at least six monthly or sooner if required to meet the requirements of Regulation.

National Care Standards, early education and childcare up to the age of 16, standard 6: support and development.

**This recommendation was made on 21 January 2016.**

#### Action taken on previous recommendation

The childminder had no personal plans in place at this time. A recommendation has been made following this inspection that these be reinstated. The recommendation is now linked to the new Health and Social Care Standards (see Quality of Care & Support).

#### Recommendation 2

The childminder should further develop her premises/garden risk assessment, identifying any risks involved and the action she has taken to reduce these. The example provided at the previous inspection should assist with this process. Risk assessments should be reviewed regularly and updated to reflect any changes as required.

National Care Standards, early education and childcare up to the age of 16, standard 2: a safe environment.

**This recommendation was made on 21 January 2016.**

#### Action taken on previous recommendation

A risk assessment for the childminder's home and garden area was now in place and included a review date. This recommendation was met.

## 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
26 Nov 2015	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
3 Oct 2014	Announced (short notice)	Care and support 3 - Adequate Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
2 Oct 2013	Unannounced	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed
7 Feb 2013	Announced (short notice)	Care and support 1 - Unsatisfactory Environment 1 - Unsatisfactory Staffing 1 - Unsatisfactory Management and leadership Not assessed
2 Mar 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing 1 - Unsatisfactory Management and leadership Not assessed
4 Nov 2010	Announced (short notice)	Care and support 4 - Good Environment Not assessed Staffing Not assessed Management and leadership Not assessed
16 Dec 2009	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
11 Dec 2008	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate



Date	Type	Gradings	
		Management and leadership	3 - Adequate

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