

Murphy, Lesley **Child Minding**

Type of inspection: Unannounced
Inspection completed on: 16 March 2020

Service provided by:
Murphy, Lesley

Service provider number:
SP2005946125

Care service number:
CS2005093537

Introduction

Lesley Murphy is registered with the Care Inspectorate to provide a childminding service. The service is located in Stonehouse, South Lanarkshire. The service is provided from the childminder's home, situated in a quiet residential area. There are gardens to the front and rear of the property.

The service is registered to provide a care service to a maximum of six 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 two are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's own family.

During the inspection visit there were four minded children present. The children had access to the ground floor of the property.

The aim of the service is to provide " high quality childcare in a warm and loving, welcoming, safe and smoke free environment."

We checked the service was meeting the principles of Getting it Right for Every Child (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 parents to work with the services that help them. There are eight wellbeing indicators at the heart of GIRFEC: safe, healthy, achieving, nurtured, active, respected, responsible and included. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

We wrote this report following a short notice inspection which took place on Monday 16 March 2020 between 15:15 and 17:00. We provided the childminder with feedback on the same day. The inspection was carried out by one inspector from the Care Inspectorate.

During the inspection visit, we spoke to the childminder and the four minded children in her care. We considered the experiences and activities available to children. We looked at some procedures and records that gave some indication of how the childminder managed her service and planned to meet the individual needs of children in her care. We considered how the childminder promoted positive outcomes for children linked to the GIRFEC wellbeing indicators.

Views of people using the service

On the day of the inspection visit there were four minded children present. Three primary school aged children and one pre-school child. All children were observed to be comfortable and settled within the childminder's home. They told the Inspector they enjoyed attending the service and their favourite activities were computer games, drawing, bricks and playing outside.

During the inspection process we seek feedback from parents who use the service via Care Standard Questionnaires. We issued three questionnaires for the childminder to distribute to parents using her service. No questionnaires were returned therefore no parental feedback is included in this report.

Self assessment

No self assessment was submitted prior to this inspection.

What the service did well

The childminder knew the care and support needs of the children in her care well and had developed positive relationships with parents who used her service. She listened to children's ideas with respect and supported them in making choices within her service.

What the service could do better

To improve and develop her service the childminder should address all the recommendations within this report.

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	3 - Adequate

Quality of care and support

Findings from the inspection

The four minded children present during our visit told us they enjoyed spending time at the childminder's home. The children had developed good friendships and enjoyed each others company.

The childminder was respectful in her approach to the children which helped them to feel safe and secure in her care. She knew the children well and used this to support and encourage them.

The childminder gathered basic information about the children's health and wellbeing and developed this into a personal plan. The plans also captured children's interests, likes, dislikes, family and preferences. We discussed how these plans could be further developed to include children's progress and achievements. (See recommendation 1)

The childminder spoke about her role in safeguarding children in her care. She discussed the action she may take if concerned about a child's health and wellbeing. As it has been many years since she has accessed child protection training we suggested this could be beneficial to ensure she was following local and national guidelines. (See recommendation 2)

Although the childminder rarely administers medication to the children in her care whilst looking at her paperwork it was found not to be meeting the best practice guidance. We sign posted the childminder to the document Management of Medication in Daycare of Children and Childminding Services. This publication should be used to update her policy and records in line with best practice. (See recommendation 3)

The childminder had clear rules and boundaries which were discussed with the children. Positive behaviour was encouraged and praised. This approach allowed children to feel safe, included and responsible. The childminder told us she would work in conjunction with parents if dealing with challenging behaviour to ensure a consistent approach was used.

The childminder encouraged the children in her care to adopt a healthy lifestyle by providing healthy snacks, access to fresh air and active play.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 3

1. The childminder should further develop personal plans to take account of children's progress and achievements. This is to ensure care and support is consistent with the Health and Social Care Standards which state that: "My personal plan is right for me because it sets out how my needs will be met, as well as my wishes and choices." (HSCS1.15)
2. The childminder should ensure her knowledge is up to date and that she is following local and national child protection guidelines by accessing training. This is to ensure care and support is consistent with the Health and Social Care Standards which state that "I am protected from harm, neglect, abuse, bullying and exploitation by people who have a clear understanding of their responsibilities ." (HSCS 3.20)
3. The childminder should review and update her medication management system in line with best practice. This is to ensure care and support is consistent with the Health and Social Care Standard which states that "I experience high quality care and support based on relevant best practice." (HSCS 4.11)

Grade: 4 – good

Quality of environment

Findings from the inspection

We found the childminder's home to be a warm, welcoming and smoke free environment. The childminder was aware of her responsibility in keeping the children safe. She carried out visual risk assessments prior to the children arriving. This helped her identify any potential risks and minimise them.

Children attending the service had access to the living and dining room of the accommodation which allowed them to move freely, play with their peers or independently. The childminder is currently not using her garden as it needs to be developed. Alternative arrangements were in place for children to take part in active play with visits to the local park.

To further extend children's learning experiences, the childminder accessed community resources such as toddler groups. These visits helped children's social interaction and physical development.

Resources were readily available to the children which enabled them to make choices about their play and learning. Toys and equipment was well maintained and age and stage appropriate.

The childminder had developed and implemented good infection control procedures with included good hand hygiene.

Accidents and incidents were recorded. This information was shared with parents who signed the record as confirmation the childminder had told them about any accident and treatment given. This resulted in parents being kept updated about their child's health and wellbeing. We suggested that the childminder attend a first aid course which would assist her to deal with any medical emergencies which may arise. (See recommendation 1)

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should access first aid training to update her knowledge and skills and help her deal with any medical emergencies. This is to ensure care and support is consistent with the Health and Social Care Standards which state " to reflect on their practice and follow their professional and organisational codes I have confidence in people because they are trained, competent and skilled, are able

Grade: 4 - good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder was a member of the Scottish Childminding Association and as such had access to their website, newsletters and magazines. We encouraged the childminder to regularly check the Care Inspectorate website which would keep her updated about changes in childcare.

The childminder had developed positive relationships with parents to enable the children to settle well and to ensure children were cared for with consistency. Regular discussions kept parents and the childminder up to date with children's recent experiences and helped to ensure their every changing needs were being met.

In discussion, the childminder acknowledged that she had not updated her skills and knowledge through training or by keeping up to date with best practice in relation to childcare for some considerable time. We discussed again the importance of making sure current best practice was being followed to ensure positive outcomes for the children attending the service. (See recommendation 1)

The childminder used a variety of social media to allow parents to provide feedback about her service. Children were regularly consulted to get their opinion on which activities they wanted to do and resources they would like to play with.

The childminder has a complaints procedure in place. It explained how to make a complaint and provided contact details for both the Care Inspectorate.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 1

1. The childminder should access best practice documents and relevant training to extend her knowledge and skills. This is to ensure that care and support is consistent with the Health and Social Care Standards which 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

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

A valid certificate in first aid should be obtained.

National care standards for early education and childcare up to the age of 16, standard 14: well-managed service.

This recommendation was made on 8 December 2015.

Action taken on previous recommendation

This recommendation remains outstanding and is therefore repeated in this report.

Recommendation 2

The childminder should further develop children's personal plans to involve parents in their child's learning.

National Care Standards for Early Learning and Childcare up to age 16. Standard 3: Health and Wellbeing

This recommendation was made on 10 January 2018.

Action taken on previous recommendation

Although the childminder had reviewed the children's personal plans we discussed how they could be developed further. Therefore this recommendation is repeated within this report.

Recommendation 3

The childminder should access a copy of the best practice document Management of medication in Daycare of Children and Childminding Services and use this to update policies and procedures.

National Care Standards for Early Learning and Childcare up to age 16. Standard 3: Health and Wellbeing

This recommendation was made on 10 January 2018.

Action taken on previous recommendation

The childminder has not addressed this recommendation therefore it is repeated within the report.

Recommendation 4

To update her knowledge the childminder should access child protection training.

National Care Standards for Early Learning and Childcare up to age 16. Standard 3: Health and Wellbeing

This recommendation was made on 10 January 2018.

Action taken on previous recommendation

The childminder had not accessed child protection training. Therefore this recommendation is repeated within this report.

Recommendation 5

The childminder should access training to ensure her knowledge and skills are updated regularly.

National Care Standards for Early Learning and Childcare up to age 16.

This recommendation was made on 10 January 2018.

Action taken on previous recommendation

Although the childminder had accessed GIRFEC there are many more training courses which would be beneficial to her. This recommendation is repeated within this report.

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
21 Mar 2019	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
11 Dec 2017	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
8 Dec 2015	Unannounced	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good
13 Nov 2014	Re-grade	Care and support 3 - Adequate Environment Not assessed Staffing 3 - Adequate Management and leadership 3 - Adequate
13 Feb 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

Date	Type	Gradings	
16 Nov 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate Not assessed Not assessed
13 Dec 2010	Announced (short notice)	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
22 Jul 2009	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 3 - Adequate 3 - Adequate Not assessed
17 Oct 2008	Unannounced	Care and support Environment Staffing Management and leadership	3 - Adequate 2 - Weak 3 - Adequate 3 - Adequate

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