

# Murphy, Shona Child Minding

Cumnock

**Type of inspection:**  
Announced

**Completed on:**  
1 December 2020

**Service provided by:**  
Shona Murphy

**Service provider number:**  
SP2003901851

**Service no:**  
CS2003003562

## About the service

We carried out an announced virtual inspection on Tuesday the 1 December 2020. We provided feedback to the service on the 1 December 2020.

Shona Murphy is registered to provide a childminding service from her home in the town of Cumnock East Ayrshire. To provide a care service to a maximum of 6 children at any time under the age of 16, of whom no more than 3 are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers are inclusive of children of the childminder's family.

Care is provided from the childminder detached two storey home in a residential area in the town of Cumnock, East Ayrshire. There is direct access to a large enclosed back garden.

This was a focussed inspection to evaluate how well children were being supported during the Covid-19 pandemic. We evaluated the service based on key areas that are vital to the support and wellbeing of children experiencing care during the pandemic.

A copy of the service aims and objectives are available.

## What people told us

During this inspection we spoke with two parents by telephone. Parents told us that they were happy with the care provided by the childminder. They spoke positively about their experiences particular, they commented on the level of communication maintained during the service closure and the support their children received when returning to the service. Parents comments included "superb" "very supportive" and "very accommodating, my son loves to attend".

## From this inspection we evaluated this service as:

In evaluating quality, we use a six point scale where 1 is unsatisfactory and 6 is excellent

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
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Further details on the particular areas inspected are provided at the end of this report.

## How good is our care and support during the COVID-19 pandemic?

### 3 - Adequate

#### Quality indicator 5.1 Children's health and wellbeing are supported and safeguarded during COVID-19

From the evidence gathered during the inspection, we evaluated the service as adequate in this area.

We found the childminder interacted and engaged with the children in a caring and nurturing manner. This helped children feel comfortable in the setting and support their care needs.

Children had been supported to understand the changes in their routines and settle into the service through ongoing discussions and play activities, such as arts and crafts.

Communication with families had continued throughout the pandemic and this was positively commented on by parents. Parents spoke about the level of support the childminder provided to help their children remain settled and confident with changes as they happened, to ensure children felt safe and secure. This included telephone calls to discuss how children were during the pandemic.

Children enjoyed outdoor play and had access to a range suitable resources. The childminder told us she used her garden for the children to spend time in the open air as much as possible.

The childminder told us she had a personal plan in place for every child in her care. This was a requirement at the previous inspection. During this inspection it was apparent that the childminder had not reviewed the children's personal plans within a six-month time frame and she had not undertaken reviews that recorded how she would meet the children's needs during the pandemic. (See requirement 1)

Children were, in general, supported to understand the changes to their childcare experiences. They would benefit from further opportunities to develop their understanding and cope with emotions that may be a result of circumstances surrounding the Covid-19 pandemic.

#### Quality indicator 5.2 Infection prevention and control practices support a safe environment for children and staff.

From the evidence gathered during the inspection, we evaluated the service as adequate in this area.

During our virtual inspection the childminder was able to provide good examples of how she supported children and their families. The childminder was able to talk us through the changes she had made to her practice as a result of the pandemic and we felt that this demonstrated that she had considered and implemented Covid-19 guidance within her setting. Risks had been considered and a written risk assessments had been completed

The childminder demonstrated an awareness of the guidance to be followed in relation to infection prevention and control. She explained how she kept the environment clean, through regular daily cleaning regimes and cleaning of touch points throughout the day. The childminder had carried out a risk assessment in line with Covid-19 guidance, detailing the need for cleaning, handwashing, and physical distancing.

The areas of the childminder's home which the children used were clean. Cleaning of surfaces were carried out regularly within the home. Physical distancing with adults was maintained at drop off and collection

times, with parents commenting that they had been advised of arrangements for mask wearing and for drop off and collection of their children whilst remaining outdoors.

During this virtual inspection, we discussed what training and learning opportunities the childminder had undertaken. The childminder told us she had undertaken a First Aid course in December 2019. The childminder told us that she had not sourced any further learning/training. We discussed the importance of this and to support the childminder we provided a link to East Ayrshire child protection committee website and highlighted the understanding child protection self-learning pack. We have asked the childminder to continue to source learning opportunities. (See improvement 1)

The childminder had developed a Covid-19 policy to ensure processes and procedures in place were clear. The childminder should ensure they continue to review the Covid-19 policy in line with current guidance. The childminder and parents confirmed they were clear about the need for keeping children at home if they were unwell.

## Requirements

1. By 21 January 2021 to support the children to reach their maximum potential the childminder must fully establish effective personal plans for every minded child. The personal plans should include written information on how she would meet children's needs during the pandemic. 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

## Areas for improvement

1. The childminder should access training in key topics relevant to childcare including child protection and safeguarding, General Data Protection Regulation (GDPR), infection control and other topics relevant to the role of childminder including the Getting it right for every child (GIRFEC) resource .

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)

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

### Requirements

#### Requirement 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

**This requirement was made on 6 August 2019.**

#### Action taken on previous requirement

The childminder submitted an action plan to Care Inspectorate on 26 January 2020. She wrote and told us: To get up to date personal plans for all children in my care and to make sure I cover welfare and safety needs.

During our inspection scrutiny discussion the childminder stated she had a personal plan in place for every child in her care. This was a requirement at the previous inspection. During this inspection scrutiny we identified that the childminder had not reviewed the children's personal plans within a six-month time frame and she had not undertaken reviews that included meeting the children's needs during this pandemic.

**Not met**

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

### Areas for improvement

#### Previous area for improvement 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)

**This area for improvement was made on 6 August 2019.**

#### Action taken since then

The childminder submitted an action plan on 26 January 2020 stating risk assessment will be made for trips and outings and written permission will be requested from the parents for the older children to walk by themselves

During our inspection scrutiny discussion we were provided with evidence that risk assessments had been undertaken, including detailed assessment of how the childminder was managing the additional risks posed during the pandemic.

**Recommendation Met.**

#### Previous area for improvement 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 area for improvement was made on 6 August 2019.**

#### Action taken since then

The childminder did not respond to this area on her action plan. During this inspection scrutiny we discussed what training and learning opportunities the childminder had undertaken. The childminder told us she had undertaken a First Aid course in December 2019. The childminder told us that she had not sourced any further learning/training.

We discussed the importance of this and to support the childminder we provided a link to East Ayrshire child protection committee website and highlighted the understanding child protection self-learning pack. We have asked the childminder to continue to source learning opportunities.

**Recommendation not met.**

## Detailed evaluations

How good is our care and support during the COVID-19 pandemic?	3 - Adequate
5.1 Children's health and well being are supported and safeguarded during COVID-19	3 - Adequate
5.2 Infection prevention and control practices support a safe environment for children and staff	3 - Adequate

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