

# Murray, Joan Child Minding

Type of inspection: Announced (short notice)  
Inspection completed on: 14 July 2021

**Service provided by:**  
Joan Murray

**Service provider number:**  
SP2003904748

**Care service number:**  
CS2003008083

## 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 registered with the Care Inspectorate on 1 April 2002.

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.

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 service is registered to provide the following :

1.The childminder may care for a maximum of six children at any one time up to 16 years of age, of whom no more than three are not yet of an age to attend primary school, and of whom no more than one is under 12 months.

Numbers are inclusive of children of the childminder's family.

Any other conditions unique to the service:

2. The part of the premises not to be used is the first floor.

3. Overnight service will not be provided.

4. Minded children cannot be cared for by persons not stated on this registration certificate.

The service is provided from the childminder's family home on the in the hamlet of Erbusaig on the outskirts

of Kyle. Minded children have access to the small lounge area, dedicated play room and toilet and secure back garden.

## What we did during our inspection

We wrote this report following an unannounced inspection on 14 July 2021. Feedback was given to the childminder on that day. However we were hopeful some contact from parents/carers as to their view's of the service and we delayed closing the inspection to afford them the opportunity to make contact. We did not receive any contact from parents/carers of children attending the service.

During this inspection we looked around the areas used by the minded children. We spoke with the childminder and observed the quality of interactions between the children present and the childminder. We sampled relevant documentation to support the evaluation findings.

## Views of people using the service

During the inspection we saw the childminder working with the children. The children appeared happy and relaxed and they told the inspector about the ride on toys and the bubble machine in the garden,.

## Self assessment

The self assessment on our data base was linked to the previous years request and had some information which supported the inspection process.

## What the service did well

The childminder had focused on training opportunities through the period of the pandemic and undertaken improvements to the dedicated play room in line with previous a recommendation.

## What the service could do better

The childminder should consider how best to record and evaluate her service, taking into consideration views of children and families.

Childminder should consider further opportunities to promote curiosity, creativity and enquiry with the use of loose parts and more natural materials.

## 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	5 - Very Good

## Quality of care and support

### Findings from the inspection

We evaluated outcomes for children's care and support as good.

Children benefitted from a low numbers in attendance with the childminder supporting them to feel safe, secure and respected. The childminder was responsive to children's needs and preferences and supported them well during their time in the service. This ensured that children were happy and content.

We saw warm, supportive interactions between the childminder and minded children. The childminder helped the children resolve disputes over sharing toys and activities as the children played. This approach contributed to an ethos of respect and inclusion and helped nurture children.

The childminder indicated how she had been responsive to children's individual needs and supported changes to daily routines with effective communication with parents or carers. The childminder had "All about me " documentation to support individual routines, needs and preferences. This information is intended to support effective transitions for the children starting at her service. This resulted in children feeling valued and nurtured within the service, contributing to the good relationship we saw on inspection with the minded children.

Children received nutritious snacks provided by the families and augmented by the childminder. The childminder was aware about the importance of ensuring children experience healthy food experiences to promote a healthy lifestyle from a young age. We saw a calm and sociable snack time around the outside table. We discussed with the childminder the benefits of using the table at snack and meal times to enhance the social aspect of this time of day.

We were satisfied that the service had appropriate infection control procedures in place to support a safe environment for children. For example, there are clear policies and procedures implemented to ensure a consistent approach across the service. Physical distancing is implemented for adults using the setting with the childminder continuing to operate doorstep drop off and collection. The childminder was aware that guidance provided was likely to alter and confirmed that subsequent advice will be followed.

To help safeguard and protect children, the childminder had attended child protection training. She had a good understanding of possible signs of abuse and the correct procedures to follow if concerned.

The childminder effectively communicated with families using technology, including the use of WhatsApp to share daily information of each child. This kept parents informed of their child's day at the childminders home.

Previous recommendation linked to first aid had yet to be undertaken due to Covid-19 and therefore the previous recommendation has been repeated. It is recommended that the childminder undertakes a first aid refresher course. This will ensure she continues to have a basic understanding of managing incidents and accidents that require first aid. **(See area for improvement 1)**

### Requirements

**Number of requirements: 0**

## Recommendations

**Number of recommendations:** 1

1. It is recommended that the childminder undertakes a first aid refresher course. This will ensure she continues to have a basic understanding of managing incidents and accidents that require first aid.

This is to ensure that care and support is consistent with the Health and Social Care Standard 4.14 which states; 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.'

**Grade:** 4 - good

## Quality of environment

### Findings from the inspection

From the evidence gathered during the inspection we found that the service was performing to a good standard in this area. We concluded this after talking with the childminder and looking round the childminder's home.

From our observations we saw that the childminder had undertaken a redesign of the dedicated playroom to ensure children were able to access resources more readily than previously. The playroom had less resources in situ and this provided more space for children to engage in imaginative play. The outside area at the rear of the house had also had updated resources to promote active play including climbing frame mud kitchen and large sand pit.

We were told the children used the childminder's rear garden on a regular basis. The childminder had a very good awareness of the importance of outdoor active play. The childminder told us about her plans to develop the garden further. This would provide children with more opportunities to be creative and develop their imaginative play. We discussed with the childminder the use of loose parts resources to encourage children to be creative, solve problems and promote curiosity. We signposted her to documents that would support her to further develop children's experiences.

There had been no recent accidents or incidents and therefore we were unable to look at any completed forms. The childminder had not been able to attend a onsite first aid course due to COVID-19 restriction but she planned to as soon as this was able to be accessed.

### 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 established good working relationships with the parents/carers of the children using her service. She was aware of the importance of seeking parents'/carers' and children's views as to the quality of the service and hopes to take measures to formalise this process.

The childminder had made good use of online training opportunities during the last 12 months or so and she had undertaken a number of courses and accessed material to support her with the provision of the service.

This included keeping up to date with recent guidance and best practice by referring to the Care Inspectorate website and the Hub, attending training with Care and Learning Alliance and reading Scottish Childminding Association website.

Courses attended included:

Child Sexual Exploitation Training May 2018  
CPR Training in March 2018  
Child Protection training renewed in February 2019  
Allergy Wise Training renewed January 2019  
Food Hygiene renewed May 2018  
Emergency Paediatric First Aid Training renewed March 2019.

The childminder was aware of the importance of outside play in meeting children's developmental milestones. We noted that the childminder had access to the national document 'Building the Ambition' and uses the information within this document to add to her knowledge and understanding of child development to further develop the quality of the service.

The childminder had an appropriate understanding of signs and expected responses linked to any child protection concerns that may present themselves in the future.

The childminder attended GIRFEC protection training previously and knew how to access additional support, should it be required. This should help her to respond appropriately to any concerns and protect children.

### Requirements

**Number of requirements:** 0

## Recommendations

Number of recommendations: 0

Grade: 5 - very 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

It is recommended that the childminder undertakes a first aid refresher course. This will ensure she continues to have a basic understanding of managing incidents and accidents that require first aid.

This is to ensure that care and support is consistent with the Health and Social Care Standard 4.14 which states; 'My care and support is provided in a planned and safe way, including if there is an emergency or unexpected event.'

This recommendation was made on 10 May 2019.

#### Action taken on previous recommendation

This recommendation has not yet been met.

#### Recommendation 2

1. It is recommended that the childminder reviews the resources and organisation of the storage of them to ensure the children attending have access to a range of age appropriate activities which stimulate natural curiosity, learning and creativity.

This is to ensure that care and support is consistent with the Health and Social Care Standard 2.27 which states: 'As a child, I can direct my own play and activities in the way that I choose, and freely access a wide range of experiences and resources suitable for my age and stage, which stimulate my natural curiosity, learning and creativity.'

This recommendation was made on 10 May 2019.

## Action taken on previous recommendation

This recommendation has been 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
18 Dec 2019	Unannounced	Care and support 4 - Good Environment 3 - Adequate Staffing Not assessed Management and leadership 3 - Adequate
19 Mar 2019	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
10 Jan 2018	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 3 - Adequate
2 Mar 2017	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing Not assessed Management and leadership 4 - Good



Date	Type	Gradings
27 Feb 2013	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
25 May 2011	Announced (short notice)	Care and support 3 - Adequate Environment 3 - Adequate Staffing 3 - Adequate Management and leadership Not assessed
28 Oct 2010	Announced (short notice)	Care and support 3 - Adequate Environment Not assessed Staffing Not assessed Management and leadership Not assessed
18 Mar 2010	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
13 Mar 2009	Announced (short notice)	Care and support 4 - Good Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed

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