

# Murphy, Shona Child Minding

Cumnock

**Type of inspection:**  
Unannounced

**Completed on:**  
30 September 2021

**Service provided by:**  
Shona Murphy

**Service provider number:**  
SP2003901851

**Service no:**  
CS2003003562

## About the service

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

The service is registered 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's 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.

We carried out an onsite inspection on 23 September 2021. We completed observations of the care provided and assessed relevant documents that were requested during this inspection. Five minded children were present during our inspection. Feedback was given to the service on 30 September 2021.

We are testing our new early learning and childcare quality framework for daycare of children, childminding and school aged children. This service was included as part of the test. We have evaluated the service based on key questions and quality indicators linked to the framework. As this inspection was part of the test, we will not be publishing the evaluations. More information about the quality framework and methodology can be found on our website [www.careinspectorate.com](http://www.careinspectorate.com)

## What people told us

During the inspection process we issued a digital survey to children at the service. We received four responses from children. We contacted one parent by telephone. The parent and children told us about the positive experiences they had using the service:

"My child loves going to Shona's and asks everyday 'How many sleeps until Shona's?'"

"My child has an amazing relationship with Shona."

"She takes care of you and we have fun. My favourite thing is the trampoline and playing cards."

"She's excellent and you'll have lots of fun."

"I love my Shona."

## How good is our care and learning?

### Quality indicator 1.1 – Nurturing care and support.

We observed warm and nurturing interactions between the childminder and the minded children present. It was evident that the childminder knew each child very well. For example, the childminder had a conversation with a child where they discussed the child's grandmother, who the childminder mentioned was about to retire.

The childminder provided children with a snack after school and a home cooked evening meal. Water or milk was also easily accessible for children. Children had the opportunity to choose between two options at evening mealtime. To ensure children's health and nutritional needs were met, the childminder used Setting the Table guidance and took children's allergies into consideration when planning menus. Dinner time was observed to be an unhurried and relaxed experience for children. The childminder sat at the table with the children and they shared stories about their day. Children were relaxed and enjoyed their meal.

The childminder had recorded information about each child. The information for each child was stored within the same notebook. This information was not dated; therefore, it was unclear if the information recorded about children had been reviewed within the appropriate timescales. To ensure children's information is stored confidentially, the childminder should consider how the information about children is stored and shared safely with parents. (See area for improvement 1.)

The childminder had observed children's play preferences and discussed with children their interests, likes and dislikes and this had been recorded. However, we did not see evidence of how the childminder had used this information to support children's wellbeing and individual needs. The childminder should use current best practice guidance to clearly explain how she will support children's health, wellbeing and individual needs. (See area for improvement 2.)

Medication forms were in place and the childminder had recorded the necessary information required to ensure children were safe.

### Quality indicator 1.2 – Children are safe and protected.

The childminder had accessed and printed an online child protection self learning pack from East Ayrshire Council. During our discussions, the childminder demonstrated an awareness of her role and responsibility to keep children safe. To ensure children are safe and protected from harm, the childminder should further develop her safeguarding policy and knowledge of child protection procedures in line with current guidance. (See area for improvement 3.)

### Quality indicator 1.3 – Play and learning.

The childminder provided opportunities for children to choose from a variety of experiences. This encouraged children to be independent and be involved in leading their play and learning.

Children had regular access to outdoor play. Children told us they enjoyed going on nature walks in their local community with the childminder. This promoted children's curiosity and provided them with opportunities to explore their natural environment and wider community.

The childminder was responsive to children's individual learning needs and had a good understanding of when to offer support and when to observe. For example, during an arts and craft experience the childminder supported the younger children in using scissors safely.

The childminder had begun to use skilled questioning with the children to extend their play and learning experiences. This provided children with opportunities to extend and develop their knowledge of activities and topics that sparked their interest.

We saw some approaches in place to evaluate children's progress and achievements. The childminder should consider how she can further develop these systems effectively to ensure children are supported to reach their potential.

## Areas for improvement

1. The childminder should review how information recorded about children is stored and shared safely with parents.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "I experience high quality care and support based on relevant evidence, guidance and best practice." (HSCS 4.11)

2. The childminder should further develop children's personal plans to include evidence of how the childminder plans to support children's health, wellbeing and individual needs.

This is to ensure care and support is consistent with the Health and Social Care Standards (HSCS) which state that: "My personal plan (sometimes referred to as a care 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)

3. The childminder should continue to develop their safeguarding policy and knowledge of child protection procedures in line with current guidance and best practice.

This is to ensure confidence in the people who support and care for me and is consistent with the Health and Social Care Standards (HSCS) which state that: "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)

## How good is our setting?

**Quality indicator 2.2 - Children experience high quality facilities.**

Children were cared for in a warm and homely environment. Comfortable spaces allowed children the opportunity to rest and relax, if they wished.

The setting was well maintained and the childminder discussed the maintenance systems she had in place to ensure the safety of herself and the children in her care.

Appropriate risk assessments were in place and children were supported to assess and manage their own risk. For example, the children were encouraged to discuss how many children could safely play on the trampoline at one time.

Children were able to choose from a variety of clean and well maintained resources that were age and stage appropriate. We found resources were plentiful and easily accessible for children when participating in indoor or outdoor play.

## How good is our leadership?

### Quality Indicator 3.1 - Quality Assurance and improvements are well led.

The childminder told us that she used the Care Inspectorate Hub, an online learning resource, and weekly provider updates to ensure her childcare practice was in line with current guidance. We saw evidence that the childminder was beginning to use methods of self evaluation to ensure she continued to provide a quality service for children and families.

Children told us that the childminder consulted with them daily and they were able to independently make choices about the care, play and learning.

## How good is our staff team?

### Quality indicator 4.1 - Staff skills, knowledge and values.

We saw evidence that the childminder had undertaken continuous professional learning that was relevant to her role. This supported the childminder in ensuring she continued to meet the individual needs of children and families. The childminder should continue to develop her childcare knowledge and skills to ensure quality outcomes for children and families.

The childminder understood the importance of communication with children and families. The childminder told us the methods used to share children's experience with parents. For example, sharing daily photographs of the children participating in their play and learning experiences. We saw evidence of previous questionnaires that had been given to parents. This ensured parents' views were valued and used to drive improvements within the service.

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

### Requirements

#### Requirement 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 (HSCS) that state "I experience high quality care and support because people have the necessary information and resources" (HSCS 4.27) and 'My personal plan (sometimes referred to as a care 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 has implemented personal plans for children. These personal plans included information on children's individual needs, like and dislikes. Personal plans also includes information on children's understanding of the pandemic and how the childminder had supported children.

**Met - within timescales**

## 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 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 (HSCS) 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 31 October 2018.

#### Action taken since then

Since the last inspection, the childminder had undertaken relevant childcare training to allow her to confidently carry out her role. This was evidenced in the childminder's policy and procedures and practice.

## 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)

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