

Murray, Emma Child Minding

Gullane

Type of inspection:
Unannounced

Completed on:
13 September 2023

Service provided by:
Emma Murray

Service provider number:
SP2003909858

Service no:
CS2003015435

About the service

Emma Murray provides a childminding service from a semi-detached property in a residential area of Gullane, East Lothian. The childminder is registered to provide a care service to a maximum of eight children under 16 years, of whom a maximum of six will be under 12 years, of whom no more than three are not yet attending primary school and of whom no more than one is under 12 months. Numbers are inclusive of the childminder's family.

The service is close to local amenities, school and park. The children are cared for downstairs and use kitchen, play and living room, and have access to a downstairs toilet. Children also have access to an enclosed garden to the rear of the property.

About the inspection

This was an unannounced inspection which took place on 13 September 2023 between 11:30 and 13:45. The inspection was carried out by one inspector from the Care Inspectorate. To prepare for the inspection we reviewed information about this service. This included previous inspection findings, registration information, information submitted by the service and intelligence gathered since the last inspection.

In making our evaluations of the service we:

- spoke and interacted with the three minded children
- spoke with the childminder
- observed practice and daily life
- reviewed documents
- Received five responses to our online survey

Key messages

- Children were at the heart of the service and were cared for by a childminder who knew them and their families well.
- Children experienced warm and caring interactions from the childminder.
- The setting made good use of the outdoors, at her home and in the community.

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, play and learning?	4 - Good
How good is our setting?	5 - Very Good
How good is our leadership?	4 - Good
How good is our staff team?	4 - Good

Further details on the particular areas inspected are provided at the end of this report.

How good is our care, play and learning?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children/people and clearly outweighed areas for improvement.

Quality Indicator 1.1: Nurturing Care and Support.

Children benefitted from warm, nurturing interactions that supported their overall wellbeing. Parents were all happy with the care provided to their child and some commented, "The childminder is a caring, responsive practitioner and reports back to families with detail about their children" and "Caring childminder, fun and lots of time outdoors".

Positive relationships with parents supported effective information sharing. This promoted a continuity of care and allowed the childminder to reflect family's personal preferences in their child's routine.

Children's sleep routines were being followed that were tailored to their individual needs. Some children were settled for their sleep in their buggy, others used a travel cot. We advised that children should sleep on a flat, firm surface. We suggested the childminder discussed best practice in relation to safe sleep with parents and recorded sleep routines in personal plans. This would support children's health and wellbeing needs appropriately whilst reflecting parents' wishes for sleep routines.

Children's personal plans contained relevant core information. Children's likes, dislikes, and interests, had been gathered when they started supporting the childminder to meet their initial health, welfare, and safety needs. Work had started to develop children's personal plans with support planning taking account of children's emerging and changing needs. We have asked the childminder to continue to review and update all children's plans every six months in line with legislation.

When supporting the children with personal care such as nappy changing the childminder was attentive and promoted the child's privacy and dignity. The childminder demonstrated an effective handwashing routine and used a wipeable mat. The childminder wore gloves during the nappy changing process but did not use an apron. We discussed this with the childminder and advised that PPE should be worn at all nappy changes as per Infection Prevention and Control guidance.

To keep children safe the childminder should ensure that medication information is up to date and signed by parents. The childminder should document the medication given by her and ensure parents are aware of the medication given. A medication policy should be developed and shared with parents.

Quality indicator 1.3: Play and learning.

The childminder engaged with children in a sensitive and nurturing manner to reassure and support their play, encouraging them to make choices, share and promote friendships. Children were busy and having fun. They had access to a range of age and stage appropriate toys and resources to support their play and learning both indoors and outside. Children were able to choose and freely access these resources supporting them to lead their own play. Parents commented that the childminder provided "daily learning opportunities for all of the children based on age and interests" and "such a varied selection of play and activities. Kids love it there" and "children choose what to play with but things are also changed around to keep it exciting".

Observations of children's learning and progress were recorded within floor books and photographic displays. There was some evidence of responsive planning, and some identified next steps. We have asked the childminder to record when these next steps have been achieved. The knowledge and experience that the childminder had of child development and planning for play and learning supported children to achieve their potential.

The childminder recognised the importance of outdoors to promote children's health and wellbeing would often visit the beach, local park and go on nature walks, promoting links to their local community. Children also had access to an enclosed garden which contained a range of resources, including a mud kitchen and loose part resources. These opportunities supported children's physical development and overall wellbeing. Parents agreed and comments included "lots of outdoor activities" and ", great play opportunities. Lots of loose parts play, exploring through the outdoors and learning through baking, modelling, painting etc. Very child-led".

How good is our setting?

5 - Very Good

We evaluated this key question as good as there were a number of important strengths which, taken together, clearly outweighed areas for improvement.

Quality Indicator 2.2: Children experience high quality facilities

Children were cared for in a homely, comfortable and well-furnished environment which helped them feel safe and secure. Children had access to a living room and play area, providing ample space to play and have fun. A large sofa and soft furnishings offered children cosy spaces to relax and rest. Children used the kitchen table for arts and crafts and could access the garden from the kitchen area. Parents all agreed that the environment was suitable for the purpose of childminding and it was like a "home away from home".

Children were confident as they moved between the living area and playroom. They accessed toys and resources that reflected their interests demonstrating the childminder's awareness of children's preferences. Children felt a sense of belonging and had opportunities to achieve and develop a variety of skills. Photographs of children were displayed along with their artwork which ensured they felt valued and respected. Parents commented "The children are comfortable and happy. Wonderful garden" and "The environment is so homely".

Children were supported to stay safe and healthy. This included good Infection prevention and control measures that included children washing their hands regularly, good ventilation of the family home, and maintaining a clean environment. Risk assessments were in place to show the measures that had been put in place to reduce hazards. The childminder should review the risk assessments to ensure they are current and up to date.

How good is our leadership?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 3.1 Quality assurance and improvement are led well.

The childminder provided a service that met the needs of the children and families well. All parents strongly agreed they were happy with the care and support received. Parents valued the communication between them and the childminder. Questionnaires had been shared with parents to gain their feedback and suggestions on the service provided. This meant that information was shared about the children and feedback was gathered to support the continued development of the service.

Parents were included in their child's day as the childminder spoke with parents at collection and drop off times. They also sent photographs and messages throughout the day. Children were consulted daily and were asked for suggestions and ideas to develop their play opportunities. This ensured that the child's voice was evident and children were included in the daily life of the service.

The childminder did not use a formal approach to record improvements or self-evaluations of her service. However, she was able to confidently discuss changes and improvements that had been made to her service. The childminder had reflected on the outdoor environment and had made changes to the area to further support children's play and learning. We asked the childminder to implement a simple process to record improvements and reflections on their practice and use this as an evaluation of the service. This would promote positive outcomes for children and families. Policies and procedures were in place, these should be reviewed to ensure they remain current and up to date.

Parents all commented positively about the childminder and the service they provide. "The childminder is a caring, responsive practitioner" and "I could not have asked for better care of my child. They have had an absolutely amazing start in life thanks to my childminder. I believe that the pre-school years are the most important part of a child's education and I have been so lucky to find such a skilled, caring, creative childminder living locally to give my child a great start in life". Other parents commented " My childminder and her family are wonderful" and "My childminder is the family we don't have in the village".

The childminder agreed to submit a variation to remove the time limited conditions on their registration certificate.

How good is our staff team?

4 - Good

We evaluated this key question as good where several strengths impacted positively on outcomes for children and clearly outweighed areas for improvement.

Quality Indicator 4.1 Staff skills, knowledge, and values

Nurturing, warm and caring interactions took place between the childminder and children. The childminder had a good knowledge of children in her care and was now developing attachments with children who had recently joined her service. The childminder had a lot of experience of caring for children and a good knowledge of child development. She used this knowledge and experience to provide a homely and inviting environment for children to play and learn.

The childminder had up to date training and knowledge in core areas such as, paediatric first aid, food hygiene and child protection which supported the safety of children. The childminder was keen to further develop her professional knowledge by attending additional training. We asked the childminder to use best practice documents to support their continued professional learning. They should record the impact of their learning as part of their on going quality assurance systems and processes. This will support improved outcomes for children so that they achieve their potential.

Parents were complimentary about the service provided and comments have been shared with the childminder and are noted throughout 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.

Detailed evaluations

How good is our care, play and learning?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	5 - Very Good

How good is our setting?	5 - Very Good
2.2 Children experience high quality facilities	5 - Very Good

How good is our leadership?	4 - Good
3.1 Quality assurance and improvement are led well	4 - Good

How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

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