

# Carol Murray & Maureen McCaffer Child Minding

Glasgow

**Type of inspection:**  
Unannounced

**Completed on:**  
29 August 2024

**Service provided by:**  
Carol Murray & Maureen McCaffer, a  
Partnership Carol Murray & Maureen  
McCaffer, a Partnership

**Service provider number:**  
SP2008969316

**Service no:**  
CS2008173245

## About the service

Carol Murray and Maureen McCaffer, is a partnership childminding service, which is provided from the childminder's home in a quiet residential area within Carrickstone, North Lanarkshire.

When both childminders are present the service can provide a care service to a maximum of 10 children at any time under the age of 16, of whom no more than five are not yet attending primary school and of whom no more than two are under 12 months. Numbers are inclusive of children of the childminder's family.

When one childminder is present. The service can provide a care service to a maximum of six children at any one time under the age of 16, 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 children of the childminder's family.

Childminding takes place on the ground floor of the property. Children have access to a dedicated playroom, lounge, dining kitchen and a downstairs bathroom. The service is close to greenspace, woodlands and transport links.

## About the inspection

This was an unannounced inspection which took place on 29 August 2024 between 15:15 and 18:00. 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:

- Observed children play experiences
- Observed interactions between the children and the childminders
- Spoke with the childminders
- Looked around the home and garden
- Reviewed service documents and records
- Reviewed feedback from five parents.

## Key messages

- Children experienced care and support that was warm, sensitive and nurturing.
- The childminders listened to children and provided activities and experiences that linked to the children's interest, offering challenge and fun.
- The childminders provided a homely, nurturing environment for children to play and learn.
- Consultation with parents/carers was very good and they felt involved and included in their children's care.
- The childminders were professional, knowledgeable and skilled to carry out their role.

## 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?	5 - Very Good
How good is our setting?	5 - Very Good
How good is our leadership?	5 - Very Good
How good is our staff team?	5 - Very Good

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

## How good is our care, play and learning?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

### Quality indicator 1.1: Nurturing care and support

Children were happy and settled in the service. They were relaxed and confident around the childminders and within the child minding environment. Children told us "[childminders] are friendly and helpful. [childminder] listens if we have any problems." and "I can tell [childminder] anything, [they] always help me."

The childminders were very attentive to the children's needs and their interactions were warm, nurturing and respectful. It was clear the childminders knew minded children very well and they shared with us how their care and development needs were being supported. The childminders knew children's personalities and routines and listened to children to ensure they felt valued and secure in their care. One parent told us "my children have been going to [childminders] for a number of years now and my husband and I are more than happy with the standard of care my children receive. [Childminders] are extremely approachable and genuinely invested in the welfare and progression of the children in their care."

Information was gathered for each child to help the childminder's care for and support them. Communication with parents/carers was very effective and supported them to be fully involved in their child's care. This ensured good links between home and the childminding setting, which supported continuity of care. Parents confirmed the childminders worked very effectively with them to ensure their child's learning, development and wellbeing needs were being met. Parents told us "[childminder] always keeps us abreast of what [they] are doing with [my children] and keeps us informed of different activities they have planned. We have a plan based on the [children's] individual needs and likes. [Childminder] is always thinking of ways to keep the kids occupied and extending their learning and socializing opportunities" and "[childminder] communicates with us about personal plans at frequent intervals throughout the year."

Personal plans supported children's wellbeing and development and helped the childminder to meet children's needs. "All about me" information was very detailed, ensuring the service knew each child's individual needs and supports.

Children experienced a positive, relaxed snack time where their needs, choices and preferences were respected. Children were seated safely and comfortably and they were able to enjoy the sociable experience in an unhurried way.

### Quality indicator 1.3: Play and learning

Children played happily in the dedicated playroom during our visit. They had fun playing together and we heard lots of chattering and laughter. Children confidently led their own play and the childminders used skilful interactions to extend their learning. Children enjoyed playing with arts and crafts materials and small world toys during play opportunities. Children told us "[childminder's] are kind and gives good snacks. [They] takes us to the park and we have lots to do when we are at [their] house" and "there's loads of games and it's really fun."

The pace of the day was relaxed and unhurried and was led by children's interest. Children could lead their own play and were able to choose what they played with and where they spent their time in the childminder's home. The childminders carefully observed children's play to enable them to provide responsive approaches to further extend children's imagination and learning.

The childminders had a good understanding of child development, which meant experiences and play were based on children's development and individual learning needs. Children were actively involved in leading their play, ensuring a true child centred approach was embedded within the service. Parent told us "I feel [childminder] does a good job recognising the children as individuals" and "[childminder] seeks input from children through formal and informal means to ensure the children are happy and engaged in her setting."

We observed sensitive and supportive interactions, which were appropriate to the age and stage of development and supported children's play and learning. Children were supported to engage in a variety of play experiences that developed their skills in language, literacy and numeracy. For example, exploring counting skills through play opportunities.

Outings in the community further enhanced children's learning. The children often visited parks and woods, developing deeper opportunities to explore the natural world.

## How good is our setting?

**5 - Very Good**

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

### Quality indicator 2.2: Children experience high quality facilities

A warm, welcoming and homely environment was provided for children, to take part in a wide range of play experiences. The childminder's home was relaxed and safe for the children to explore and play, helping them feel secure and comfortable. One parent told us they liked "the family friendly atmosphere. The [children] feel very at home with [childminder] and there is immense trust there."

Children benefitted from a wide range of toys and equipment that reflected children's interests and stages of development. Children independently accessed toys from drawers and shelving within reach, making choices about their play. The childminders were aware of the benefits of children having access to loose parts materials. We encouraged them to continue to build on the range of natural, sensory and open-ended resources to stimulate children's curiosity, exploration and imagination.

Quiet, cosy spaces were available in the dedicated playroom and living area to support children's wellbeing. The couch provided space to relax, read stories, self-regulate, and feel safe. A good variety of resources supported children to explore and express their feelings. One parent told us they had "great partnership working with [childminder's]. They supported my child through a difficult time" and "they care deeply about the welfare of the children in their care."

Children were protected from harm through a variety of safety measures. These included, safe storage of hazardous materials, good supervision and secure gates. Infection control practices minimised the potential spread of infection, supporting a safe environment for children. The home was clean and well maintained, and both the childminders and children washed their hands regularly.

## How good is our leadership?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

### Quality indicator 3.1: Quality assurance and improvement are led well

The childminders had a clear vision for their service and were motivated to ensure the continuous improvement of the service to support positive outcomes for children and families of the children they cared for. Trusting and positive relationships with families were embedded. A parent told us "we have all developed strong relationships."

The childminders understood the importance of working in partnership with parents to ensure positive outcomes for children they cared for. Two-way communication to support parent participation was embedded. Methods such as text messages, photos, questionnaires and face-to-face discussions helped the childminder to maintain clear and effective communication as an important part of delivering a high-quality service.

The childminder actively encouraged parents and children to contribute to the service by sharing their ideas. Parents told us they were listened to and their suggestions were valued which meant that families felt included within the service.

The childminders' service was centred around listening to children and taking their lead, valuing their thoughts and feelings. The childminder had developed a suggestion box for recording children's suggestions, along with regularly consulting with children about their likes/dislikes and anything they would like to change within the setting. One parent told us "[childminder] always consults when [they] are making any changes."

The childminders had developed a range of policy and procedures, these were shared with parents so they knew what to expect from the service. The childminder should continue to review these regularly to ensure they remain inline with current practice. For example, developing a missing child policy.

The childminders were registered with the Scottish Childminding Association (SCMA), regularly accessed the Care Inspectorate Hub and engaged with other childminders. This helped the childminders keep up-to-date with guidance, training opportunities and share practice with others.

Both childminders had engaged in a range of training, which was recorded within their profiles. We have suggested that the childminders should now record post training evaluations to include a reflection of learning. Reflections of learning would enabled the childminders to revisit and reflect on how learning opportunities has supported them to develop their practice, support children's wellbeing or further enhance children's outcomes.

## How good is our staff team?

5 - Very Good

We found significant strengths in aspects of the care provided and how these supported positive outcomes for children, therefore we evaluated this key question as very good.

### Quality indicator 4.3 Staff deployment

Both childminders worked well together to support positive outcomes for children and families. This included providing a warm, nurturing and welcoming environment for children. Parents spoke warmly of them both and the positive experiences their children have within the service. Parents told us "[Childminders] are extremely professional at what they do" and "We truly appreciate [childminder] and everything [they] do for us as a family. [They] genuinely care about the kids [they] look after."

Both childminders knew the children well. During the inspection we observed how they adjusted their roles to meet the needs of the children. Effective communication skills were used between the childminders to ensure smooth transitions throughout the day whilst also ensuring children's needs were being met. For example, providing one-to-one opportunities for discussions with older children.

There was a positive ethos within the service. Both childminders had skills and knowledge that supported children and their families and helped to ensure children received positive experiences. The childminders worked well together and shared roles effectively. They ensured there was always appropriate supervision in place.

Daily tasks were carried out with minimal impact on children's experiences and interactions with children remained a priority. This contributed to creating a positive environment for children to play and learn.

Both childminders were very committed to enhancing their professional skills and knowledge. Training related to areas of practice such as first aid, child protection and understanding attachment had taken place. Peer reflections and support was also gained from ongoing discussion between the childminders. This offered opportunities to discuss practice and training to enhance positive outcomes for children.

## 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).

## Detailed evaluations

How good is our care, play and learning?	5 - Very Good
1.1 Nurturing care and support	5 - Very 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?	5 - Very Good
3.1 Quality assurance and improvement are led well	5 - Very Good
How good is our staff team?	5 - Very Good
4.3 Staff deployment	5 - Very Good



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