

# Murphy, Lesley Child Minding

Larkhall

**Type of inspection:**  
Unannounced

**Completed on:**  
24 September 2024

**Service provided by:**

**Service provider number:**  
SP2005946125

**Service no:**  
CS2005093537

## About the service

Lesley Murphy's childminding service is provided from the family home in the residential area of Stonehouse, South Lanarkshire. The childminder is registered to provide a care service to a maximum of six children at any one time up to 16 years of age. Children are cared for in the downstairs of the property which includes a living room, dining room, kitchen, bathroom and rear garden. The service is located close to a local primary school, park and other amenities.

## About the inspection

This was an unannounced inspection which took place on 24 September 2024. The inspection was carried out by one inspector from the Care Inspectorate. A second inspector was also present as part of the Care Inspectorate's quality assurance processes.

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:

- gathered the views of two family members, of children using the service
- spoke with the childminder
- observed the childminder's practice and children's experiences
- reviewed documents.

## Key messages

- The childminder's interactions were caring and kind. They had formed close bonds with the children and families.
- The daily experiences were planned to meet children's needs, wishes and choices.
- Self evaluation was informal. The childminder was happy with this method, as it met the needs of the service and the parents agreed.
- Further improvements were needed to ensure the kitchen is well maintained and kept clean and fit for purpose.
- The childminder must ensure they are following good infection control measures, for example wearing a single use apron when changing nappies.

## 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?	3 - Adequate
How good is our leadership?	3 - Adequate
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 and clearly outweighed areas for improvement.

### Quality Indicator 1.1 Nurturing care and support

New families were welcomed into the service to meet the childminder and other minded children. Settling in visits to build positive relationships were planned around the families needs. Children's introduction to the service included time to become familiar with their new surroundings and create positive bonds with the childminder. The childminder recognised this was an important step for new children and their families to ensure a smooth transition.

Parents told us that they were always welcomed into the childminder's home and had formed positive relationships with them. One parent commented 'Lesley keeps me up to date with everything she does, we have a good chat at the end of every day.' and another shared that 'Lesley will always invite me in and discuss what they have been up to for the day.'

The childminder had gathered information, needed to meet the children's needs. They used this to plan daily experiences around routines, such as sleep and mealtimes. The childminder was able to discuss how they supported children's personal preferences, demonstrating they knew the children well and how to support their needs. We made an area for improvement for the childminder to include an agreed written plan on how they planned to meet the children's needs (see area for improvement one). This is to ensure they hold the required records for all children attending the service and to met legislation.

The childminder had formed positive bonds with the minded children. One child was very comfortable chatting to the childminder and inspectors whilst another child was exploring the living room and finding objects to pass to the adults, supporting their development needs. Both children were calm and relaxed within the childminder's home, they both felt safe and secure.

### Quality Indicator 1.3 Play and learning

Daily play and learning was planned around the needs of the children. The daily routine was flexible, however most mornings they went out to play in the local area. For example, for the older children, activities were planned to promote social skills, such as attending local toddler groups. Parents were happy with the play experiences offered, including playing in the garden, at the local parks and soft play.

The childminder shared that, through observation and speaking to the families, they kept informed of children's interests and needs. The childminder had a range of toys for children to access. Each day they boxes of toys where placed for children to easily access. This allowed children to self select what they wanted. To further expand the materials and toys, we discussed for the childminder to introduce more natural, open ended materials, such as house hold items, pebbles, fabrics. Items that allow children to develop and assign their own purpose and meaning.

## Areas for improvement

1. To support children's wellbeing, learning and development the provider should ensure each child has a personal plan. These should include, but not limited to;

- a record of children's health and wellbeing needs
- information on how the service plans to support the children's needs
- being created in consultation with parents, staff and other professionals.

This is to ensure that care and support is consistent with the Health and Social Care Standards which state "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 "my care and support meets my needs and is right for me" (HSCS 1.19)

## How good is our setting?

### 3 - Adequate

We evaluated this key question as adequate, where strengths only just outweighed weaknesses.

#### Quality Indicator 2.2 Children experience high quality facilities

The childminder's home was well ventilated, heated and had lots of natural light. The living room was light and provided ample space for the children to play. In addition, children could access the dining room, providing more space to play, one child told us they like making dens under the table. This was not in use on the day of the inspection. The service had a rear garden, however we were unable to view this at the inspection.

The areas used for childminding within the home had been risk assessed. The living room and downstairs toilet had appropriate safety measures in place. Children were happy and comfortable in these areas. One of the children told us about the good hand hygiene and showed us the hand washing facilities, including their own towel.

Children had lunch and snacks provided by the service. Mealtimes were relaxed and unhurried, therefore children at a positive relationship with food. However, we found the kitchen area needed to be better maintained, there was a hole in the ceiling as a result of a leak, various household items being stored in this area and some surfaces needed cleaned after foods had been prepared. We discussed with the childminder the need to ensure the kitchen is kept ready for use, meeting food safety guidelines. More information can be found on the food standards Scotland website. We have repeated the area for improvement made at previous inspection (see area for improvement one).

The childminder followed good hand hygiene to reduce the spread of infection. As in previous inspections the childminder discussed their nappy changing procedure. They confirmed use of a wipeable mat and that they used disposable gloves. However, they had not added the single use plastic aprons to their procedure when changing nappies. We reminded the service of the correct personal protective equipment (PPE). As a result of not taking appropriate action this area for improvement has been repeated (see area for improvement two).

Children were transported by car when they visited some of the local amenities. The childminder's car was well maintained and had appropriate insurances. Giving us reassurance that appropriate safety measures were followed to ensure the car used to transport children was suitable.

## Areas for improvement

1. The childminder should identify and minimise risks to children within the setting both indoors and outdoors, across the whole day. This includes but is not limited to ensuring hazardous materials and household equipment are stored safely and kitchen cleaning systems are robust.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 'My environment is secure and safe.' (HSCS 5.17)

2. To minimise the potential spread of infection, children's nappies should be changed in line with good practice guidance. This includes, but is not limited to, the use of a single use apron, disposable gloves and a wipeable mat.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.24)

## How good is our leadership?

**3 - Adequate**

We evaluated this theme as adequate, where strengths only just outweighed weaknesses.

### Quality Indicator 3.1 Quality assurance and improvement are led well

The childminder had been minding for many years and had a good knowledge of child development and supporting families. To date, they had received lots of positive feedback from parents and children, giving them the reassurance that they were providing a service that met their expectations. Parents told us that their children had formed really positive bonds with their childminder and one parent shared 'If there was anything I was concerned about I feel comfortable enough to mention this to Lesley.'

The childminder was content using informal methods to assess how well they were doing. Parents told us they were very happy with their level of input and that the childminder kept them well informed about their child's care. The childminder consulted daily with the children and families to ensure children received the right care and support.

During discussions and reflections with the childminder about aspects within the service, we identified some areas where further improvement is still needed. This was in relation to recording of agreed plans to support children's needs and ensuring, for example that they keep the kitchen ready for use.

At the last inspection we discussed the care inspectorates expectations around notifications and submitting the required information to us. This is to ensure we hold accurate information about the service. The childminder must access the care inspectorate digital portal and update the service contact details. In addition, they must submit the annual return form, requested each year. More information about how to do this can be found on the care inspectorate website.

## 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 Indicators 4.1 Staff skills, knowledge and values

The childminder was caring and kind towards the children and families using the service. They had created an environment where children's needs were being supported and their interests followed. The childminder knew each child well and worked closely with parents to meet their needs and expectations. One parent shared with us that they had daily communications, which keeps both parties up to date.

When talking about children and families, the childminder did so with kindness. All parents told us they had a strong connection with the childminder. Therefore they worked in partnership to meet children's needs.

The childminder's values and skills were reflected within the service. They had reflected on their own skills, knowledge and practice and they had identified the need to update some training and development, including child protection and first aid. We advised them to review the service child protection policy to ensure the contact details of agencies listed, were up to date.

The care, play and learning provided care and support that was right for each child. When supporting children's needs the childminder was patient and gave praise, recognising their achievements. The parents, when asked what would make the service better, made no suggestions.

## 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 identify and minimise risks to children within the setting both indoors and outdoors, across the whole day. This includes but is not limited to ensuring hazardous materials and household equipment are stored safely and kitchen cleaning systems are robust.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 'My environment is secure and safe.' (HSCS 5.17)

**This area for improvement was made on 5 June 2023.**

#### Action taken since then

We found that the main areas used for childminding inside were well presented and were clean and tidy. We were unable to view the garden, and were not able to evaluate the space at this inspection. However, we did find the kitchen areas needed further improvement. **As a result, we have repeated this area for improvement (see key question how good is our setting?)**

#### Previous area for improvement 2

To minimise the potential spread of infection, children's nappies should be changed in line with good practice guidance. This includes, but is not limited to, the use of an apron, gloves and a wipeable mat.

This is to ensure that care and support is consistent with the Health and Social Care Standards (HSCS) which state 'I experience an environment that is well looked after with clean, tidy and well-maintained premises, furnishings and equipment.' (HSCS 5.24)

**This area for improvement was made on 23 September 2022.**

### Action taken since then

As in previous inspection the childminder used a wipeable mat to change children's nappies and confirmed the use of disposable gloves. However, they did not wear single use plastic aprons. We reminded the service of the correct personal protective equipment (PPE). **As a result this area for improvement is not met and has been repeated** (see key questions how good is our setting?)

## 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?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	3 - Adequate
2.2 Children experience high quality facilities	3 - Adequate
How good is our leadership?	3 - Adequate
3.1 Quality assurance and improvement are led well	3 - Adequate
How good is our staff team?	4 - Good
4.1 Staff skills, knowledge and values	4 - Good

## To find out more

This inspection report is published by the Care Inspectorate. You can download this report and others from our website.

Care services in Scotland cannot operate unless they are registered with the Care Inspectorate. We inspect, award grades and help services to improve. We also investigate complaints about care services and can take action when things aren't good enough.

Please get in touch with us if you would like more information or have any concerns about a care service.

You can also read more about our work online at [www.careinspectorate.com](http://www.careinspectorate.com)

## Contact us

Care Inspectorate  
Compass House  
11 Riverside Drive  
Dundee  
DD1 4NY

[enquiries@careinspectorate.com](mailto:enquiries@careinspectorate.com)

0345 600 9527

Find us on Facebook

Twitter: @careinspect

## Other languages and formats

This report is available in other languages and formats on request.

Tha am foillseachadh seo ri fhaighinn ann an cruthannan is cànan eile ma nithear iarrtas.

অনুরোধসাপেক্ষে এই প্রকাশনাটি অন্য ফরম্যাট এবং অন্যান্য ভাষায় পাওয়া যায়।

یہ اشاعت درخواست کرنے پر دیگر شکلوں اور دیگر زبانوں میں فراہم کی جاسکتی ہے۔

ਬੇਨਤੀ 'ਤੇ ਇਹ ਪ੍ਰਕਾਸ਼ਨ ਹੋਰ ਰੂਪਾਂ ਅਤੇ ਹੋਰਨਾਂ ਭਾਸ਼ਾਵਾਂ ਵਿਚ ਉਪਲਬਧ ਹੈ।

هذه الوثيقة متوفرة بلغات ونماذج أخرى عند الطلب

本出版品有其他格式和其他語言備索。

Na życzenie niniejsza publikacja dostępna jest także w innych formatach oraz językach.