

# Abigail Murphy Childminding Child Minding

Arbroath

**Type of inspection:**  
Unannounced

**Completed on:**  
4 November 2024

**Service provided by:**  
Abigail Murphy

**Service provider number:**  
SP2022000163

**Service no:**  
CS2022000239

## About the service

Abigail Murphy provides a service from her home in Arbroath. The service is registered to provide a care service to a maximum of six children under 16, of whom no more than six are under 12 years; of whom no more than three are not yet attending primary school and of whom no more than 1 is under 12 months. Numbers include the children of the childminder's family/household. Minded children can only be cared for by persons named on the certificate. No overnight care will be provided.

The service is based in a residential area of Arbroath and is close to parks, schools and other amenities.

Children have access to a dedicated playroom within the childminder's home and a secure garden.

## About the inspection

This was an unannounced inspection which took place on 04 November 2024 between 12:50 and 15:00. The inspection was carried out by two inspectors 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 practice and daily life;
- reviewed documents;
- spoke with the childminder;
- spoke with children using the service;
- gathered the views of family members through MS Forms.

## Key messages

- Children experienced nurturing care which helped them to feel valued, loved and secure.
- The childminder should ensure that personal plans are updated for all children, in line with legislation.
- Children had regular access to the local community exploring walks, playgroups and visits to the library.
- The childminder should review their policies in line with guidance to support the effective running of the service.
- Children benefitted from a setting that was homely, comfortable and clean.
- The childminder would benefit from developing their own knowledge and understanding of best practice, to provide high quality experiences for children.

## 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?	4 - 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 made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

### Quality Indicator 1.1 Nurturing care and support

The childminder was warm, nurturing and provided cuddles and comfort to children, when needed. Secure attachments had been formed which supported children to feel safe and loved. The childminder was consistent in their response to children's cues and requests. This gave children the message that they mattered.

The childminder knew the children in their care well. On waking from sleep, they spent time with the children to support them to feel settled in their home. Permissions had been signed for children sleeping in buggies. The childminder was aware of safe sleep guidance and would benefit from revisiting this with families, to provide the safest sleep spaces for children in their care.

Personal plans contained all of the required information. Older children were given ownership of these and completed their information independently. This allowed children to feel valued. The childminder should ensure that personal plans for all children are updated, in line with legislation. These should be completed and signed with families. This would ensure that the childminder had the most up to date information, to meet children's needs.

Lunch was a calm and unhurried experience for the children, who sat and ate in highchairs. They enjoyed their lunch at a relaxed pace and the childminder was aware of family's preferences, for example, offering savoury foods before fruit. They had reviewed mealtimes and had moved to a new space to eat, to encourage children to chat and enjoy each other's company. This meant that mealtimes were a nurturing and social experience.

Medication forms and policies were in place. We asked that the childminder review their policy to ensure that they follow their own procedures. The childminder should review and sign medication forms every three months, in line with best practice. We highlighted the need to provide more accurate information on the frequency of giving medication. The childminder should review the Care Inspectorate document, 'Management of medication in daycare of children and childminding services', to support them to meet best practice standards. This would ensure that children's medication needs were met and supported.

### Quality Indicator 1.3 Play and Learning

Children were happy in the childminder's home. The dedicated play room provided them with a range of toys and resources at child height. They accessed resources independently and for the short time that we observed them playing, they were engaged. The childminder was knowledgeable of children's interests and catered for these. For example, a child spent some time playing with the cars and the childminder spoke about adding cars to the environment to support this interest. This meant that children were having fun.

Literacy and numeracy learning was supported through a range of experiences. Resources were displayed with labels using pictures and words. The childminder spoke with children using simple sentences and gave them time to answer independently. This helped to develop children's emerging literacy skills and understanding.

The Family App shared children's experiences whilst in the childminder's care. We saw evidence of the children having fun decorating pumpkins and enjoying Bookbug sessions. A parent commented, 'Abigail is very welcoming, she has shown us where (my child) does a lot of their activities which they absolutely love'. We suggested that the childminder develop this further and introduce individual observations and next steps for children. This would enable children to recognise and celebrate their achievements.

The childminder had identified the need to develop loose parts play, both indoors and outside. We would support this development. This would provide opportunities for children to develop their curiosity and creative minds.

Good use was made of the local community, as the childminder attended a number of groups throughout the week. This supported children to develop their social skills and interactions in a variety of spaces.

## How good is our setting?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

### Quality Indicator 2.2 Children experience high quality facilities

Children had space to move freely in the dedicated playroom and could select resources independently. Resources were at child height and easily identified through pictures. The childminder was knowledgeable of children's current interests and provided resources to meet these. This meant that the environment was appropriately resourced to meet children's needs.

The garden provided a large space for children to explore their physical skills. The children were outdoors daily on walks and played in the childminder's garden. This meant that children's health needs were met, as they were able to access fresh air and exercise.

Risk assessments were in place, which included spaces that the childminder would visit. We suggested the childminder review these risk assessments to identify how risks are managed. This could include the use of pedestrian crossings when out on walks in the community. This would further support the childminder to maintain children's safety.

Infection prevention and control measures were effective to reduce the risk of infection spread. The environment was clean and handwashing procedures were in place. This supported good infection control measures.

The childminder understood the importance of keeping children's personal information secure. They asked for appropriate permissions and shared this with families. This meant that children and families' information was protected.

## How good is our leadership?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

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

The childminder was in the early stages of engaging with the Care Inspectorate document, 'A quality framework for daycare of children, childminding and school-aged childcare'. They had identified actions through their evaluations and we discussed methods they could explore, to monitor their progress and development. This would ensure that improvements were managed and effective in supporting the service.

Annual questionnaires gathered the views of families and children within the service. The childminder told us that they used the Family App to informally share how they had used this information. We suggested the childminder could further improve this by making reference to the questionnaire outcomes. This would support families to recognise that their views were listened to and acted upon.

The service aims and objectives should now be revisited with children and families. This would enable the childminder to use their voices, to reflect the ethos of the service. This would provide opportunities for children and families to be involved in shaping the service.

We asked the childminder to ensure that registers were created to highlight when children arrive and leave the service daily. This would ensure children were accounted for and safe at all times and that the childminder continued to meet the conditions of their registration.

The childminder should complete the appropriate PVG (Protecting Vulnerable Groups) paperwork for any person living in the home who is over the age of 16 years. This would further support children's safety.

Policies and procedures were in place, however, some of these required further development. We discussed adding more detail to the child protection policy, including the Care Inspectorate information if a concern was reported. A missing child policy should be created. This should detail the childminder's procedures in the event of a child leaving the service. We suggested that the childminder add in links to best practice guidance within their policies. This would ensure the service reflected the most up to date practice and guidance.

## How good is our staff team?

4 - Good

We made an evaluation of good for this key question, as several important strengths, taken together, clearly outweighed areas for improvement.

## Quality Indicator 4.1 Staff skills, knowledge, and values

The childminder was warm, caring and responsive to the needs of the children in their care. They knew them well and spoke fondly of their time together. Interactions between the childminder and the children demonstrated their needs and wishes being met in a naturally nurturing way. A parent commented, 'My (child) is too young to give their views but they are always happy to see Abigail'. The childminder's gentle approach contributed to children feeling safe and loved.

A range of training had been accessed to develop the childminder's knowledge. They shared that they reflected on their training using the SCMA (Scottish Childminding Association) paperwork. This demonstrated that the childminder was dedicated to developing their service.

The childminding service had been operating for a relatively short period of time, with this being the first inspection since registration. The childminder was aware of the need to develop their approach to

continuous professional development, to ensure that their knowledge, skills and practice were updated and refreshed regularly. We highlighted the Care Inspectorate hub as a good source of information and practice guidance. This would enhance their approach to professional development and support them to provide high quality 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?	4 - Good
1.1 Nurturing care and support	4 - Good
1.3 Play and learning	4 - Good
How good is our setting?	4 - Good
2.2 Children experience high quality facilities	4 - 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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