

Maltman, Kathleen

Child Minding

Type of inspection: Unannounced
Inspection completed on: 9 March 2018

Service provided by:
Maltman, Kathleen

Service provider number:
SP2003906202

Care service number:
CS2003012478

The service

Introduction

Kathleen Maltman registered with the Care Inspectorate as a childminding service in 2011. Conditions of the registration state that a care service can be provided to a maximum of six children at any one time under the age of 12, 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 own family. Other conditions state that children must be cared for by the named person on the certificate.

Kathleen Maltman will be referred to as the childminder throughout this report.

The service was delivered from a semi-detached house within a quiet cul-de-sac. Near the centre of Gilmerton, it benefited from being close to local amenities, nature walks and forest areas. The whole downstairs area was used for the childminding service, comprising of a livingroom, toilet, hallway and kitchen. A secure garden area was accessible at the back of the property.

The childminder told us her main aim was "to support parents by providing children time away to play and have fun".

The Care Inspectorate is committed to improving the health and wellbeing of all children receiving a care service. We want to ensure they have the best start in life, are ready to succeed and live longer, healthier lives.

We check services are meeting the principles of Getting It Right For Every Child (also known as GIRFEC). Set up by Scottish Government, GIRFEC is a national approach to working in a consistent way with all children and young people. It is underpinned by the principles of prevention and early intervention. The approach helps services focus on what makes a positive difference for children and young people – and what they can do to improve. Getting It Right For Every Child is being woven into all policy, practice, strategy and legislation that affect children, young people and their families.

There are eight wellbeing indicators at the heart of Getting It Right For Every Child. They are: safe; healthy; achieving; nurtured; active; respected; responsible; and included. They are often referred to as the SHANARRI indicators. We use these indicators at inspection, to assess how services are making a positive difference for children.

What we did during our inspection

We carried out an unannounced inspection on Friday 9 March 2018, 13.00-14.50. One child was present during the inspection.

During the inspection process we:

- observed the interaction between the child and the childminder
- saw the areas used by the service and resources stored in a cupboard
- looked through the children's files with the childminder
- looked at the service policies and procedures of the service
- looked at the child's photo album and heard lots of memories from him.

Views of people using the service

The child present during inspection was seven years old and had been using the service for around four years. After hearing why we were there, he was keen to show us around and talk about the childminder and her service. He said "She lets me choose toys, takes me to soft play and parks. She gives me snacks. I read to Kathy."

Later in the inspection he talked us through a picture he had made of what he liked about the childminders service. He said "I love Kathy. She lets me see lots of new places and buildings." His feelings about the service were confirmed by our observations of how he interacted with the childminder. He seemed very comfortable and confident in the environment. The child also shared his photo album with us. This showcased his experiences with the childminder, of which he spoke fondly and with excitement.

We asked the childminder to give care standard questionnaires to parents prior to the inspection. Two completed questionnaires were returned. Both parents strongly agreed that they were happy with the quality of care their child received at the service. Comments from parents will be included throughout the report.

Self assessment

The childminder submitted a self assessment in January 2017 at our request.

What the service did well

The childminder was clearly committed to providing a home from home service which nurtured and supported children's wellbeing.

What the service could do better

The childminder should consider her role in helping the children to achieve through identifying the learning opportunities within the experiences provided.

From this inspection we graded this service as:

Quality of care and support	4 - Good
Quality of environment	5 - Very Good
Quality of staffing	not assessed
Quality of management and leadership	4 - Good

Quality of care and support

Findings from the inspection

Children's wellbeing needs were a priority for this service. A relaxed, nurturing and patient approach assisted the children to build positive relationships and secure attachments. The children could express themselves at their own pace to the childminder who would listen. This contributed to the children feeling confident and respected. The children benefited from the close working relationships between the childminder and parents. Information was shared regularly and the children's needs were discussed to ensure a consistent approach. Understanding the importance of working with other professionals also helped to provide the right help at the right time for the children. We were confident the children were kept safe as the childminder was guided by her own robust policy. Parents commented:

"If there are any changes to my child's care needs, I inform Kathy and these changes are implemented

immediately".

"My child had bad separation issues however he warmed to Kathy almost instantly and has had a great bond with her ever since".

"I feel we are a good team looking after my child. I trust her and know my child is happy and safe in her care".

Children's information was documented to guide the childminder in meeting their health and wellbeing needs. When recording in children's personal plans, we asked her to consider the impact of what she does with the children. This would allow her to add next steps in learning and development, review progress and share with parents. The childminder reviewed all information held on the children with parents. A parent confirmed regular reviews by saying "Kathy regularly checks with myself that all information she holds is up to date and makes any changes straight away".

Children took the lead in making the plans for each day. The flexible approach allowed the children freedom to choose and change plans if they so wished. Important life skills were practised as children were supported to negotiate with their friends and accept compromise. Children were able to choose from a range of resources stored in a cupboard, however toys specific to the child's interests were set out invitingly. Free play was encouraged and more structured activities such as baking, were offered to provide more challenge.

The children were encouraged to make healthy choices around food and support with this was also offered to parents. Setting the Table best practice guidance was used by the childminder to inform this. Parents commented:

"She helps me to encourage more vegetables into my child's diet".

"She makes lovely lentil soup, lasagne and broccoli pasta which my child loves".

The childminder could develop the service further by involving children in food preparation to promote independence, new skills and an interest in cooking.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 - good

Quality of environment

Findings from the inspection

The children experienced a safe and hygienic environment. Regular risk assessments and safety features were maintained to allow the children to move around the house independently. The children were supported to think about risk in the house and in their play. This encouraged them to problem solve and make decisions in a safe space. Good procedures were in place to minimise the risk of infection to children.

Accident and incident forms were in place and the childminder was aware of the need to inform parents of accidents to ensure any issues were monitored at home if required.

The spaces used by the children were warm, comfortable and very home-like. We observed a baking activity taking place in the kitchen and reading together on cosy seating. The secure garden area provided opportunities to be active or relax. Children were encouraged to practise new skills on the trampoline or bikes. They also had sensory experiences in the sand pit.

Much of the children's time was spent outdoors as the childminder saw the benefits fresh air and physical activity had on emotional wellbeing. The children had opportunities to widen experiences by visiting beaches, parks, towns and forests. A parent commented "She is good at sharing information with my child and preparing her appropriately for any change in routine".

We suggested the use of best practice document My World Outdoors for ideas on creating learning opportunities from the natural environment.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 5 - very good

Quality of staffing

This quality theme was not assessed.

Quality of management and leadership

Findings from the inspection

The childminder had considered ways to gain feedback from parents about the service. She had introduced a questionnaire to help her review the service. This form also assisted her to update the children's personal plans with new information. The childminder gave examples of when she had accommodated requests and responded to suggestions. The childminder showed motivation for the work she did and maintained positive relationships with parents, for the benefit of the children. This was confirmed by parents who said:

"I feel confident speaking to Kathy and never hesitate to raise any issues. She is always happy to listen and assist if she can".

"She is very professional in terms of confidentiality but she also offers a warm, nurturing and very busy experience".

Whilst the childminder was confident that her current families knew her service well, she did acknowledge that her policies and procedures should be reviewed and updated to reflect her current practice. Two policies had been updated as recommended at the last inspection, however we asked her to now look specifically at the behaviour management policy and medication policy. Best practice documents to assist the childminder could be found on the Care Inspectorate's website and The Hub.

The childminder demonstrated her commitment to her role in the training she sought out. A course completed this year enhanced her awareness of how children could use drawing as an emotional aid and to express themselves. She saw how she could use it in her work with children. We were also confident she would update her first aid training as planned this year.

Throughout the inspection we signposted the childminder to best practice documents which would further enhance what children experienced whilst in her care. We were confident that she would consider these when progressing with her service.

Requirements

Number of requirements: 0

Recommendations

Number of recommendations: 0

Grade: 4 – good

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

Previous requirements

There are no outstanding requirements.

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

Previous recommendations

Recommendation 1

We recommend that Ms Maltman updates her complaints policy to contain Care Inspectorate contact details. This should then be shared with families.

This recommendation was made on 1 October 2013.

Action taken on previous recommendation

The complaints policy had been updated and shared with parents.

Recommendation 2

We recommend that Ms Maltman updates her pet policy to contain information about washing children's hands after being in contact with pets or animals. In addition it should contain information about storing pet's food and water bowls while the children are using her service.

This recommendation was made on 1 October 2013.

Action taken on previous recommendation

The pet policy had been updated to consider the recommendations made.

Complaints

There have been no complaints upheld since the last inspection. Details of any older upheld complaints are published at www.careinspectorate.com.

Enforcement

No enforcement action has been taken against this care service since the last inspection.

Inspection and grading history

Date	Type	Gradings
2 Oct 2013	Announced (short notice)	Care and support 4 - Good Environment 5 - Very good Staffing 4 - Good Management and leadership Not assessed
2 Oct 2012	Announced (short notice)	Care and support 3 - Adequate Environment 4 - Good Staffing 4 - Good Management and leadership Not assessed
21 Mar 2012	Re-grade	Care and support Not assessed Environment Not assessed Staffing 3 - Adequate Management and leadership Not assessed

Date	Type	Gradings	
7 Mar 2012	Re-grade	Care and support Environment Staffing Management and leadership	Not assessed Not assessed 1 - Unsatisfactory Not assessed
15 Dec 2011	Announced (short notice)	Care and support Environment Staffing Management and leadership	4 - Good Not assessed 4 - Good Not assessed
25 Jun 2009	Announced	Care and support Environment Staffing Management and leadership	5 - Very good 5 - Very good 5 - Very good Not assessed
22 Apr 2008	Announced (short notice)	Care and support Environment Staffing Management and leadership	5 - Very good 4 - Good 4 - Good 4 - Good

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