

# Malby, Gemma Child Minding

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Peebles  
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**Type of inspection:**  
Unannounced

**Completed on:**  
11 August 2022

**Service provided by:**  
Gemma Malby

**Service provider number:**  
SP2019990480

**Service no:**  
CS2019374237

## About the service

Gemma Malby is registered to provide a childminding service. The service is registered to provide care 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 1 is under 12 months.

Numbers are inclusive of the childminder's family/household and no overnight care is permitted.

The service is provided from the childminder's home, within a residential area of Pebbles, close to local schools, parks and amenities. Children have access to the living room, kitchen, and small playroom. Toilet facilities are also on the ground floor and there is a large enclosed garden with outdoor play equipment.

## About the inspection

This was an unannounced inspection which took place on 26 July 2022 between 11:30am and 13:00pm. Feedback was provided to the childminder after their return from holiday on

11 August 2022. 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 with one child using the service and one of their parents
- spoke with the childminder
- observed practice and daily life
- reviewed documents

## Key messages

- The childminder knew the children well and interacted in a caring way.
- The childminder had developed positive relationships with parents and carers.
- Toys and resources available supported children's interests, development and enabled them to have fun.
- The childminder spent the majority of time outdoor, developing children's resilience and wellbeing.
- The childminder had attended relevant training and was developing her quality assurance systems to evaluate the service she provides.

## 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?	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?

5 - Very Good

We found important strengths with some areas for improvement in aspects of the care provided and how these supported positive outcomes for children.

### Quality Indicator 1.1: Nurturing Care and Support

We evaluated this quality indicator as a very good. Children's overall wellbeing was supported because the childminder's interactions were warm, caring and nurturing which helped them feel secure. Their manner with the minded child was gentle and respectful, with cuddles given when needed. A parent commented that they felt their child "was welcomed, loved and happy".

Responsive care was provided by the childminder who knew children's needs, interests and routines very well. Information contained in personal plans was used effectively to plan children's next steps and individual care routines. Summaries demonstrated progress children had made. We suggested that the review process could be further developed to identify support strategies if required and this would support children's continuing development.

Mealtimes were observed to be a positive experience for children. The childminder and children sat together and appropriate support was given to the children to keep them safe. Although the children were too young to join in with discussion around the table the childminder still included them and provided a social experience for the children.

Children were kept safe because the childminder had a good understanding around safeguarding children. She had appropriate risk assessments, policies and procedures in place. She also understood the safe storage and administration of medication and whilst no medication was being administered, an appropriate policy and recording system was in place, if needed.

### 1.3 Play and learning

We evaluated this quality indicator as a good. A good range of resources was available to the children. The small playroom was set up with toys and resources to interest the younger child that was being cared for. A further range of toys were available for the older children and these were easily assessable. A parent commented "Lots of toys and crafts. Lots of garden space and they go to the local toddler group which my child loves!"

Children's physical development and wellbeing was promoted through spending time outdoors in the garden and on trips within the local community. For example, children regularly visited the local community garden to plant and grow their own fruit and vegetables. The food was eaten or cooked providing fun experiences which encouraged curiosity and learning. The childminder told us of nature walks where children had the opportunity to investigate and develop their understanding of the natural world and experience regular fresh air and exercise.

## How good is our setting?

4 - Good

We found important strengths with some areas for improvement in aspects of the care provided and how these supported positive outcomes for children.

## 2.2 Children experience high quality facilities

We evaluated this quality indicator as a good. Children were cared for in a clean, tidy and welcoming home. The children made good use of the space available both indoors and outdoors. The living room and kitchen were bright and child friendly. The designated play spaces contained many opportunities for children to be creative and have fun while learning and developing. The kitchen was used for messy play and meal times.

The childminder discussed the needs and interests of the children she cared for and we saw that resources engaged them in play that was meaningful to them. This meant children were included and involved in the play experiences

Children were kept healthy and active because the childminder placed great importance on being outdoors. A fully enclosed garden was well organised and offered children space for physical games and use of wheeled toys. Children's interests were extended by using community resources. Going to local parks and woods meant they benefited from exploring the natural environment. They learned about risk, had freedom to run around and played on large equipment which developed their physical skills and confidence.

Infection control measures supported children to experience a hygienic and clean environment. Children were familiar with routines involving handwashing and keeping themselves safe. The childminder should review the use of PPE within the setting when changing nappies. This would ensure that there were appropriate infection control measures in place to ensure the safety of the children and childminder.

### How good is our leadership?

4 - Good

We found important strengths with some areas for improvement in aspects of the care provided and how these supported positive outcomes for children.

## 3.1 Quality assurance and improvement are led well

We evaluated this quality indicator as a good. The childminder's friendly and open approach supported trusting relationships with everyone involved in the service. Contact when children were dropped off and collected meant there were opportunities for informal chats to ensure families had information about their child's day. A parent commented that their childminder was "wonderful. I can go to work confidently leaving my child because I know they are getting the best care".

Systems were in place to formally involve children and families in identifying what was working well in the service and what needed to be improved. The childminder had started to evaluate the service and a plan showed the improvements made since they were registered. This ensured children and families benefitted from a culture of self evaluation and improvements. For instance, a mud area for digging had been developed after consultation with the children.

The childminder recognised the need to continue building their knowledge of current best practice to support self-evaluation in a structured way. The use of the quality framework will support continued evaluation and reflection on practice leading to continuous improvement. We spoke about the benefits of recording the changes as they occurred to support a continuous approach to improvement. Changes could

be as a result of seeking the views of parents and/or children, evaluation of training or reading best practice guidance.

The childminder was organised and had a range of policies that supported the running of the service. These policies had been shared with parents so that they knew what to expect from the service.

## How good is our staff team?

4 - Good

We found important strengths with some areas for improvement in aspects of the care provided and how these supported positive outcomes for children.

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

We evaluated this quality indicator as a good. The childminder provided appropriate care and support to the minded children present. During the visit the childminder was attentive and responsive to the needs of the children. There was lots of positive interaction, chatting, praise and encouragement when required. As a result, children were happy and confident with the childminder who was caring and warm towards them. A parent was complimentary about the care the childminder provided commenting "I just only wish there was space for my child on other days. There will never be anyone else who could take my childminder's place. My child loves her!"

The childminder had attended a variety of training sessions and carried out professional reading to become familiar with current early learning topics. The childminder had implemented some of the learning to promote skilled interactions and experiences for children. She used her experience to foster a culture where children thrive and flourish. The childminder should continue to the record the changes made to the service as a result of training or reading best practice guidance. We reminded the childminder about the bite size sessions and learning on the Care Inspectorate website.

## 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?	4 - Good
2.1 Quality of the setting for care, play and learning	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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