

Quality of Care Part 2 Inspection Report

Sessional & Full Day Care

Name of Service:	St Bernard's Pre School Playgroup
Address of Service:	St Bernard's Church
	Wynchurch Walk
	Belfast
Postcode:	BT6 0JS
Telephone No:	028 90 790702
Name of Registered Person:	Donna Mulhern
Name of Manager:	Kylie Scott
Days Open:	Monday - Friday
Opening hours:	8.30-11am preschool session; 11am -1pm extended service

Type of Service (please tick as appropriate)	Full Day Care	Play-group	Crèche	After School	Other (please advise)
		✓			
	Private	Not for Profit	Other		
		✓			

	Age Range	Number of Children Registered for	Number of Children Present	Number of Staff Present
Room 1 (AM)	3 years-Compulsory school age	26	25	5
Room 1 (PM)	3 years-Compulsory school age	26	N/A	N/A

Name of Inspector:	Jacqueline Gregg
Date of inspection:	13/06/2022

The following Inspection was carried out by the Belfast HSC Trust Early Years Social Work Team.

Under the Children (NI) Order 1995 settings are required to be registered with their local Trust if they provide a service as a day nursery, crèche, playgroup, out of school club or holiday club.

The Trust is then required to inspect the setting at least once per year. The setting is required to adhere to the requirements of their registration certificate and to the Childminding and Day Care for Children under Age 12 - Minimum Standards. The Standards contain a number of Quality Areas. The Standards can be downloaded at www.dhsspsni.gov.uk

Service Improvement

The following are the definitions used when inspectors make a requirement for compliance or a recommendation for improvement

- **Requirement for Compliance**

A requirement for compliance is a statement which sets out what the Registered Provider **must** do to improve the outcomes for people using the service. It will be linked to a non-compliance of a condition of registration and/or legislative requirements or regulations, and/or the Childminding and Day Care Minimum Standards for under 12 (July 2012) and Implementation Guidance.

- **Recommendations for Improvement**

A recommendation for improvement is a statement which sets out the actions a registered provider should take to improve or develop the quality of the service. It will be linked to the Childminding and Day Care Minimum Standards for Children under 12 (July 2012) and accompanying Implementation Guidance; Regional or National guidance issued by other professional bodies associated with day care provision and/or Best Practice guidance.

Inspection Details

The Minimum Standards document contains four Quality Areas which all providers are expected to meet.

These are:

- **Quality of Care;**
- **Quality of Staffing, Management and Leadership;**
- **Quality of the Physical Environment;**
- **Quality of Monitoring and Evaluation.**

The Inspection process operates on a 4 year cycle. **Each year** the Health and Social Care Trust will inspect each registered setting on **1 of the 4 Quality Areas**. This means that all 4 areas will have been inspected in a 4 year period.

This was an announced Inspection assessing the Minimum Standard Quality Area of **Quality of Care – Part 2**.

This section deals with some aspects of care that children receive in the settings. The **quality of care** is influenced by many factors, some of which, like room size and food and drink are easily measured and others, such as the ethos of care, development and play, which are less obvious.

Safeguarding has been placed at the start of this section as safety is at the centre of a quality service.

These Standards will help reassure parents that their children are receiving quality care in a safe environment.

Standard 1 Safeguarding and Child Protection is included in all Inspections.

This Inspection looked at a total of 6 Standards.

- **Safeguarding and Child Protection (Standard 1);**
- **Food and Drink (Standard 5);**
- **Promoting Positive Behaviour (Standard 6);**
- **Working in Partnership with Parents (Standard 7);**
- **Equality (Standard 8);**
- **Additional Needs (Standard 9).**



Self-Evaluation

As part of the Inspection process all registered day care providers are required to complete and submit a Self-Evaluation Form prior to the Inspection which provides information on how they operate their service. This is a component part of the overall inspection process.

The Self-Evaluation tells the Health and Social Care Trust how a Provider views the performance of their service. It also sets out how a Provider meets specific criteria within some of the Standards. Providers are encouraged to be open and honest, sharing all appropriate information as part of the Self-Evaluation process. Providers are asked to confirm the information they submit is complete and accurate.

By completing the Self-Evaluation, providers will reflect on practice and therefore engage in the inspection process.

Previous Inspection

Date of previous Inspection:	25/06/2021 & 28/06/2021
Quality Area Inspected:	Quality of Care (Part 1) During Covid 19

Progress from previous Inspection

Requirements for Compliance with Legislation and the Minimum Standards

- All requirements for compliance have been completed.

Recommendations for Improvement from Previous Inspection

- All recommendations have been completed.

Views from Children, Parents and Carers

An important part of the Inspection process is to obtain the views, where possible, of the children who are being cared for in the facility and also the opinions of the parents and carers who have chosen to use the facility for their child/children.

Children's Views

During the Inspection a range of children were spoken with.

The following comments were made by the children:

I asked some of the children what they liked to do/play with at playgroup and received the following responses:

“ I like the baby part bit. I like this role play area”

“ I like the toy castles.”

“I like to make art over there in messy play.”

“That’s (named child) he’s my best friend.”

“I like the library” (he points to the area with books.

“We like playing with our friends.”

“I like putting the costumes on.”

“play with (named friend.)

“I like to play with the pirates over there.”

“The hall, bounce up and down.”

Three parents used the "Tell us what you think" questionnaire with their child.

The things I like best are...

Water station, sand station, dough station.

Marble rush, I like cutting, my friends, Kofi, Tig Tog and Crispin

Role play area, food corner, painting.

My favourite snack is..

Pancakes and strawberries.

Pancakes

Cheese and crackers.

I am happy when..

"playing with my friend."

"I am happy on Tuesday's in the hall."

"My teacher reads short stories."

I don't like..

"When somebody takes a toy off me."

"sitting down for a very long time." (crossing my legs for a very long time.)

As part of the Inspection process the Early Years Social Work Team seeks to issue questionnaires for completion by parents/carers and staff.

Due to legislation relating to the protection of personal information and confidentiality, the Provider is asked to supply the names and contact details of parents with children attending the facility. Normally this consent will have been provided as part of the enrolment process; however where it has not we ask that the provider advise the parents of Inspection and seek written consent using the consent forms forwarded

Parental Questionnaires

(a)	A total of 13 questionnaires were sent out to parents.
(b)	A total of 5 questionnaires were returned by the time of writing this report.
(c)	5 parental responses indicate that they feel their children are well cared for in the setting.
(d)	5 of parental responses indicate that they feel the setting is managed well.
(e)	

(f)	<p>The following are some of the comments made by parents :</p> <p>“Very happy with all aspects of pre school provision here.”</p> <p>“The Pre school are always very informative and keep parents in the loop on any changes. The school website is also great for information.”</p> <p>“St Bernard’s Pre school have proven to be an excellent nursery. Mrs Mulhern, Mrs Scott and their team are exemplary. Our son has thoroughly enjoyed his nursery year and our other son last year also. Could not recommend/commend St Bernard’s highly enough.”</p>
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Staff Questionnaires	
(a)	A total of 5 questionnaires were sent to staff.
(b)	A total of 5 questionnaires were returned by the time of writing this report.
(c)	5 staff responses indicate that they feel equipped to carry out their role in the setting.
(d)	<p>3 staff member(s) felt the following would improve their ability to carry out their role.</p> <ul style="list-style-type: none"> • Continued SEN training as and when it becomes available. (1 staff member). • Any training available I am open to. (1 staff member). • NVQ 5 (1 staff member).
(e)	<p>The following are some of the comments made by staff :</p> <p>“ I am extremely happy with the level of professionalism and dedication from the team, everyone works well together and Kylie Scott has proved herself a very worthy leader, its just a pity funding doesn’t allow me to pay decent salaries.”</p>

Quality of Care

Standard 1 - Safeguarding and Child Protection

Children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures.

From the evidence provided through provision of records/documentation, discussion and observation on the day of Inspection, the Leader demonstrated that children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures.

1	<p>There is a written Safeguarding and Child Protection Policy and Procedure in place which clearly states it is the Setting's responsibility with regard to the reporting of suspected or actual child abuse or neglect and includes relevant contact names and telephone numbers. This was evident at time of Inspection and included:</p> <ul style="list-style-type: none"> • Trust protocol for reporting concerns; • Reporting concerns without delay to the appropriate HSC Trust; • Maintaining a signed and dated record of anything which causes them concern; and • Keeping concerns confidential to those who need to know.
2	<p>The Self-Evaluation Form stated the Setting had received relevant training and demonstrated through discussion at Inspection an understanding of the responsibilities and duties in respect of Safeguarding and Child Protection and awareness that training must be updated every 3 years.</p> <p>The self evaluation stated that 2 staff are required to update their child protection training and that they are trying to enrol them on an appropriate course.</p>
3	<p>All parents had been made aware at enrolment of the procedures for Safeguarding and Child Protection, including the need to pass information without parental consent if there is a reasonable concern that a child may be at risk of or is suffering abuse or neglect.</p>
4	<p>Through discussion it was evident that parents are encouraged and facilitated to express any concerns they may have for their child's care and are given</p>

	<p>details regarding who to contact in the event that they are uneasy about the standard of protection afforded to their children.</p>
5	<p>The Self-Evaluation Form stated that there is a written policy and procedure for:</p> <ul style="list-style-type: none"> • Intimate/personal care and that parents are made aware at enrolment of the procedures for children's personal care. • The use of Information and Communication Technology (ICT) equipment/Social Networking. Staff and volunteers have agreed and signed up to this policy at recruitment. • Code of Conduct in relation to mobile phones, particularly those with cameras or video capability and participation in social networking websites. Staff and volunteers have agreed and signed up to this policy at recruitment. • Taking photographs and that parents give written permission for their children to be photographed and the use of these photographs is clearly explained (e.g. displays, child records, promotional material). • The use of CCTV (if applicable). • Whistleblowing which encourages staff to report any concern they have regarding the practice of colleagues, volunteers or trainees, relating to the care of children.
6	<p>The Registered Person ensured that Contact Persons' names and telephone numbers are readily available to staff.</p>
7	<p>The Inspector observed that the arrangements for safeguarding children were reviewed on an annual basis.</p>
8	<p>Through discussion the Inspector was satisfied that staff demonstrated an understanding of child protection issues and safe caring practices.</p>
9	<p>There is a system in place to ensure that children are collected from the setting by parents or those with parental responsibility or persons authorised by them to do so. Unless they are parents, persons authorised to collect children are aged 18 or over.</p>
10	<p>The Self-Evaluation Form stated and also through discussion with the Leader it was evident that there is a Designated Child Protection Officer with responsibility for Safeguarding and Child Protection who has attended relevant training which is updated every 3 years. She is available at all times during the hours of service provision for contact and consultation with staff and to offer instruction, advice and support. Through discussion, staff were aware of the arrangements of how to contact the Designated Child Protection Officer when necessary. This officer's details were available to parents and carers.</p>

11	Through discussion with the Leader the Inspector was satisfied that the Leader knew how to respond if a complaint or allegation was made against her/him or others in the setting.
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Requirements for Compliance with Legislation and the Minimum Standards

- All staff must receive relevant training and understand their responsibilities and duties in respect of safeguarding and protecting children. This training must be updated every 3 years.

Recommendations for Improvement

- None

Standard 5 - Food and Drink

Children are provided with a wide variety of nutritious foods and drinks that will contribute to their health, growth & development.

From the evidence provided through documentation, discussion and observation on the day of the Inspection, the Leader demonstrated that children are provided with a wide variety of nutritious foods and drinks that will contribute to their health, growth and development.

1	The Self-Evaluation Form stated that the setting has a policy on the provision of food and drink/menu planning for children.
2	The Self-Evaluation Form stated that the setting complies with guidance issued by the Environmental Health Department regarding the safe handling and preparation of food.
3	From discussion and observation it appeared that the number of and nutritional value of meals and snacks provided to children for the duration of the session complied with the requirement of this Standard.
4	The Self-Evaluation Form stated that the nutritional content of meals, snacks and drinks were prepared with reference to the PHA document

	<p>"Nutrition Matters for the Early Years". This was further evidenced during the inspection visit.</p>
5	<p>From discussion with the Manager and from records viewed, the setting obtains and uses information from parents about individual children's dietary requirements, cultural and religious requirements, food preferences and any food allergies and ensures that staff understand and meet these guidelines</p>
6	<p>The Setting was aware that guidance is sought from a health professional where this would be necessary.</p>
7	<p>From observation of the session/day, the social value of eating together was recognised and promoted. Children's independence skills were being promoted, e.g. feeding themselves, pouring, buttering etc.</p> <p>A snack table area was evident on inspection. The snack was available on a "rolling" basis with up a number of children sitting around the table together at one time. The children selected food items using tongs from several sharing plates. On the day of inspection I noted ham, strawberries, apple pieces and toast to be provided. I observed that the children were given the opportunity to pour their own milk or water to drink.</p> <p>I noted that the children remaining for the "extended session" sat around the tables to partake of packed lunches which had been brought from home.</p>
8	<p>Fresh drinking water was available for the children throughout the session/day.</p>
9	<p>Evidence on the day of inspection demonstrated that the setting follows PHA Guidance on Preparing and Storing Infant Formula. N/A</p>
10	<p>Evidence from the Self-Evaluation Form indicated that staff involved in the preparation of meals and snacks hold a Level 2 Food Hygiene Certificate.</p>
12	<p>There was evidence of the Setting's snack menu available and file copies were seen.</p>

Requirements for Compliance with Legislation and the Minimum Standards

- None

Recommendations for Improvement

- None

Standard 6 - Promoting Positive Behaviour

There is consistency in the use of positive strategies to establish acceptable patterns of behaviour and to promote children's well-being, self-esteem and development.

From the evidence provided through documentation, discussion and observation on the day of the Inspection, the Leader, demonstrated that there is consistency in the use of positive strategies to establish acceptable patterns of behaviour and to promote children's wellbeing, self-esteem and development.

1	The Self-Evaluation Form stated that there was a written policy on Behaviour Management (also known as Managing Aggression and Challenging Behaviour including Bullying) and the methods used to understand and manage children's behaviour.
2	Through discussion and observation at inspection there was evidence that the policy was discussed with parents.
3	There was evidence that staff understand and use the policy in their practice.
4	On the day of inspection the environment was observed to encourage positive behaviour, and promote children's social and emotional wellbeing.
5	Staff interactions with the children were observed as warm, encouraging, child centred, promoting the development of children's self-confidence, self-esteem and self-control and tolerance.
6	Staff had a clear understanding that strategies used to manage challenging behaviour did not include methods that were degrading, humiliating, frightening or involved derogatory comments.
7	In keeping with the policy, physical restraint is not used unless a child is in danger of seriously hurting him/herself or others and physical punishment is neither used nor threatened.
8	The methods used by the setting to manage children's behaviour were developmentally appropriate for the age and stage of the current group of children.
9	Staff were observed as positive role models for the children in their communication and engagement with them and with other adults.

10	Parents were regularly informed about their child's developmental behaviour. Good behaviour was acknowledged and shared with parents.
11	On the day of the Inspection it was evident that parents were provided with written records of any significant incident relating to the management of their child's behaviour, on the day it occurred, which they dated and signed. Records were confidential.

Requirements for Compliance with Legislation and the Minimum Standards

- None

Recommendations for Improvement

- None

Standard 7 - Working in Partnership with Parents

Providers work in partnership with parents to meet the needs of children both individually and as a group.

Inspectors Comments

From the evidence provided through records/documentation, discussion and observation on the day of the inspection, the Leader, demonstrated that she works in partnership with parents to meet the needs of children both individually and as a group.

1	The Self-Evaluation Form stated that there was a statement of purpose in place which sets out information for parents and meets the expected minimum content as outlined in Section 5 of the Standards.
2	Evidence during the inspection visit demonstrated how parents have been consulted about their child, responding appropriately to parental wishes or concerns.
3	The setting demonstrated that appropriate records were kept on each child as required by the Standards.
4	Arrangements were in place to ensure that any parent with a disability had access to the setting.



5	The needs of a parent whose first language is not English are taken into account by the setting.
6	The setting used various mediums of communicating with parents about their child's day such as verbal feedback, telephone calls, emails, face to face meetings, use of digital learning book application and playgroup website.
7	Parents are fully informed about and support the approaches used to address different aspects of their children's behaviour in a positive way.
8	Parents are encouraged to participate in the work of the setting and offer views on its running or major changes through participating on the management committee/parents information booklet/parent questionnaires, playgroup website, use of digital learning book application.
9	The Self-Evaluation Form stated that parents were made aware that their contact details may be made available to HSCT Trust Early Years Teams to seek the views of parents as part of the inspection process.
10	The Self-Evaluation Form stated that the Setting had made the Inspection Report available to parents.

Requirements for Compliance with Legislation and the Minimum Standards

- None

Recommendations for Improvement

- None

Standard 8 – Equality

The setting actively promotes equality of opportunity and inclusion for all children and their parents and positively values diversity.

Inspector's Comments

From the evidence provided on the day of the Inspection through documentation, discussion and observation, the Leader/ demonstrated that she actively promotes equality of opportunity and inclusion for all children and their parents and any assistant (if applicable) and positively values diversity.

1	The Self-Evaluation Form stated that there is an Admissions Policy which complies with equality legislation.
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2	The Self-Evaluation Form stated that the setting has a policy on equality.
3	On the day of Inspection, staff, children and other adults were observed to treat each other respectfully and with equal worth.
4	The Self-Evaluation Form stated, and from discussion it was evident, that equal opportunities were promoted with regard to employment and training of staff, students, trainees and volunteers.
5	The setting provided resources and activities that positively valued and reflected diversity.
6	The programme of play, resources and activities offered, encourages children to develop positive attitudes towards others, understand each other and respect diversity.
7	Children were observed to play with a full range of equipment without gender stereotyping.

Requirements for Compliance with Legislation and the Minimum Standards

- None

Recommendations for Improvement

- None

Standard 9 - Additional Needs

The inclusion, welfare and development of children who have additional needs are actively promoted, based on appropriate assessment.

Inspector's Comments

From the evidence provided on the day of the Inspection through documentation, discussion and observation, the Leader, demonstrated that the inclusion, welfare and development of children who have additional needs are actively promoted, based on appropriate assessment.

1	The Self-Evaluation Form confirmed that the setting had a written policy on additional needs which is consistent with current legislation and guidance. It includes how the setting responds to children with additional needs including SEN and disability.
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2	The Self-Evaluation Form confirmed that the Policy on Additional Needs is available to parents.
3	The Setting demonstrated its awareness of the need to sensitively discuss with parents the needs of any child whom staff identify as possibly having an additional need and they are encouraged to seek relevant help.
4	It was evident from discussion that a child's right to privacy and confidentiality is respected when discussing potential additional needs.
5	The Setting demonstrated how it had prepared for a child with additional needs by consulting with the parents and ensuring the environment, equipment and resources were appropriate to meet the child's needs.
6	When necessary the Setting had individual care plans for children with additional needs including observations, discussion with parents and other professional agencies.
7	Where a child was identified as a child in need (Article 17, Children (NI) Order 1995) the Setting, with the knowledge of the parents, gave the appropriate information to the referring agency.
8	Staffing arrangements meet the needs of individual children with additional needs that attend the setting.

Requirements for Compliance with Legislation and the Minimum Standards

- None

Recommendations for Improvement

- None

Were there issues arising at Inspection that are required to be dealt with that were not part of the Quality Area inspected?	Yes	✓
	No	

St Bernard's Pre School Playgroup was granted permission in April 2021 to operate an extended session, this was due to be reviewed in 6 months, October 2021. The facility have continued to operate an extended session and have expressed their intention to continue to offer the extended session for the year 2022/2023, it is therefore required to liaise with the Early Years Team in respect of amending and reviewing the Playgroup registration.

Observations of the Care of Children

There were 25 children and 5 staff present.

The room was arranged in designated areas of play. I noted that the play activities were attractively and imaginatively presented to enhance the children's learning experience throughout the setting.

The children were observed to be engaged in a range of age appropriate free play activities. The play activities indoors included play with water, sand or play dough, an art area with painting, cutting stars out with scissors and play in the home area. I also noted two small world play trays attractively presented with coloured rice, sparkly items and play figures.

A covered outdoor area was attractively presented with a range of play activities including building with "real" sized foam blocks, mark making on a mirror and a BBQ area. The children were observed to engage in the play including making fruit kebabs with cut up grapes in the BBQ area.

At the end of the session the children sat listening to the playgroup leader telling the story.

Throughout the session the staff were observed to engage with the children, to relate towards them with warmth and care and to provide praise, encouragement, demonstration, explanation and questions to encourage and enhance the children's learning experience.

I noted approximately half of the children remained after 11am for the extended session.

Complaints/Concerns since Last Inspection

- No complaints/concerns have been expressed about this Setting since the last annual Inspection.

Self-Evaluation

A completed Self-Evaluation document was received within timescales This document was completed to a comprehensive standard.

Inspection Summary:

St Bernard's Pre School Playgroup has been registered since 31/03/2010 and is located in an urban setting. The facility is registered for a total of 26 places each for two sessions, a morning session and an afternoon session.

It is the responsibility of the Registered Person to ensure that the requirements to be met to comply with legislation, the Minimum Standards and Implementation Guidance as detailed in the report are actioned without delay.

The Registered Person must submit an action plan which addresses the above requirements to the Trust within the required timescale .

On the day of Inspection there were 25 children present for the morning pre school session. 14 children remained for the extended session.

Progress since the previous Inspection

Requirements for compliance with legislation and the Minimum Standards

- All requirements to be met comply with the Minimum Standards have been completed.

Outcomes of this Inspection:

Requirements for Compliance with Legislation and the Minimum Standards:

- All staff must receive relevant training and understand their responsibilities and duties in respect of safeguarding and protecting children. This training must be updated every 3 years.
- St Bernard's Pre School Playgroup was granted permission in April 2021 to operate an extended session, this was due to be reviewed in 6 months, October 2021. The facility have continued to operate an extended session and have expressed their intention to continue to offer the extended session for the year 2022/2023, it is therefore required to liaise with the Early Years Team in respect of amending and reviewing the Playgroup registration.

Recommendations for Improvement:

- None

Name of Inspector:	Jacqueline Gregg
Signature:	<i>Jacqueline Gregg</i>
Date Report Completed:	04/07/2022

Social Work Manager:	Norma Sinclair
Signature:	<i>Norma Sinclair</i>
Date:	25.7.22

Name of Registered Person/Leader:	Donna Mulhern/ Kylie Scott
Signature:	
Date:	

CONTACT DETAILS

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