



Quality of Care Part 2 Inspection Report

Sessional & Full Day Care

Name of Service:	Wallace Out of School
Address of Service:	12a Clonevin Park
	Lisburn
	CO Antrim
Postcode:	BT28 3AD
Telephone No:	02892672311
Name of Registered Person:	Richard Lawther
Name of Manager:	Naomi Gibson
Days Open:	Monday – Friday
Opening hours:	2.15pm – 5.45pm

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	Compulsory school age- 12 years	21	10	2

Name of Inspector:	Barry Sinclair
Date of inspection:	11.04.18

The following Inspection was carried out by the 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:	31/03/17
Quality Area Inspected:	Quality of Care Part 1

Progress from previous Inspection

Requirements for Compliance with Legislation and the Minimum Standards

- No recommendations were made.

Recommendations for Improvement from Previous Inspection

- No recommendations were made.

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 like getting my homework done”
- “I like the assistants they are all really nice”
- “I like colouring in “
- “I would like to go on an I-pad”

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.

Parental Questionnaires	
(a)	A total of 15 questionnaires were sent out to parents.
(b)	A total of 3 questionnaires were returned by the time of writing this report.
(c)	2 parental responses indicate that they feel their children are well cared for in the setting.
(d)	2 of parental responses indicate that they feel the setting is managed well.
(e)	<p>One of parents felt that the following areas was only adequate.</p> <p>Provision of food and drink</p> <p>Discussed at Inspection advised that the facility would consider changing the times of meal provision</p> <p>Sharing of policies and procedures</p> <p>This was discussed with the facility policies shared and signed off at the beginning of the year</p>
(f)	<p>Additional Parental comments included:</p> <p>“Food is only provided at 16.00 – 16.30hrs when all after school activities finished and most kids gone home. It’s a long time to wait from lunch at 12 noon for kids”</p> <p>The parent did not include their name on the form</p>

Staff Questionnaires	
(a)	A total of 4 questionnaires were sent to staff.
(b)	A total of 4 questionnaires were returned by the time of writing this report.
(c)	4 staff responses indicate that they feel equipped to carry out their role in the setting.

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 Mrs Gibson demonstrated that children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policies and Procedures.

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:

- 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.

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.

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.

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 details regarding who to contact in the event that they are uneasy about the standard of protection afforded to their children.

The Self-Evaluation Form stated that there is a written policy and procedure for:

- 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)



	<p>equipment/Social Networking. Staff and volunteers have agreed and signed up to this policy at recruitment.</p> <ul style="list-style-type: none"> • 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.
	The Registered Person ensured that Contact Persons' names and telephone numbers are readily available to staff.
	The Inspector observed that the arrangements for safeguarding children were reviewed on an annual basis.
	Through discussion the Inspector was satisfied that staff demonstrated an understanding of child protection issues and safe caring practices.
	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.
	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. He 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.
	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 or others in the setting.

Requirements for Compliance with Legislation and the Minimum Standards	
	No requirements were made

Recommendations for Improvement

No requirements for Improvement

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 Mrs Gibson demonstrated that children are provided with a wide variety of nutritious foods and drinks that will contribute to their health, growth and development.

	The Self-Evaluation Form stated that the setting has a policy on the provision of food and drink/menu planning for children.
	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.
	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/day complied with the requirement of this Standard.
	The Self-Evaluation Form stated that the nutritional content of meals, snacks and drinks were prepared with reference to the PHA document "Nutrition Matters for the Early Years". This was further evidenced during the inspection visit.
	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
	During the inspection it was demonstrated that guidance was sought from a health professional where necessary.
	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.

	Fresh drinking water was available for the children throughout the session/day.
	Evidence on the day of inspection demonstrated that the setting follows PHA Guidance on Preparing and Storing Infant Formula.
	Evidence from the Self-Evaluation Form indicated that staff involved in the preparation of meals and snacks hold a Level 2 Food Hygiene Certificate.
	There was evidence of the Setting's snack menu available and file copies were seen.

Requirements for Compliance with Legislation and the Minimum Standards

- No requirements for compliance were made.

Recommendations for Improvement

- No recommendations for improvement.

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 Mrs Gibson 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.

	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.
	Through discussion and observation at inspection there was evidence that the policy was discussed with parents.
	There was evidence that staff understand and use the policy in their practice.



	On the day of inspection the environment was observed to encourage positive behaviour, and promote children's social and emotional wellbeing.
	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.
	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.
	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.
	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.
	Staff were observed as positive role models for the children in their communication and engagement with them and with other adults.
	Parents were regularly informed about their child's developmental behaviour. Good behaviour was acknowledged and shared with parents.
	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

- No requirements for compliance were made

Recommendations for Improvement

- No recommendations for improvement

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, if the Leader Mrs Gibson demonstrated that he works in partnership with parents to meet the needs of children both individually and as a group.

	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.
	Evidence during the inspection visit demonstrated how parents have been consulted about their child, responding appropriately to parental wishes or concerns.
	The setting demonstrated that appropriate records were kept on each child as required by the Standards.
	Arrangements were in place to ensure that any parent with a disability had access to the setting.
	The needs of a parent whose first language is not English are taken into account by the setting.
	The setting used various mediums of communicating with parents about their child's day such as verbal feedback/meetings/parents noticeboard/written information.
	Parents are fully informed about and support the approaches used to address different aspects of their children's behaviour in a positive way.
	Parents are encouraged to participate in the work of the setting and offer views on its running or major changes through participating on the parents Evenings, parent questionnaires noticeboards comment box.
	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.
	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

- No requirements for compliance were made.

Recommendations for Improvement

- No recommendations for improvement were made.

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, Mrs Gibson demonstrated that she actively promotes equality of opportunity and inclusion for all children and their parents and any assistant and positively values diversity.

	The Self-Evaluation Form stated that there is an Admissions Policy which complies with equality legislation.
	The Self-Evaluation Form stated that the setting has a policy on equality.
	On the day of Inspection, staff, children and other adults were observed to treat each other respectfully and with equal worth.
	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.
	The setting provided resources and activities that positively valued and reflected diversity in race/culture/religion/gender/ability/disability/age/marital or civil partnership status/sexual preference.
	The programme of play, resources and activities offered, encourages children to develop positive attitudes towards others, understand each other and respect diversity.
	Children were observed to play with a full range of equipment without gender stereotyping.

Requirements for Compliance with Legislation and the Minimum Standards

- No requirements for compliance were made



Recommendations for Improvement

- No recommendations for improvement were made

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 Mrs Gibson, demonstrated that the inclusion, welfare and development of children who have additional needs are actively promoted, based on appropriate assessment.

	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.
	The Self-Evaluation Form confirmed that the Policy on Additional Needs is available to parents.
	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.
	It was evident from discussion that a child's right to privacy and confidentiality is respected when discussing potential additional needs.
	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.
	When necessary the Setting had individual care plans for children with additional needs including observations, discussion with parents and other professional agencies.
	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.
	Staffing arrangements meet the needs of individual children with additional needs that attend the setting.

Requirements for Compliance with Legislation and the Minimum Standards

- No requirements for compliance were made

Recommendations for Improvement

- No recommendations for improvement were made

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

Observations of the Care of Children

The Out of School takes place in a classroom in Wallace High School's Prep Department. During the Inspection a number of children were completing home-works. Some of the children were engaged in art based activities drawing and colouring. There were a wide range of activities available including, painting, arts and crafts and self-directed play. There were a wide range of displays in the rooms that included educational themes. The facility provided a supportive environment and the staff were observed interacting with children in a positive and encouraging manner. The facility provides care to children from different cultural and dual cultural backgrounds and would use the Media Initiative Diversity pack. The facility would also provide support to children with different dietary needs.

The children have access to an enclosed and well equipped outdoor play area that is shared with the children from the Prep Department and is accessed at different times during the day. Children were appropriately supervised at all times. The Out of School staff engaged and supported children with a range of different educational needs.



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:

Wallace High School's Out of School has been registered since 2009 and is located in a suburban setting within walking distance of Lisburn City centre. The facility is registered for a total of 21 places in and takes place in a classroom within the Prep Department.

On the day of Inspection there were 10 children present.

Progress since the previous Inspection

Requirements for compliance with legislation and the Minimum Standards

- No recommendations were made.



Outcomes of this Inspection:
Requirements for Compliance with Legislation and the Minimum Standards:
No requirements for compliance were made

Recommendations for Improvement:
No recommendations for improvement

Name of Inspector:	Barry Sinclair
Signature:	<i>Barry Sinclair</i>
Date Report Completed:	29.05.18

Social Work Manager:	Cathy Toner
Signature:	<i>Cathy Toner</i>
Date:	2/07/2018

Name of Registered Person/Leader:	
Signature:	
Date:	

CONTACT DETAILS



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