



**Quality of Care Part 2**  
**Inspection Report**  
**Sessional & Full Daycare**

<b>Name of Service:</b>	Denamona Pre-school
<b>Address of Service:</b>	31 Craigavon Road
	Fintona
	Co.Tyrone
<b>Postcode:</b>	BT78 2BN
<b>Telephone No:</b>	07518668111 / 02882841673
<b>E-mail address:</b>	<a href="mailto:denamonapreschool@yahoo.co.uk">denamonapreschool@yahoo.co.uk</a>
<b>Name of Registered Person:</b>	Janet Burke
<b>Name of Manager:</b>	Emma Jane Fowler
<b>Days Open:</b>	Monday-Friday
<b>Opening hours:</b>	8.30-12 midday

<b>Type of Service</b> (please tick as appropriate)	<b>Full Day Care</b>	<b>Play-group</b>	<b>Crèche</b>	<b>After School</b>	<b>Other (please advise)</b>
		√			
	<b>Private</b>	<b>Not for Profit</b>	<b>Other</b>		
		√			
	<b>Age Range</b>	<b>Number of Children Registered for</b>	<b>Number of Children Present</b>	<b>Number of Staff Present</b>	
<b>Room 1</b>	AM-	24	19	4	
	PM-		2	2	

<b>Name of Inspector:</b>	Imelda Muldoon
<b>Date of inspection:</b>	25/10/2023

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](http://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

**If this is the first inspection, remove the boxes below and state this.**

<b>Date of previous Inspection:</b>	24 <sup>nd</sup> October 2022
<b>Area of Inspection :</b>	Quality of Care Part 1

### 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.

"I'm very busy, I've all this work to do."

"I need to sort out these leaves."

"Will you help me do a picture?"

I have pumpkins at my house? Do you have any pumpkins?"

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 30 questionnaires were sent out to parents.
(b)	A total of 1 questionnaires were returned by the time of writing this report.
(c)	1 parental responses indicated that they feel their children are well cared for in the setting.
(d)	1 of parental responses indicate that they feel the setting is managed well.
(e)	The following are some of the comments made by parents:  "My child goes in and comes out happy. She communicates with us things that the leaders have done that day with herself and other children in the class."  "Outside play every day and caring for animals. Promoting independence."

	"Everything seems well run and organised."
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<b>Staff Questionnaires</b>	
(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)	All staff responses indicate that they feel equipped to carry out their role in the setting.
(d)	One staff member commented that "We always do further training if needed especially Speech and Language or SEN to support children.
(e)	<p>The following are some of the comments made by staff:</p> <p><b>Please describe your understanding of your role in relation to Safeguarding and Child Protection?</b></p> <p>"Keep children safe from harm. Report concerns to designated officer. Keep up with safeguarding training."</p> <p>"Protecting children from any harm/abuse. Ensuring children grow up in a safe and effective care to have the best possible outcomes. Raise any concerns I may have with leader."</p> <p>"I know that I would be able to discuss any concerns that I have with the leader in the setting."</p> <p>"I am one of 3 designated officers for safeguarding and child protection. I renew training every 3 years. If a staff member or myself have concerns or a child makes a disclosure it is my responsibility to report /record and where necessary contact Gateway."</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.**

**Inspectors comments**

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.

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) 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 parent's give written permission for their children to be photographed and the use of these photographs is clearly explained (e.g. displays, child records, and promotional material).
- The use of CCTV
- 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. 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.

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, the Minimum Standards and Implementation Guidance**

- Ensure all personal documents/records are stored in a locked filing cabinet.

#### **Recommendations for Improvement**

- Ensure staff are aware that they must notify trust or employer if any changes to their vetting including changes to their health e.g. mental health services.

## **Standard 5 – Food and Drink**

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

### **Inspectors Comments**

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.

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.

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, the Minimum Standards and Implementation Guidance**

- No requirements were made.

### **Recommendations for Improvement**

- No recommendations were made.



## **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.

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, the Minimum Standards and Implementation Guidance**

- No requirements were made.

## **Recommendations for Improvement**

- No recommendations were made.

## **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.

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 management committee/parents information booklet/parent questionnaires/noticeboards/newsletters/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 not made the Inspection Report available to parents. Staff should ensure that a copy is made available to parents if requested and that parents are aware that it is available to them.

### **Requirements for Compliance with Legislation, the Minimum Standards and Implementation Guidance**

- Parents should sign in agreement that they have read and agree with the policies of the setting.
- The Self-Evaluation Form stated that the Setting had not made the Inspection Report available to parents, they also advised that they would ensure that a copy is made available to parents if requested and that parents are aware that it is available to them.

### **Recommendations for Improvement**

- No recommendations 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 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, the Minimum Standards and Implementation Guidance**

- No requirements were made.

### **Recommendations for Improvement**

- No recommendations 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 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, the Minimum Standards and Implementation Guidance**

- Update Additional needs policy to clearly advise that the setting must be able to meet the needs of the child before admission and with appropriate review procedures in place.
- Include a copy of Admissions policy in Policy folder.

### **Recommendations for Improvement**

- No recommendations 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	√
<i>If yes, please comment and if necessary add to recommendations from the Inspection</i>		

**Observations of the Care of Children**

*On the day of Inspection there were 19 children present with 4 staff members. As inspector arrived children and staff were going outside for their outdoor play. Staff were attentive to the needs of the children throughout which included supporting and enhancing play by appropriate communication or adding resources as well as promoting independent and free play. It is evident that staff recognise and promote the benefits of outdoor play and a natural environment whilst promoting gross motor skills, balance etc. alongside it.*

*Snack, indoor free play as well as group time was also observed with a good range of resources available to the children. Again staff were attentive to the needs and positive interactions were observed throughout including encouragement, copying positive behaviours and following adult instruction.*

*The pre- pre session was also observed in the afternoon. There were only 2 children present with 2 staff members. Staff advised that numbers would increase as year progressed. Staff again were attentive to the needs of the children present whilst promoting independence.*

**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:**

Denamona Pre-school has been registered since June 2000 and is located in a rural setting. The facility is registered for a total of 24 places.

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.

### **Progress since the previous Inspection (unless this is the first Inspection)**

#### **Requirements for compliance with Legislation, the Minimum Standards and Implementation Guidance**

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

### **Outcomes of this Inspection:**

- **Requirements for Compliance with Legislation, the Minimum Standards and Implementation Guidance:**

#### **Standard 1 Safeguarding and Child protection**

- Ensure all personal documents/records are stored in a locked filing cabinet.

#### **Standard 7 Working in Partnership with Parents**

- Parents should sign in agreement that they have read and agree with the policies of the setting.
- The Self-Evaluation Form stated that the Setting had not made the Inspection Report available to parents, they also advised that they would ensure that a copy is made available to parents if requested and that parents are aware that it is available to them.

#### **Standard 9 Additional Needs**

- Update Additional needs policy to clearly advise that the setting must be able to meet the needs of the child before admission and with appropriate review procedures in place.
- Include a copy of Admissions policy in Policy folder.


#### **Recommendations for Improvement:**


- Ensure staff are aware that they must notify trust or employer if any changes to their vetting including changes to their health e.g. mental health services.

The Registered Person must submit an action plan which addresses the above requirements and should be returned to the Trust within 4 weeks of the date of the letter which accompanies the inspection report.

*Staff present as motivated and committed to ensuring that the children attending Denamona have a good quality service which includes promoting their development through play as well as meeting the care needs of the children appropriately. Staff demonstrate good awareness of their safeguarding role as well as knowledge of Minimum Standard requirements, overall this was a positive Inspection.*

**This inspection report accurately reflects the social work assessment of the service and this assessment is supported by the findings which are captured in the evidence gathering document.**

<b>Name of Inspector:</b>	Imelda Muldoon
<b>Signature:</b>	
<b>Date Report Completed:</b>	01/12/2023

<b>Social Work Manager:</b>	Marian Donaghy
<b>Signature:</b>	
<b>Date:</b>	18/12/2023

### **CONTACT DETAILS**

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