

Quality of Staffing, Management & Leadership & Quality of Monitoring & Evaluation Inspection Report		
Childminding		
Name of Childminder:	Bernadette McGibbon	
Address of Childminder:	94, Castor Bay Road	
	Lurgan	
Postcode:	BT67 9LF	
Telephone No:	07525827529	
E-mail address:	Bernadette583@btinternet.com	
Type of Service: (please tick as appropriate)	• Childminder	X
	• Childminder with an assistant	
Name of Assistant:	N/A	
Category:		
Total number of children for which the service is registered including childminders own children under age 12		6
Of which	3	may be under compulsory school age
Total number of children currently minded UNDER compulsory school age		7 (part-time)
Total number of children currently minded OVER compulsory school age		7 (part-time)
Days service provided	Monday-Friday	
Hours service provided	08.00am-17.00pm	
Name of Inspector:	Catherine Copeland	
Date of Inspection:	22/08/2024	

The following announced Inspection was carried out by the Early Years Social Work Team.

Under the Children (NI) Order 1995 childminders are required to register with their local Trust if they provide care for children under age 12 in the childminders own home for a period of more than two hours and for reward.

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 children using the service. It will be linked to noncompliance with 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 service 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 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 – What does an Inspection mean?

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 four year cycle. **Each year** the Health and Social Care Trust will inspect each Registered setting on **1 of the 4 themes**. This means that all four themes will have been inspected in a four year period.

This was an announced Inspection assessing the Minimum Standard quality area of **Quality of Staffing, Management and Leadership and Quality of Monitoring and Evaluation**.

The **Quality of Staffing and Leadership** impacts directly and indirectly on children's care. Strong, competent and effective management means efficient running of the setting and high standards set for others. Staff who are happy in their role, secure in the knowledge of their responsibilities and well-trained to deal with all aspects of their job provide an environment where children can thrive.

A culture of professional, reflective practice and a willingness to challenge practice is vital. A positive approach and ownership of the setting is key to ensuring a safe, high-quality service for children, parents and families.

The **Quality of Monitoring and Evaluation** sets out the requirements for record keeping and documentation and identifies notable incidents. These include records of any accidents or incidents which happen in the setting, or any complaints that have been received.

Sometimes things will go wrong and it is important that if they do, that they are reported as required, any appropriate lessons are learned and steps are taken as far as possible to avoid any recurrence.

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

This Inspection looked at a total of 6 Standards.

- 1. Safeguarding and Child Protection (Standard 1);**
- 2. Management and Monitoring Arrangements (Standard 10);**
- 3. Organisation of the Setting (Standard 11);**
- 4. Suitable Person (Standard 12);**
- 5. Documentation (Standard 15);**
- 6. Complaints (Standard 16).**

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 engaged in the inspection process.

Previous Inspection

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

Date of previous Inspection:	Physical Environment
Quality Area Inspected:	07/08/2023

Progress from previous Inspection

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

- Requirements for completion have been completed with exception of the following which are outstanding from 2023.
 - Whilst Mrs McGibbon has a separate sleep room if children who sleep in a cot go down for a sleep, this is not currently in use. If children who sleep in a cot/ travel cot are present, they are required to have the provision of a separate sleep room that is safe for use. *Mrs Gibbon advised that if a child would require a nap in cot/travel cot this would be placed within the playroom. As advised appropriate sleeping arrangements must be made for babies and toddlers under two years old. This may be in a separate room such as a bedroom.*

Recommendations for improvement from previous Inspection

- All recommendations have been completed.

Views from Children, Parents and Assistants

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

The following comments were made by the children.

The things I like best are } *'Playing with the other kids'.*
 } *'Barbie toys, outside play and listening to music'.*
 } *'The outside activities Bernadette sets up for us'.*

My favourite snack is, *'watermelon and biscuits'.*

If I could change one thing, *'more time at Bernadette's'.*

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 10 questionnaires were sent out to parents. |
| (b) | A total of 4 questionnaires were returned by the time of writing this report. |
| (c) | 4 parental responses indicate that they feel their children are well cared for in the setting. |
| (d) | 4 parental responses indicate that they feel the setting is managed well. |
| (f) | <p>The following are some of the comments made by parents.</p> <p><i>'We are very happy with the care that Bernadette provides. My boys engage in play indoors and outdoors. They eat nutritious snacks when they are at Bernadette's, and she provides them with lots of learning opportunities to get ready for school. Her home is warm and welcoming'.</i></p> <p><i>'We are delighted to have found a home from home for our son in Bernadette'.</i></p> |

Standard 1 - Safeguarding and Child Protection

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

Inspectors Comments

From the evidence provided through records/documentation, discussion and observation on the day of Inspection, Mrs McGibbon partially demonstrated that children are safeguarded through systems and practices that are consistent with the Regional Child Protection Policy and Procedures

There is a written Safeguarding and Child Protection policy and procedure in place which clearly states it is the childminders 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;
- Report concerns without delay to the appropriate Health and Social Care Trust;
- Maintain a signed and dated record of anything which causes them concern; and
- Keep concerns confidential to those who need to know.

The Self Evaluation Form stated the childminder had received relevant training and demonstrated partially 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. More specifically, Mrs McGibbon requires to refresh her knowledge in terms of her responsibility of reporting concerns and all categories of abuse.

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 have been made aware at enrolment of the procedures for children's personal care;
- The use of Information and Communication Technology (ICT) equipment;
- Code of conduct in relation to mobile phones, particularly those with cameras or video capability and participation in social networking websites.

- Taking photographs and that parents have given 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;
- Whistleblowing which encourages the childminder to report any concern they have regarding the practice of the childminding assistant/childminder, relating to the care of children.

The Inspector observed that the arrangements for safeguarding children were reviewed on an annual basis.

Through discussion with the childminder the Inspector was satisfied that they knew how to respond if a complaint or allegation was made against them or others in the setting.

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 childminder was aware that she could contact Early Years Team Social Worker for instruction, advice and support.

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

- The childminder to have an awareness of the signs and symptoms of abuse and understand their responsibility to:
 - Trust protocol for reporting concerns;
 - Report concerns without delay to the appropriate HSC Trust;
 - Maintain a signed and dated record of anything which causes them concern; and
 - Keep concerns confidential to those who need to know.

Recommendations for Improvement

- None identified during the inspection.

Quality of Staffing Management & Leadership

Standard 10 - Management and Monitoring Arrangements

There are effective management and monitoring arrangements in the setting to support the work of staff and the care of children

Inspectors comments

From the evidence provided through records/documentation, discussion and observation on the day of Inspection, Mrs McGibbon demonstrated that there are effective and efficient management and monitoring arrangements in place to support the work of staff and the care of children. Records demonstrated compliance in this area.

From discussion with the childminder, it was evident that she understands their role and responsibilities.

The childminder avails of training to assist them in the discharge of their duties.

The childminder provided Parents with a record of their name and contact numbers.

The Self Evaluation Form stated that the childminder respects the privacy of Children and Parents, and only share information in line with the Information Commissioners data sharing code of practice.

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

- None identified during the inspection.

Recommendations for Improvement

- None identified during the inspection.

Standard 11 - Organisation of the Setting

Adult/child ratios, space and resources are organised to meet the children's needs effectively and to comply with the stipulations on the Registration Certificate

Inspectors Comments

From the evidence provided through records/documentation, discussion and observation on the day of Inspection, Mrs McGibbon partially demonstrated that adult/child ratios, space and resources are organised to meet the children's needs effectively and comply with the stipulations and the Registration Certificate.

The childminder complies with the specified maximum number of children who may be cared for as identified on the Registration Certificate.

Where the childminder cares for children over the age of 12 years, the number of children under 12 years has been reduced and a Risk Assessment has not been completed. Mrs McGibbon has recently had a child who has recently left who was 12 years of age and is currently minding a child who will be turning 12 years of age, this year. Thus, Ms McGibbon to ensure she completes a risk assessment.

The Self Evaluation Form stated that Parents can identify the childminder at all times.

The childminder has obtained and maintained training in the core required areas of Safeguarding and Child Protection, Paediatric First aid and Health and Safety.

Through observation and discussion, it was clear that space and equipment in the home were organised to provide the children with a broad range of play and learning opportunities which enhance their continuing development.

From discussion with the childminder and from records it was evident that they ensure the number of adults available to accompany children on excursions or visits out of the setting is sufficient to safeguard them taking account of the needs of individual children.

From records it was evident that Parents were aware of arrangements for their child's care and had given written consent for outings.

The Self Evaluation Form stated that there is a Risk Assessment for outings.

A Risk Assessment and contingency plan have not been put in place to cover emergencies.

Parents have given written consent for these arrangements.

The Self Evaluation Form stated that the Statement of Purpose was made available to Parents.

The Daily Register contents were partially compliant with Minimum Standards. More specifically, the register must contain the minded children's dates of birth and the name of the person in charge.

There was evidence that the drop off and collection arrangements for children, with the appropriate consents, were retained in each child's records.

A Daily Record was maintained of all visitors to the setting, which included their arrival and departure times.

From discussion with the childminder, they were aware that Students/Trainees must be supervised at all times.

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

- Where the childminder cares for children over the age of 12 years, the number of children under 12 years must be reduced and a Risk Assessment must be completed.
- A Risk Assessment and Contingency Plan must be put in place to cover emergencies.
- The Daily Register must contain the required information as required by the Minimum Standards.
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Recommendations for Improvement

- None identified during the inspection.

Standard 12 - Suitable Person

Those working with children in either a paid or voluntary capacity, or who have substantial access to them, are suitable individuals to do so.

Inspectors Comments

From the evidence provided through records/documentation, discussion and observation on the day of Inspection, Mrs McGibbon demonstrated through discussion that those working with children in either a paid or voluntary capacity, or who have substantial access to them, are suitable individuals to do so.

Evidence from Trust records demonstrated that all family members resident in the childminders home, over the age of criminal responsibility (10 years), and regular

visitors (the latter over 18 years) were vetted in accordance with the Regional Vetting Procedure.

Records indicated that those working in the setting or who have substantial access to the children have had Enhanced Disclosure checks.

Evidence from Trust records demonstrated that fit person interviews had been completed as necessary with the childminder.

A record is maintained of those living on the premises and any visitors to the home. Details include each adult's vetting.

The Self Evaluation Form stated that the childminder is accountable for and supervises any individual who comes into the premises when children are being cared for.

From Trust records and from the Self Evaluation Form, it was evident that the childminder advised the Trust of any circumstances which may impact on the standing of the Suitable Person Assessment for anyone working with the children, family members or regular visitors.

The Self Evaluation Form stated that training needs are identified, and training undertaken as necessary to assist in the development of skills and knowledge.

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

- None identified during the inspection.

Recommendations for Improvement

- None identified during the inspection.

Quality Monitoring & Evaluation

Standard 15 – Documentation

Records are managed in accordance with the legislative requirements and the setting's Records Management Policy

Inspectors Comments

From the evidence provided through records/documentation, discussion and observation on the day of Inspection, Mrs McGibbon partially demonstrated that records are managed in accordance with legislative requirements and the setting's Records Management Policy.

The Self Evaluation Form stated that the setting has a policy on the Retention, Safe Storage and Destruction of Records (Management of Records), including computerised records.

The Self Evaluation Form stated that practice is compliant with this policy and recording practice complies with requirements established by Article 126 of The Children (NI) Order 1995.

The Inspector observed that all records including complaints, accidents, untoward events and children's records were retained in secure storage for the periods outlined in the setting's Records Management Policy.

A sample of children's records were viewed by the Inspector, however not all records had been signed or dated by the parents when they had access to them. More specifically, a sample of accident/incident forms were observed and not all were dated by parents.

All records relating to children were available for Inspection by the HSC Trust's Early Years Team as required.

The Self Evaluation Form confirmed that parents at the time of admission and assistants at the time of employment, are made aware that all records are accessible to the HSC Trust inspection staff.

During the Inspection a sample of records relating to accidents, incidents, injuries or untoward incidents involving the adults or minded children were checked. The content was appropriate, however, the inspecting social worker would not determine if these records were reported in a timely manner, as some records were not dated by the parent when signing.

The Self-Evaluation Form and evidence at inspection confirmed that the childminder is aware that any accidents may need to be reported to the Health and Safety Executive and Trust Early Years Team and that home accidents may need to be referred to Environmental Health and Public Health Agency.

From Trust records and from discussion with the childminder it was confirmed that the childminder is aware and complies with the requirement to inform and agree with the HSC Trust in advance of:

- Any changes to who lives or works in the home;
- Any plans to make changes to the home such as building work;
- Significant changes to the way the childminder works.

The Self Evaluation Form stated that the childminder was aware the Early Years Registration and Inspection Team and other appropriate agencies, as required, are informed of the following without delay:

- Allegations of abuse by the childminder, or family member, or any abuse that is alleged to have taken place on the premises;
- Any other significant events, for example serious illness, injury or accident necessitating medical attention or death of any child whilst in the childminder's care;
- The childminder, or anyone living in the home who is subject to police or social services investigation, including allegations of child abuse or domestic violence;
- The childminder, or anyone living in the home has received any new charges or convictions after they were vetted by the Trust.

The Certificate of Registration and insurance certificate were available for Inspection by Trust staff and parents.

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

- All children's records must be made available to parents, who sign and date when they have accessed them. More specifically, records pertaining to accidents, incidents, injuries or untoward incidents involving the adults or children in the setting must be dated by parents.

Standard 16 – Complaints

All complaints are taken seriously and dealt with promptly and effectively

Inspectors Comments

From the evidence provided through records/documentation, discussion and observation on the day of Inspection, Mrs McGibbon demonstrated that all complaints are taken seriously and dealt with promptly and effectively. Records demonstrated compliance in this area.

The Self Evaluation Form states that there is a written complaints policy which is made available to parents.

The Self Evaluation Form stated that the Complaints Policy contains the contact details of the Early Years Team.

Through discussion, it was evident that the childminder and any assistants know how to receive and deal initially with complaints.

Whilst there have been no complaints since the last Inspection the childminder was able to confirm that the progress of any investigation would be provided regularly to complainants and recorded. The complainant would be asked to read, sign and date the outcome of any complaint. They further demonstrated the need for all dissatisfied complainants to be advised on how to take their complaint further.

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

- None identified during the inspection.

Recommendations for Improvement

- It is recommended that a separate register/record is kept for complaints.

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

Observations of the Care of Children

On the day of the inspection there were five minded children present. Upon arrival, all children were engaged in play. The children had just finished painting in the playroom and had begun some 'free-play'. The children were playing with the dolls, dressing them up in various outfits and placing them in large vehicles. The children spoke with the inspecting social worker and described as having 'hundreds of dolls' to play with. Mrs McGibbon appeared to have a good relationship with all the children, as she joked and spoke with the children throughout the inspection. The children were also observed engaging in snack time. The children washed their hands, and sat together at a low-level table, eating snacks which they had brought from home, which were all healthy options. The children spoke with each other and the childminder making snack-time a social occasion.

Mrs McGibbon had organised a party for later that day, as one of the children was leaving the setting. The children appeared to be very excited about the party and spoke about coming to the childminders home in a positive manner.

The playroom which is used by the minded children was presented with an array of toys and resources, which included a television, books, puzzles, board games, vehicles, a doll house, animals, a tuff tray, low-level seating areas and arts and crafts materials. The inspecting social worker observed a large cardboard rocket within the playroom, the minded children advised that they had built the rocket and then the next step was to paint it.

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:

Mrs McGibbon has been registered since 2017. She lives with her husband and family in a rural setting.

Mrs McGibbon is trained in the mandatory core areas for childminding. These are Safeguarding and Child Protection, Health and Safety and Paediatric First Aid. Mrs McGibbon is registered for a maximum of 6 children 3 of whom can be under compulsory school age.

It is the responsibility of the Registered Childminder to make sure that the criteria to be met to comply with the Standards and Implementation Guidance as listed below are actioned within four weeks of receipt of this report unless otherwise stated.

Overall, the inspection was positive which was reflected in the returned parental feedback. Mrs McGibbon's home is presented to a high standard. She was observed to be warm and attentive towards the minded children. There was also a range of equipment observed within the home which would meet the needs of both younger and older children.

Progress from previous Inspection

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

- Requirements for completion have been completed with exception of the following which are outstanding from 2023.
 - Whilst Mrs McGibbon has a separate sleep room if children who sleep in a cot go down for a sleep, this is not currently in use. If children who sleep in a cot/ travel cot are present, they are required to have the provision of a separate sleep room that is safe for use. *Mrs Gibbon advised that if a child would require a nap in cot/travel cot this would be placed within the playroom. As advised appropriate sleeping arrangements must be made for babies and toddlers under two years old. This may be in a separate room such as a bedroom.*

Outcomes of this Inspection:

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

- The childminder to have an awareness of the signs and symptoms of abuse and understand their responsibility to:
 - Trust protocol for reporting concerns;
 - Report concerns without delay to the appropriate HSC Trust;
 - Maintain a signed and dated record of anything which causes them concern; and
 - Keep concerns confidential to those who need to know.
- Where the childminder cares for children over the age of 12 years, the number of children under 12 years must be reduced and a Risk Assessment must be completed.
- A Risk Assessment and Contingency Plan must be put in place to cover emergencies.
- The Daily Register must contain the required information as required by the Minimum Standards.
- All children's records must be made available to parents, who sign and date when they have accessed them. More specifically, records pertaining to accidents, incidents, injuries or untoward incidents involving the adults or children in the setting must be dated by parents.

Recommendations for Improvement:

- It is recommended that a separate register/record is kept for complaints.

Name of Inspector:	Catherine Copeland
Signature:	<i>Copeland</i>
Date Report Completed:	13/9/24

Social Work Manager:	Zoe Morton
Signature:	<i>Z-Morton</i>
Date:	16/9/24

Name of childminder:	Bernadette McGibbon
Signature:	
Date:	

CONTACT DETAILS

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 10 Old Hospital Road
 Banbridge
 BT32 3GN

