

# Annual Inspection Report 2022-2023

## Little Rascals Nursery

Child Day Care Centre

21 November 2022



**DHSC**

We carried out this announced inspection on 21 November 2022. The inspection was led by an inspector from the Registration and Inspection team.

### **Service and service type**

Little Rascals Nursery is a child day care centre. This means they provide day care for one or more children under the age of eight for more than two hours in the same day and is not a private dwelling.

### **People's experience of using this service and what we found**

To get to the heart of people's experiences of care and treatment, we always ask the following five questions:

- Is it safe?
- Is it effective?
- Is it caring?
- Is it responsive to people's needs?
- Is it well-led?

These questions form the framework for the areas we look at during the inspection.

### **Our key findings**

There were no areas of improvement identified as a result of this inspection.

Staffing levels were safe and exceeded the minimum staffing ratio requirement. The team worked well together and knew the children in their care. They were positive about working at the setting and parents said they found the team to be approachable, lovely and friendly.

The interactions between the staff team and the children were comfortable and natural and this helped create a warm and homely atmosphere. There was a large number of two year old children attending and staff were observed to be attentive, caring and consistent in their approach and this was helping the children to settle into the nursery routine.

The setting had three registered managers and there was a clear structure in place to identify which manager is in charge on any given day.

The feedback received from the families of children attending the nursery was positive.

- 'Even though their outside space is limited, they ensure all the children that have permission to go out, get to go out as much as possible.'
- 'I'm really happy with my child's progress since attending little rascals.'
- 'Everyone is extremely approachable'
- 'All of the staff are incredibly friendly and approachable, any problems or concerns are listened to and dealt with really quickly'
- 'They are honestly such an amazing team'
- 'My [child] feels at ease and loved while there and I feel so comfortable leaving them, knowing [child] is in good hands. The atmosphere the staff have created is so warm and welcoming.'

- 'They have such an amazing array of messy play, crafts, and structured and unstructured play activities for the kids, my child always has a smile on \*\*\*\* face when \*\*\*\* comes out'
- 'Little rascals is an amazing nursery. They have lots of fun and learn so much too.'
- 'They have the perfect mix of fun and learning. At this age kids learn through fun which is why I chose this nursery for my little \*\*\*\*'
- 'They really are fantastic my [child] has progressed so much since being there and loves going to nursery.'
- 'When looking for a nursery / pre-school, it is important to me that it feels homely, fun, loving & also educational without feeling like a school. I think Little Rascals has achieved this perfectly.'

There were some points raised in the received feedback that have been discussed with the registered manager.

At this inspection we found improvements had been made in response to the previous inspection.

### **About the service**

Little Rascals Nursery is located in Castletown and is registered to care for 40 children aged two years and above. The setting operates over two floors and used to be a soft play centre and there is still some large, built-in soft play/climbing equipment in situ. There was a kitchen on the first floor and staff facilities on the ground floor. Both floors have open plan playrooms, children's toilets and nappy changing facilities.

### **Registered manager status**

The service has three registered managers. This means that they and the provider are legally responsible for how the service is run and for the quality and safety of the care provided.

### **Notice of Inspection**

This announced inspection was part of our annual inspection programme which took place between April 2022 and March 2023. Inspection activity started on 11 November 2022 and we visited the service on 21 November 2022.

### **What we did before the inspection**

We reviewed information received about the service since the last inspection. We used the information the provider sent us in the provider information return (PIR) and supporting documentation, notifications, complaints/compliments and any safeguarding issues.

Feedback was sourced via email from 15 families who use the service. Eight responses were received.

### **During the inspection**

We spoke to two members of staff and the registered manager. Observations were carried out using an observational framework for inspection. This is a way of observing care to help us understand the experience of staff and children.

An inspection of all rooms and the outdoor play area was undertaken and a range of documentation was reviewed. This included a number of policies, completed medication and accident records, children's records and health and safety information. We also looked at information used to monitor and assess children's development and learning and the files for two new members of staff were examined in relation to recruitment and induction.

**C1 Is the service safe?****Our findings:**

Safe – this means we looked for evidence that children were protected from abuse and avoidable harm. The service does not require any improvements in this area.

This service was found to be safe.

**Systems, processes and practices to safeguard children from abuse.**

The nursery operates over two floors but only the upstairs area was being used when we visited. Both areas were open plan and this ensured the children and staff team were not placed in vulnerable situations as staff are either in sight or sound of each other at all times.

All staff at the setting have attended level 2 Safeguarding Children training and were aware of the procedure to follow should they have concerns about a child. Due to the on-going issues in regards to accessing the on-line Isle of Man Safeguarding Children's Board training, the registered manager used her account and log-in details to enable the staff to undertake their training. Screenshots/photographs of the completion verification were stored in each respective staff file and logged on the setting's training matrix.

There was a system in place for recording and reporting any concerns raised or disclosures made. The system was supported by a detailed, up to date safeguarding policy and a number of supporting policies.

**Staffing ratios and recruitment**

Staffing levels were safe and exceeded the required adult to child ratios. As well as the acting manager there were seven members of staff caring for 32 children. Examination of the setting's attendance records showed that ratios have been consistently maintained on other days.

There were two members of staff who had commenced their employment at the setting since the last inspection. Evidence seen confirmed the provider had carried out all pre-employment checks prior to their respective start dates in order to ensure each was suitable to work with children.

**Assessing risk, safety monitoring and management**

A variety of risk assessments were in place that covered the premises, outings and activities. Evidence showed the assessments were being reviewed on an annual basis as well as when a change had taken place. Some assessments reflected a slight confusion between identifying a hazard and the associated risks and time was spent discussing this with the manager. We were assured the documents would be amended to provide clarity.

Routine tests and maintenance checks on the environment and equipment were up to date and were being carried out within the expected timescales.

The building and outside play area were found to be secure. The arrangements in place ensured there was no free access into the building and no child could leave the premises without staff being aware. Staff were vigilant in checking identity cards and ensuring visitors signed the setting's visitor's book.

**Using medicines safely**

Systems were in place for the safe administration of medication. There was an up to date policy in place and appropriate arrangements had been made to ensure medicines were being stored safely out of reach of children. Parents are asked to complete the relevant documentation prior to the administration of any medicines. Completed forms showed all medicines given were witnessed by a qualified member of staff and acknowledged by the person collecting the child on the day the medicine was given. Medication will only be administered once written parental permission is in place.

In order to meet the children's individual medical needs, members of the staff team have attended appropriate training to ensure they are able to administer specific medicines safely.

**Preventing and controlling infection**

There were a number of arrangements in place to help prevent the risk of infection. Personal protective equipment (PPE) was available and being used by the staff team and parents are asked not to send their children to the nursery if they have an infectious illness. There was an up to date policy in place to support this.

The staff team were responsible for cleaning the setting and all rooms, communal areas, resources and equipment were found to be clean and in good condition. To ensure fairness and accountability, there was a cleaning rota in place for the staff to follow.

## Inspection Findings

### C2 Is the service effective?

#### **Our findings**

Effective – this means we looked for evidence that children’s care, learning and development are supported and achieving good outcomes. The service does not require any improvements in this area.

This service was found to be effective.

#### **Staff skills, knowledge and experience to deliver effect care and support**

The children were being cared for by a staff team that had the relevant qualifications, knowledge and experience to support and care for them as well as promote their development and learning.

All mandatory training was up to date and additional training had been undertaken in order to ensure the children’s individual needs were being met.

#### **Supporting and developing children’s care and development needs**

The nursery follows the Early Years Foundation Stage (EYFS) curriculum and each child has their own keyworker. Long term planning had been undertaken and was displayed in an area that enabled the parents to see the year’s monthly topics and celebrations and medium term planning ensured all areas of development and learning were being promoted.

Staff were responsible for their own weekly planning and carrying out observations on their key children. The registered manager informed us ‘staff take the children’s wants and needs into account when planning. I feel when taking the children’s views into the planning process they get a lot more from it. We are a very child-led setting.’

Developmental trackers were being used in order to assess the children’s developmental progress. Should the trackers identify that a child wasn’t meeting developmental milestones within the expected age range, we were informed additional activities would be implemented in order to support the child.

Observations were recorded and parents are kept informed of their child’s progress verbally and on the on-line application used by the nursery. One parent commented ‘I can see on the tapestry journal site everything that my little [child] has been up to. It is easy to use and lovely to see the pictures of [child] joining in the activities, also understanding what each activity achieves developmentally.’

We were informed the setting actively promotes learning through play and there was a wide variety of activities set out for the children to participate in. Parents told us the setting ‘makes learning fun’ and that ‘the setting is very active and play-orientated - you can really see how the activities are designed to stimulate the kids and help them to learn’. Children were also being encouraged to makes their own choices as to what they wanted to play with. To enable this resources had been made easily accessible to the children.

Children have access to an outdoor play area to the rear of the premises. Due to the weather conditions, this was not in use on the day of inspection. We were informed the area will soon be smaller because the nursery children will not have access to the grassed section as the owners of the land have other plans for its use.

**Supporting a balanced diet**

Parents provide their own child's lunch and these were observed to be safely stored. Staff were observed discussing healthy foods during lunchtime. The information shared with the children was appropriate and in keeping with their respective ages and level of understanding.

When a child starts at the nursery, parents are provided with an information leaflet that includes suggestions of what to put in a healthy lunchbox. The registered manager had shared relevant information with the staff to ensure they were aware of the children's dietary requirements and preferences.

The setting had a rolling snack system in place. This meant children were able to have food if they felt hungry. Lunch was carried out in two settings due to the fact one group of children were due to go swimming so had lunch a bit earlier. Meal times were well spaced and staff were observed to be relaxed. Arrangements were in place to accommodate children who ate slower than their peers. This ensured the children were not rushed and were able to enjoy mealtimes.

**Working with other agencies to deliver effective care and support**

We were informed the registered manager would liaise and work with other agencies to ensure a child's individual needs were being met.



## Inspection Findings

### C3 Is the service caring?

#### **Our findings**

Caring – this means we looked for evidence that the service involved and treated children with compassion, kindness, dignity and respect. The service does not require any improvements in this area.

This service was found to be caring.

#### **Ensuring children are being treated with kindness, respect and compassion**

Throughout the inspection, the staff team were caring and respectful to the children and treated them with kindness and compassion. There was a large number of two year old children attending and the staff team's expectations of the children were appropriate to their ages, level of understanding and their developmental stages. Some of the younger children were still settling into nursery life and the staff team were on hand to give comfort and reassurance to those that had a little wobble. They soon perked up and resumed their play.

Comments made by the parents showed they found the team to be caring and kind. One person said 'their care is outstanding' another stated 'the staff are so kind and caring' and one said the staff at Little Rascals are an 'amazing team all very approachable and care very much for the children and their welfare.'

#### **Maintaining children's dignity, privacy and promoting independence**

Arrangements were in place throughout the nursery to support the staff team to maintain the children's privacy and dignity. Intimate care routines were carried out in the setting's bathrooms and modesty doors were in place to ensure privacy and dignity were maintained for children who were able to toilet themselves. To develop the children's awareness of privacy, staff were heard to encourage the children to close the toilet doors while they were inside. One child's awareness was evident as they were heard to say to the staff member as they closed the door 'cos I don't want them to see me have a wee'

Children were encouraged to make choices about their play and staff were observed promoting the children's independence by involving them in tasks and stepping back when appropriate in order to encourage the children to do things for themselves.

Confidential information was being held securely and safe systems were in place to ensure the nursery's computer and on-line application were protected.

### C4 Is the service responsive?

#### **Our findings:**

Responsive – this means we looked for evidence that the service met children’s needs. The service does not require any improvements in this area.

This service was found to be responsive.

#### **Delivering personalised care**

Prior to children starting at the setting, parents are asked to provide information in regards to any cultural needs, languages, dietary preferences/requirements and or any medical conditions their child may have. They are also given a pack that asks for information that will enable the team to know specific things about each child. This information is used by the team to help them to get to know the child and be able to talk about things they like or are familiar with from their first day.

There were displays around the setting and a selection of resources available that reflected inclusion, equality and diversity and we were informed that when new resources are purchased, consideration is given to ensure items are bought that continue to build on what is in place.

#### **Responding to concerns and complaints and using to improve the quality of care**

The setting had a detailed policy, a copy of which was displayed for parents to see. There have been no complaints since the last inspection. Parents said they found the registered manager and staff team approachable and would be happy to raise any concerns with them. The registered manager said should a concern or complaint be made, she would discuss the issues raised with the team and used as an opportunity to learn and improve their practice.

#### **Supporting children when dealing with significant events**

There were resources available in order to support children when a significant event occurs such as starting school, parents separating or the arrival of a sibling. We were informed the situation would be discussed with the parents to ensure the staff team provided a consistent approach and to ensure cultural and/or religious beliefs were respected and acted on. Staff would be vigilant and additional observations would be carried out to ensure the child was being appropriately supported.

Through any event, the registered manager explained they would follow the child’s lead and offer emotional support and comfort. To help children understand their emotions and explain how they feel, staff have devised a ‘Mood Monster Wall’. The display had a number of pictures that reflected different feelings for the children to use.

## Inspection Findings

### C5 Is the service well-led?

#### **Our findings**

Well-led – this means we looked for evidence that service leadership, management and governance assured high-quality, person-centred care; supported learning and innovation; and promoted an open, fair culture. The service does not require any improvements in this area.

This service was found to be well-led.

#### **Clear vision and strategy in place to deliver high-quality care and promote a positive culture that is person-centred, open, inclusive and empowering which achieves good outcomes for children.**

The registered manager outlined the nursery's plans for the future. One plan, to increase the number of children the setting can care for has now been achieved as an amendment to their registration was recently processed.

Monthly team meetings are held and a record of the meetings was seen. The meetings are used to discuss children's progress, new ideas, working practice, planning and other items of interest.

The staff team had a good working relationship and worked well together. They had a friendly banter with the children and each other and that helped create a warm, homely atmosphere.

#### **Governance framework in place that ensures responsibilities are clear and that quality performance, risks and regulatory requirements are understood and managed.**

The registered manager on duty was also the setting's responsible person. Through discussion it was clear she was aware of her regulatory responsibilities for both roles. Regular one to one supervisions were being carried out with the staff team and other managers. Staff spoken to said they found the meetings supportive. The registered manager works alongside the team and this has enabled her to continuously review the quality of care being provided. The outcome of the reviews are discussed with staff during their supervisions.

There are three registered managers at the setting and there was a clear structure in place to identify which manager is in charge on any given day. We were informed one of the registered managers 'enjoys paperwork' so has taken on the responsibility of devising, updating and overseeing the nursery's documentation.

#### **Engaging and including families using the service, the public and the staff team.**

Staff said they enjoyed working at the nursery and felt supported by the management team. They also said they felt involved in developing and improving the service being provided. One said they were '100% encouraged to share ideas'. Another told us 'the managers encourage us to share ideas and think of ways to do things better.'

Parents said they were happy with the service being provided and found the nursery to be 'homely and fun' and they found staff to be welcoming, caring and friendly.

**Continuous learning, improvement, innovation and ensuring sustainability.**

The management team carry out regular audits of the premises, working practice, resources and equipment. Information from accidents and incidents was being assessed to identify any common trends and where necessary, changes made in order to improve the provision.

The registered manager explained she had recently reviewed their fire evacuation procedure because she noticed a lack of cohesion during practice fire drills. The review included ensuring everyone's roles were clarified and understood and this has ensured a smoother process when evacuating children from the building.

**Working in partnership with parents.**

As well as the use of the on-line application used by the setting, parents are given verbal feedback about what the children have done that day. Feedback received from parents said they found the team to be approachable and friendly and that they were 'informed regularly by email, via Tapestry' and they 'get notifications on progress via an app called tapestry, which tells us weekly (generally) of what they've been up to during the days etc.'