

Regulation of Care Act 2013

Child Day Care Centre

Victoria House Nursery

Desk-top inspection

Desk Top Information received: 23 December 2021 and 12
January 2022

Desk Top: 17 January 2022

Announced Premises Inspection

Date: 25 January 2022

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Part 1 - Service Information for Registered Service

Name of Service:

Victoria House Nursery

Telephone No:

615625

Care Service Number:

ROCA/P/0176A

Conditions of Registration:

1. The registered person must not look after more than fifty four (54) children in total aged 0 years and above.
2. Main Building consisting of 2 floors: No more than forty six (46) children aged 18 months and over in total of which no more than four (4) children aged 18 months – 2 years accommodated on the first floor.
3. Studio Building: No more than eight (8) children aged 0-2 years.
4. Log Cabin: No more than eight (8) children aged 2 years and above.

Registered company name:

Fraggle Rock Properties Limited

Name of Responsible Person:

Carolyn Nicholson

Name of Registered Manager:

Sally Bell

Manager Registration number:

ROCA/M/0293

Date of latest registration certificate:

5/4/2017

Date of any additional regulatory action in the last inspection year (ie improvement measures or additional monitoring):

None

Date of previous inspection:

11 March 2021 Desk Top only due to Covid restrictions

Person in charge at the time of the inspection:

Sally Bell

Name of Inspector(s):

Jenny Percival and Becci Rea

Part 2 - Descriptors of Performance against Standards

Inspection reports will describe how a service has performed in each of the standards inspected. Compliance statements by inspectors will follow the framework as set out below.

Compliant

Arrangements for compliance were demonstrated during the inspection. There are appropriate systems in place for regular monitoring, review and any necessary revisions to be undertaken. In most situations this will result in an area of good practice being identified and comment being made.

Substantially compliant

Arrangements for compliance were demonstrated during the inspection yet some criteria were not yet in place. In most situations this will result in a requirement being made.

Partially compliant

Compliance could not be demonstrated by the date of the inspection. Appropriate systems for regular monitoring, review and revision were not yet in place. However, the service could demonstrate acknowledgement of this and a convincing plan for full compliance. In most situations this will result in requirements being made.

Non-compliant

Compliance could not be demonstrated by the date of the inspection. This will result in a requirement being made.

Not assessed

Assessment could not be carried out during the inspection due to certain factors not being available.

Recommendations based on best practice, relevant research or recognised sources may be made by the inspector. They promote current good practice and when adopted by the registered person will serve to enhance quality and service delivery.

Part 3 - Inspection information

The Inspection report is based on the information provided as part of the pre inspection desk top analysis and the findings of the inspection visit.

The purpose of this inspection is to check the service against the service specific minimum standards – Section 37 of The Regulation of Care Act 2013 and The Regulation of Care (Care Services) Regulations 2013 part 3, regulation 9.

Inspections concentrate on specific areas on a rotational basis and for most services are unannounced.

The inspector is looking to ensure that the service is well led, effective and safe.

Summary from the last inspection**Number of requirements from last inspection:**

Fourteen and Two recommendations

Number met:

Nine requirements and Two recommendations

Number not met:

Five requirements

All requirements not met will be addressed within this inspection report

Please note that any requirement carried forward for three consecutive inspections will lead to the service being served an improvement notice.

Part 4 - Inspection Outcomes, Evidence and Requirements

Regulation of Care Act 2013, Part 2 (37) and Care Services Regulations Part 3 (9) Standard 1 – Suitable Person

1.7 - The registered person must carry out enquiries to establish the qualifications, experience and overall suitability of the staff they employ. Robust recruitment and selection processes and procedures must be in place which meets the requirements of employment legislation. This must include:

- Social Services suitability check.
- Social Services 'out of area check' (if the prospective employee has been off island for anytime in the last 5 years, including study, the local Social Services department needs to be contacted to ensure suitability).
- Medical opinion.
- Two references.
- DBS (or evidence that on-line service checked if portability is in place).

Our Decision:

Partially Compliant

Reasons for our decision:

The records of eight staff employed since the last annual inspection were checked. All of the files showed that all of the above criteria had not been recorded. *This has been carried forward from the last two inspections.*

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 2 – Organisation

2.12 - Where there are more than 20 children in attendance the registered manager, or other designated person in charge on that day will be considered supernumerary to the above staffing ratios

Our Decision:

Compliant

Reasons for our decision:

The staffing levels across the different age groups were being met for the number of children in attendance. The registered manager was supernumerary and the responsible person was present.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.2 - The premises must be clean, well lit, usually with adequate natural lighting, adequately ventilated and maintained in a suitable state of repair and decoration.

Our Decision:

Substantially Compliant

Reasons for our decision:

The premises in the main building were clean and well lit throughout (with the exception of the skirting boards in the hall).

The separate baby unit and log cabin were clean and well lit throughout.

Some of the furniture needed some attention as follows: paint the legs of some of the chairs and wipe down. Some items in the 'Busy Room' required attention: door mat edges repairing, wooden items need painting, tablecloth and cake board replacing or removed.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 4 – Physical Environment**

4.8 - Rooms must be maintained at a minimum of 18°C. Where children are less active the temperature of the environment must be regulated accordingly.

Our Decision:

Compliant

Reasons for our decision:

The room temperatures were taken and were all measured above 18°C.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 4 – Physical Environment

4.14 – There must be a minimum of one toilet and one wash hand basin with hot and cold water availability for every 8 children over the age of two years. (This standard may be adjusted when looking after children with special needs who do not require these facilities – see standard 10). Urinals are installed as necessary.

Our Decision:

Compliant

Reasons for our decision:

With a combination of the inside and garden toilets and wash hand basins this standard was being met. There were liquid soap, paper towels, lidded bins and appropriate nappy changing mats and units.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9) Standard 4 – Physical Environment

4.25 – Arrangements are made, as appropriate, to ensure that an adequate supply of clean bedding, towels, spare clothes etc. are always available.

Our Decision:

Compliant

Reasons for our decision:

There were suitable sleeping arrangements along with individual bedding. There were spare clothes and towels available.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.2 – The registered person must undertake a written risk assessment of the premises and activities (including staffing levels) this is reviewed if there is a significant change or if the registered person suspects that it is no longer valid. An action plan with timescales identifies action to be taken to minimise identified risks.

Our Decision:

Substantially Compliant

Reasons for our decision:

The provider had undertaken written risk assessments, these included the 'risk and the hazard'. The record did not include the full date (day, month, and year) when they were completed or the responsible person to ensure the appropriate action is completed.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.4 - Children must not be exposed to water temperatures above 43°C.

Our Decision:

Compliant

Reasons for our decision:

The water accessible to the children was measured, this was found to be below 43°C.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.5 – The surface temperature of radiators and pipes which are accessible to children must not exceed 43°C.

Our Decision:

Compliant

Reasons for our decision:

The surface temperature of the radiators accessible to the children was taken and found to be below 43°C.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 6 – Safety**

6.16 - People, including parents, must not be allowed to have free open access into the building/facility.

Our Decision:

Compliant

Reasons for our decision:

The exits were locked to ensure that people did not have free open access into the building. The staff checked the identification of the inspectors prior to enabling them to enter the premises.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 7– Health**

7.1 – The premises and equipment must be clean. Toys and play resources must be cleaned regularly and thoroughly.

Our Decision:

Compliant

Reasons for our decision:

The inspectors were informed that they clean the premises, equipment and toys on a daily basis with a deep clean when an 'infectious illness' was identified.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.2 - Individual records of each child must contain:

- Their full name and address.
- Their date of birth.
- Their photograph.
- Contacts in the case of an emergency.
- GP contact.
- Authorisation for outings and travel in vehicles and other appropriate permissions and parental consents.
- Details of who will collect the child, including photographs where appropriate.
- Known medical conditions (including allergies).
- Dietary requirements and preferences.
- Any social, emotional and/or behavioural needs.
- First language/any additional languages spoken.
- Any other cultural needs.
- Permission to seek emergency medical advice and treatment.

Our Decision:

Substantially compliant

Reasons for our decision:

A random selection of the children's records were checked. They were found to contain all of the above information, however the 'permission to seek emergency medical advice and treatment' was worded to include 'authorise' instead of 'seek'. This was discussed with the provider.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.4 – The registered person must have public liability insurance for the provision. The insurance must cover any circumstances of a child/children suffering harm whilst being looked after at the service, and will include allegations being made against a member of staff.

Our Decision:

Compliant

Reasons for our decision:

The provider had relevant and valid public liability insurance.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 – The setting has a Complaints Policy

Our Decision:

Partially Compliant

Reasons for our decision:

The complaints policy did not provide timescales for the completion of a complaint. Nor was there a procedure for the staff to follow or a procedure for making a complaint against the manager.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 – The setting has an Equal Opportunities policy

Our Decision:

Substantially Compliant

Reasons for our decision:

The provider had submitted a policy, but it needs to be reviewed to ensure that the information is relevant and correct for the setting. This has been discussed with the manager.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 - The setting has a Health and Safety policy

Our Decision:

Partially Compliant

Reasons for our decision:

The provider had written a policy, however this had not identified the responsibilities of the management as opposed to that of the staff. The provider needs to review the policy and ensure that it relates to relevant information.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

**Regulation of Care Act 2013 Part 2 (37) and Care Services Regulations Part 3 (9)
Standard 14 – Documentation**

14.15 - The setting has a Caring for Under Two's Policy (including induction process and parental agreements for children socialising with children in the two to three year age group).

Our Decision:

Substantially Compliant

Reasons for our decision:

The provider had a separate policy for this age group; however it did not include a written induction process of how/ when the children would be introduced into the older age group.

Evidence Source:

Observation	✓	Records	✓	Feedback	✓	Discussion	✓
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Requirements:

One

Recommendations:

None

Other areas identified during this inspection /or previous requirements which have not been met.

1. Standard 6.1 The registered person must take reasonable steps to ensure that hazards to children on the premises, both inside and outside, are minimised and is aware of, and complies with, health and safety regulations.

The kitchen door was open and the inspectors were informed that this was the usual practice in the nursery. The provider must evidence how access to the kitchen is restricted from children.

The bottom of the stairs were accessible for the children to walk up or down. When the provider was registered, the stairs were made inaccessible with a safety gate fitted at the bottom. The provider must evidence why the gate has been removed and what alternative measures have been put in place to ensure the safety of the stairs for children not to access unsupervised.

2. Standard 6.32 all staff must receive training in fire prevention. *This has been carried forward from the last inspection.*

Some of the staff had not received fire prevention training.

3. Standard 7.8 all staff either when on the premises or on outings must hold a current first aid certificate. The first aid qualification includes training in first aid for infants and young children.

Some of the staff had not completed the above training. *This has been carried forward from the last inspection.*

4. Standard 13.2 The registered person must ensure that all staff are aware of possible signs and symptoms of children at risk; and are aware of their responsibilities to report, without delay, concerns to police or social services in accordance with the Safeguarding Children Board procedures; and to keep concerns confidential.

Some of the staff had not completed their 'full' safeguarding children training.

5. Standard 13.3 Safeguarding children refresher training must be provided, as a minimum, every 3 years.

Some of the staff had training that had expired and needed to complete refresher training. *This has been carried forward from the last inspection.*

6. Standard 14.9 Records relating to individual children must be shared with the child's parents and regular dated reviews of information are carried out with parents and records must be amended accordingly.

The provider must evidence that individual records had been reviewed. For example recording the review date.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

Six

Recommendations:

None

The inspector left details of how parents could contact the inspection team if they wanted to provide feedback.

The registration and inspection team did not receive any feedback.

The inspector would like to thank the management, staff and service users for their co-operation with this inspection.

If you would like to discuss any of the issues mentioned in this report or have identified any inaccuracies, please do not hesitate to contact the Registration and Inspection Team.

Inspector: Jenny Percival

Date: 10 February 2022

Provider's Response

From: Carolyn Nicholson and Sally Bell

I / we have read the inspection report for the inspection carried out on **17 and 25 January 2022** at the establishment known as **Victoria House Nursery**, and confirm that there are no factual inaccuracies in this report.

I/we agree to comply with the requirements/recommendations within the timescales as stated in this report.

Or

I/we am/are unable to confirm that the contents of this report are a fair and accurate representation of the facts relating to the inspection conducted on the above date(s)

Signed
Responsible Person
Date

Signed
Registered Manager
Date

Sally Bell

09/03/2022