



Department of Health and Social Care

Rheynn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Child Day Care Centre

The Buzz Holiday Club at Ashley Hill

Desk-top inspection

Date information received 7 July 2021

Desk Top Inspection 8 July 2021

Announced Visit

Date: 26 October 2021

*Registration and Inspection Team,
Ground Floor, St George's Court,
Hill Street, Douglas, Isle of Man, IM1 1EF.*

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Part 1 - Service Information for Registered Service

Name of Service:

The Buzz Holiday Club

Telephone No:

07624490882

Care Service Number:

ROCA/P/0158A

Conditions of Registration:

1. Maximum number of 88 (Eighty Eight) children aged 4 years and over in the main school building between the hours of 8am-6pm (Monday—Friday) during school holidays.
2. Maximum number of 24 (Twenty Four) children aged 4 years and above in the mobile between the hours of 8am-6pm (Monday—Friday), during school holidays

Registered company name:

Hopes and Dreams Limited

Name of Responsible Person:

Gary Peirce

Name of Registered Manager:

Michelle (Shelley) Curley

Manager Registration number:

ROCA/M/0101

Date of latest registration certificate:

10 December 2018

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

None

Date of previous inspection:

Desk Top Inspection – 8 October 2020

Premises Inspection – 26 October 2020

Person in charge at the time of the inspection:

Michelle Curley

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.

Due to Covid-19 the inspection process for this year has altered slightly. More information and evidence has been sought from providers electronically. The inspection team have desktop assessed this information and a service visit has then been undertaken to verify the evidence provided.

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:**

Three

Number met:

Three

Number not met:

Three

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:

Compliant

Reasons for our decision:

There were eight new staff employed working at the setting since the last inspection. Records showed that all of the above criteria had been completed and recorded.

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 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:

There were more than twenty children present during the inspection; the registered manager was supernumerary as there were seven more staff.

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 are rented during school holiday periods from the Department of Education. The provider cleans the areas, toys and equipment they use on a daily basis.

The ceiling windows and air vents in the wash hand/ toilets areas were unclean and required a cleaning. These would need cleaning by the landlord as they were too high for the staff to reach and the dirt had been there longer than the period of time used by the provider. The inspector was informed that these were being replaced.

The hall at the bottom of the corridor being used by the provider had paint and wallpaper missing from some of the walls. Ceiling tiles in this room were also broken or loose fitting. In addition, a light fitting shade was loose. The flooring was suitable in this area, but may require attention in the near future.

Evidence Source:

Observation	✓	Records		Feedback		Discussion	✓
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Requirements:

Two

Recommendations:

One

**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 in the rooms occupied by the holiday club. The temperatures were all 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:

The setting provided separate toilets for girls and boys. Toilets were located in close proximity to each of the activity rooms being used. There were plenty of toilets/ urinals and wash hand basins. Each bathroom area had liquid soap and a hand air drier.

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 sufficient paper towels and some spare clothes. There was no bedding as the holiday club was for children aged 4 years and above and did not require a sleep period.

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:

Compliant

Reasons for our decision:

The provider had undertaken risk assessments regarding the provision and activities. These were complete with identified hazards and appropriate actions taken.

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**

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

Our Decision:

Compliant

Reasons for our decision:

The temperature of the water accessible to the children was measured and all tap water was 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 were measured and they were all 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:

Exits were locked. There was an electronic system for the staff to use to open the door to visitors.

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:

Substantially Compliant

Reasons for our decision:

The cleanliness of the premises has been recorded in standard 4.2. and requirements will be issued. The inspector was informed that the toys and equipment were cleaned daily.

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**

14.2 - 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:

Compliant

Reasons for our decision:

A selection of the children's records were checked. They were all found to contain the above criteria.

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**

14.4 – 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 has public liability insurance and this was displayed in the reception area of 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 14 – Documentation**

14.15 – The setting has a Complaints Policy

Our Decision:

Compliant

Reasons for our decision:

The provider had a clear policy with details of how to contact the inspection team if required. This was on display at the reception area of 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 14 – Documentation**

14.15 – The setting has an Equal Opportunities policy

Our Decision:

Compliant

Reasons for our decision:

The provider had a clear equal opportunities policy.

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 Health and Safety policy

Our Decision:

Compliant

Reasons for our decision:

The provider had a clear Health and Safety Policy, and a poster displayed at the setting.

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 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:

Not Applicable

Reasons for our decision:

The provision did not provide care for this age group.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

None

Recommendations:

None

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

1. Standard 13.2 The staff must be aware of their responsibilities in accordance with the Safeguarding Children Board procedures.
New staff that had not completed their training had been booked on a training course. Due to Covid 19 restrictions, training has been difficult to book as the training has been limited.
2. Standard 13.3 Refresher training for Safeguarding children must be completed at a minimum of every 3 years.
One member of staff that this training was outstanding for was booked to complete the training.

Evidence Source:

Observation		Records	✓	Feedback	✓	Discussion	✓
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Requirements:

Two

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: 3 November 2021

Provider's Response

From: Gary Peirce and Michelle Curley

I / we have read the inspection report for the inspection carried out on **7 and 8 July and 26 October 2021** at the establishment known as **The Buzz Holiday Club at Ashely Hill** 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 G Peirce
Date 09/11/2021

Signed Registered Manager S. Curley
Date 09/11/2021