

Annual Inspection Report 2022-2023

Sandcastles Kindergarten

Child Day Care

18 August 2022



DHSC

We carried out this announced inspection on 18 August 2022. The inspection was led by an inspector from the Registration and Inspection team.

Service and service type

Sandcastles Kindergarten 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

Areas of improvement were identified as a result of this inspection. These were in regards to the cleanliness and condition of equipment and the state of repair and decoration of the premises. We also found that the setting's Statement of Purpose did not reflect accurate information.

Staffing levels were safe and staff spoken to, said they felt supported, listened to and enjoyed working at the kindergarten. The management team had an established relationship and worked well together. The interaction observed between the staff team and the children was warm, respectful and caring and the children appeared to be happy and very much at home at the setting.

Feedback received from the families who responded to our request was positive.

'The nursery staff are very good and supportive.'

'My daughter has flourished and her confidence has continued to grow since she started.'

'I think they are doing well, lots activities and games'

'All staff are friendly and very approachable.'

'All the staff are so friendly and give such good advice.'

'Our child is happy and content on drop off & pick up so I know he is being well cared for.'

'I am happy with how and what they are doing'

'I'm very happy with Sandcastles'

'It's a safe environment for the children'

Constructive points raised were discussed with the management team for their consideration.

We found the following areas where the service needs to make improvements:

- Action needed to ensure the premises and equipment are clean.
- Action needed to ensure all equipment is in a suitable state of repair
- Action needed to ensure the premises are in a suitable state of repair and decoration.
- Action to be taken to ensure the setting's Statement of Purpose contains correct, up to date information

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

About the service

Sandcastles Kindergarten is situated on the sea front in Douglas. They are registered to care for 38 children aged 0 to 11 years. The setting has an office, three playrooms, a self-contained baby wing, children's toilets, kitchen/dining area and outdoor play facilities. Parents provide a packed lunch for their child and the setting provides snacks for the children.

Registered manager status

The service has a registered manager. 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 15 August 2022. We visited the service on 18 August 2022.

What we did before the inspection

We reviewed information we 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 23 families who use the service. Nine responses were received.

During the inspection

We spoke with five members of staff including the responsible person and 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 the premises was undertaken and a range of documentation was reviewed. This included two policies, vehicle maintenance records, attendance registers, medication records, insurance documents and children's records. The files for three 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 people were protected from abuse and avoidable harm. The service requires improvement in this area.

This service was found to be safe.

Systems, processes and practices to safeguard children from abuse.

All staff at the kindergarten had attended level 2 safeguarding children training and there was an up to date policy in place. The policy included a procedure to follow should a concern be raised. Staff said they were aware of their responsibility to report and record any concerns they have about a child in their care.

There was a system in place for recording and reporting any concerns or disclosures made. The registered manager and responsible person were the setting's designated safeguarding leads.

Staffing ratios and recruitment

There were three members of staff who had commenced their employment at the setting since the last inspection. Examination of their files showed 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. Evidence was submitted to show all staff had a current disclosure and barring service (DBS) check in place.

Staffing levels were observed to be safe. As well as the registered manager and responsible person, there were eight members of staff, including the registered manager and responsible person caring for 24 children aged 0-3 years. In the afternoon there were 17 children being cared for by five members of staff and the responsible person, who was the person in charge. Examination of the setting's attendance records showed ratios have been consistently maintained on other days.

Assessing risk, safety monitoring, management and lessons learned

There were risk assessments in place and there was evidence to show they have been regularly reviewed. Staff confirmed they are involved in reviewing risk assessments. To support the assessments, there were daily checklists in each room for the staff team to complete.

The premises were found to be secure and suitable arrangements were in place to ensure no unauthorised persons could access the premises. Visitors can only enter when let in by a staff member. Once in visitors are asked to sign in and are supervised at all times.

We were informed accidents and incidents are reviewed by management and staff and where required, actions are taken to minimise the risk of a similar accident happening again.

Using medicines safely

Safe systems were in place for the administration of medication. There was an up to date policy in place and all medicines were clearly labelled and stored safely out of reach of children. 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.

Parents are asked to complete the relevant documentation prior to the kindergarten staff administering any medicines. The record states the dose and times to be given, the reason the medicine is needed and confirms that there have been no reactions to the medication as the first dose has already been administered. Only senior staff administer medication and a record was made when this had been done. The person collecting the child had been informed and had signed their acknowledgement of being told the medicine had been given.

Preventing and controlling infection

Parents are asked not to send their children to the setting if they have an infectious illness and there was a policy in place to support this. Personal protective equipment (PPE) was available and staff members were observed wearing gloves and aprons when changing nappies and when supporting children at lunchtime.

Some areas of the setting were found to need cleaning, in particular skirting boards, nappy changing units and mats, the cooker hood in the main kitchen, window frames and exposed pipes under the children's sink in the baby changing room. We also noted that the sealant behind the kitchen taps needs to be cleaned or replaced.

Action we require the provider to take

Key areas for improvement:

- Actions need to be taken to ensure the premises and equipment are clean.

C2 Is the service effective?

Our findings

Effective – this means we looked for evidence that people’s care, treatment and support achieved good outcomes and promoted a good quality of life, based on best available evidence. 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. One parent said ‘We noticed that our son’s development came on really quickly once he was in a nursery setting, which we believe is as a result of the staff.’

All mandatory training was up to date and five members of staff had attended level 2 food hygiene training. 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 kindergarten follows the Early Years Foundation Stage (EYFS) curriculum. Staff were responsible for their own planning and observations were being carried out in order to assess their developmental progress. The registered manager had ensured there were systems in place to support a child who may not be meeting developmental milestones within the expected age range. Observations were recorded in the respective child’s progress books and are currently shared verbally with the parents. One parent said ‘we get told at the end of everyday verbally’ and another stated they are informed about their child’s developmental progress ‘verbally on pick-up’.

We were informed the management team are currently looking to introduce an on-line early years’ application in order to support the staff team and children in their day to day activities. At present, the internet reception at the kindergarten will not support use of the application and management are in the process of having this rectified. The application is designed to support information sharing and enable parents to follow their child’s developmental progress. The application will also enable parents to keep their child’s information up to date to ensure their needs are being met.

Supporting a balanced diet

Parents provide their own child’s lunch and 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. The setting provided information for parents in regards to providing a ‘healthy lunchbox’.

The setting provided snacks for the children and there was a weekly snack menu displayed showing what snacks are offered. For the week of the inspection, the menu showed foods such as fruit, crackers and cheese, brioche, breadsticks and cream cheese and toast.

Inspection Findings

C3 Is the service caring?

Our findings

Caring – this means we looked for evidence that the service involved people and treated them 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

Staff were observed to change their approach in relation to the activities they were undertaking with the children. Staff in the physical play room were enthusiastic and energetic and encouraged the children as they played on the large equipment. When involved in quieter activities, the interaction was calm, relaxed and engaging. Throughout the inspection, the staff team were caring and respectful to the children. Comments made by parents showed they found the staff team to be caring. One person said 'staff are fantastic and committed to the job and children 110%' and another stated 'they are really caring, flexible, teaching the children loads of skills'.

Maintaining children's dignity, privacy and promoting independence

Arrangements throughout the setting supported staff in maintaining the children's privacy and dignity. Intimate care routines were carried out in the setting's bathroom and changing room and modesty doors were in place to ensure privacy and dignity were maintained for children who were able to toilet themselves.

The setting cares for children up to the age of three years and their independence skills were being developed. Children were encouraged and supported to tidy toys away before getting out something different to play with, feed themselves at lunchtime and choose their own activities.

Inspection Findings

C4 Is the service responsive?

Our findings:

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

This service was found to be responsive.

Delivering personalised care

Parents are asked to provide information in regards to any cultural needs, dietary preferences or requirements and/or any medical conditions their child may have. The information had been shared with the staff team to ensure the individual needs of the children were being met. Parents stated regular reviews were being carried out to ensure all information is current.

Staff knew the children well. During the day, they were heard discussing individual children’s preferences, family members, pets and familiar events.

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

There have been no complaints since the last inspection. The complaints policy was up to date. Parents said they found the management and staff team approachable and felt they could discuss any concerns they had. The manager stated she would use any complaint as an opportunity to review the way they work and care for the children at the setting.

Supporting children when dealing with significant events

We were told the staff would use role play, discussion and social stories to support a child dealing with a significant event. They would maintain continuity to ensure the child feels safe and talk regularly with the parents in order to provide support for all the family.

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 requires 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 and responsible person worked well together and outlined future plans for the setting. There were regular team meetings and staff said they were encouraged to share thoughts and ideas. The staff team had a supportive working relationship and seemed to enjoy working together.

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

Through discussion we were assured that staff and management understood their responsibilities and regulatory requirements.

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

Staff said they enjoyed working at the kindergarten. One staff member said it was 'the best nursery' she had 'worked in' and that she 'enjoys coming to work.' Staff said they felt supported by management and were encouraged to be involved in developing the service. A number of staff explained how resources or opportunities had been provided by the management team to enable new ideas to be carried out.

The kindergarten has sourced feedback from people using the service in order to review and improve the service they provide.

Continuous learning, improvement, innovation and ensuring sustainability.

The registered manager spends time observing and reviewing staff practice. The outcome of the reviews were discussed with staff during their one to one supervisions and when required, targets agreed. One member of staff said they found this to be 'supportive and useful' and another said it helped 'stop complacency'.

We identified areas that were found to be in need of repair and decoration. Skirting boards, door frames and walls were chipped and the children's toilet area needed refurbishing. The wooden nappy changing unit needs painting and some sections of flooring were no longer fixed in place. Attention is needed in regards to the condition the changing mats in use and the children's sofa in the 'Garden room'.

Working in partnership with parents.

Families said they felt the kindergarten kept them informed. The registered manager said the children's progress files were available to the parents should they wish to see them and the implementation of the online application will improve the sharing of information.

Action we require the provider to take

Key areas for improvement

- Actions to be taken to ensure the premises and equipment are maintained in a suitable state of repair and decoration.