



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

Trinity Laxey Nursery

Desk-top inspection

Date information received: 10 and 12 October 2021

Desk Top Inspection: 18 October 2021

Announced Visit

Date: 20 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:

Trinity Playgroup Laxey

Telephone No:

868584

Care Service Number:

ROCA/P/0154B

Conditions of Registration:

1. The registered provider must not look after more than thirty two (32) children in total between 2- 5 years of age.

Registered company name:

Trinity Group Limited

Name of Responsible Person:

Julie Gilbertson

Name of Registered Manager:

Michelle Cannell and Gemma Mortimer

Manager Registration number:

ROCA/M/0106 and ROCA/M/0244

Date of latest registration certificate:

21 December 2017

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 - 26 October 2020

Premises Inspection - 3 November 2020

Person in charge at the time of the inspection:

Gemma Mortimer

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:**

Two

Number met:

Two

Number not met:

None

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 no new staff since the last inspection.

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 was less than twenty children present during the inspection and two staff for part of the inspection and three for the latter part.

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:

Compliant

Reasons for our decision:

There were no changes to the premises since the last inspection. All areas were clean with artificial lighting supporting the natural lighting from the windows.

Toys, furniture and equipment were clean and the inspectors were informed that they were wiped clean daily with a thorough deep clean monthly.

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**

4.8 - 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 temperature of the rooms were measured and they 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 service had sufficient toilets and wash hand basins. There was a nappy changing table and changing mat, liquid soap, paper towels, disposable gloves and aprons.

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:

The inspectors were informed that the children did not share the bedding and that it was washed after each time used. The towels were disposable paper.

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 inspectors sampled the completed risk assessments. These included the identified hazard and risk and appropriate actions to take.

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 found to all 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 were 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 outer exit was open to enable parents to enter the premises and access the children's cloakroom. The inner door was locked and there was a doorbell to gain the attention of the 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 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 inspector was informed that the premises, equipment and toys were wiped clean every day, with a thorough deep clean on a termly basis.

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:

Compliant

Reasons for our decision:

A sample of the children's records were checked and all were viewed to have 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:

There was sufficient and appropriate public liability insurance. This was on display in the entrance cloakroom.

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 complaints policy included a procedure to make a complaint to the provider along with a timeframe. Also how to contact the registration and inspection team. This was displayed in the entrance cloakroom.

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:

Substantially Met

Reasons for our decision:

The provider had an equal opportunities policy; however, it still requires a clear procedure to outline how the policy would be implemented.

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:

Substantially Compliant

Reasons for our decision:

The provider had a health and safety policy, but this required the responsibilities of the provider and the staff to be defined.

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:

Not Applicable

Reasons for our decision:

The service did not provide care for children under the age of two years.

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.

- Standard 14.9. Records relating to individual children must be shared with the child's parents and regular reviews of information are carried out with parents and records must be amended accordingly.
The inspectors were shown samples of newsletters sent to parents requesting that their child's information was correct and to inform the provider of any changes. But there were no individual review dates on children's records to show that the child's record had been checked.

Evidence Source:

Observation		Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

The inspector left details to be given to parents so they 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: 29 October 2021

Provider's Response

From: Julie Gilbertson and Gemma Mortimer

I / we have read the inspection report for the inspection carried out on **18 and 20 October 2021** at the establishment known as **Trinity Laxey Playgroup**, 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	Julie Gartland 23 rd November 2021.
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Signed Registered Manager Date	Gemma Mortimor 23 rd November 2021
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