



Department of Health and Social Care

Rheyyn Slaynt as Kiarail y Theay

Isle of Man
Government

Reiltys Ellan Vannin

Regulation of Care Act 2013

Child Day Care Centre

Parklands Private Nursery

Desk-top inspection

Undertaken: 7 October 2021

Announced Premises Inspection

Undertaken: 1 December 2021

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Part 1 - Service Information for Registered Service

Name of Service:

Parklands Private Nursery

Telephone No:

01624 815454

Care Service Number:

ROCA/P/0178A

Conditions of Registration:

The registered person must not look after more than fifty-eight (58) children aged 2 years and above.

Registered company name:

Hopes and Dreams Ltd

Name of Responsible Person:

Gary Peirce

Name of Registered Manager:

Application currently being processed

Manager Registration number:

Not applicable at present

Date of latest registration certificate:

16 April 2018

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

None

Date of previous inspection:

3 September 2021

Person in charge at the time of the inspection:

Stephanie Bridson

Name of Inspector(s):

Becci Réa and Jenny Percival

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:**

One

Number met:

One

Number not met:

Not applicable

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 four new members of staff at the setting and their files were checked during the premises inspection. All folders contained all the required pre-employment checks and each file included a checklist that clearly evidenced when all the checks were undertaken.

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:

The acting manager was supernumerary on the day of inspection and the staffing levels were observed to exceed the required minimum adult/child requirement.

Records available on the day of inspection showed the staffing levels in place confirmed the acting manager or person in charge were always supernumerary when required.

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:

Overall the premises were found to be maintained in a suitable state of repair and decoration. It was noticed that some areas of the skirting boards in the pre-school room need painting.

The playrooms were well ventilated and due to the wall to ceiling glass doors leading onto the veranda, the rooms benefitted from lots of natural lighting.

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 temperatures of the rooms used by the children were checked during the premises inspection and found to be above the minimum requirement.

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 children's toilets are situated in two areas of the setting to ensure they are close to the areas accommodating the children.

One set of toilets are used by the children aged 2-3 years. And the other set by the pre-school children. There are five child sized toilets and hand basins for the younger children and three toilets and hand basins for the older children. Each hand basin had hot and cold water and there was liquid soap and paper towels available for the children to use.

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:

Suitable arrangements were in place to ensure there was a clean supply of bedding and spare clothes for the children attending the setting.

Parents are asked to supply spare clothes for their child and there was onsite laundry facilities to ensure all nursery items are cleaned after use.

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:

A number of risk assessments were submitted as part of the desktop inspection. They covered the premises, outings and activities.

The content of the assessments was discussed with the acting manager in order to gain clarity in regards to some of the points recorded as was the need to include the person/s responsible for ensuring that any actions to be put in place to minimise the identified risks have been 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 6 – Safety**

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

Our Decision:

Compliant

Reasons for our decision:

The temperatures of the hot water used by the children was checked during the premises inspection 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**

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

Our Decision:

Compliant

Reasons for our decision:

Heat is provided by an overhead heating system which meant there were no radiators in the rooms.

All pipes carrying hot water had been made inaccessible to the children.

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 front door was found to be secure when the inspectors arrived and could only be opened by a member of the staff team. The door is self-locking and only able to be opened using the release button which was positioned at a height inaccessible to the children.

All other exit doors were observed to be secure.

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 premises, play resources and equipment were observed to be clean. The inspectors were informed that all are being cleaned daily and every two to three days, all are given a deep, thorough clean.

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 blank copy of the forms given to parents to complete prior to their child starting at the nursery were submitted as part of the desktop inspection. The forms contained all the required information.

During the premises inspection, child records were examined and found to be completed in full and each file contained a photograph of the respective child.

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:

Evidence was submitted for the desktop inspection that showed the appropriate insurance was in place. During the premises inspection, a copy of the policy documents was available to show the insurance had been renewed.

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:

A copy of the setting's policy was submitted as part of the desktop inspection. The document included clear procedures to be followed when dealing with a complaint. There was also a procedure for staff to follow if they had a complaint. Both procedures included the timescale for dealing with a complaint and the contact details for the Registration and Inspection Team. There was evidence to show the policy was being reviewed regularly.

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:

A copy of the setting's policy was submitted as part of the desktop inspection. The document contained a detailed procedure that ensured equal opportunities for staff and children. Evidence was available to show the document is being reviewed regularly.

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 setting submitted a comprehensive health and safety policy as part of the desktop inspection. The document clearly outlined the procedures to be taken to ensure the safety of the premises and all persons attending. There was evidence to show the document is being reviewed regularly.

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 assessed

Reasons for our decision:

The setting does not care for children under the age of two years therefore this policy is not required to be in place.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

Not applicable

Recommendations:

Not applicable

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

Standard 5.2

Whilst examining the condition of the furniture available for the children, it was observed that the paint on some of the table and chair legs was chipped and needed re-painting.

A feedback poster was sent to the setting in order to share with the parents of the children attending the nursery to enable them to provide feedback if they wished. No feedback was received.

Evidence Source:

Observation	✓	Records	✓	Feedback		Discussion	✓
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Requirements:

One

Recommendations:

None

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: Becci Réa

Date: 3 December 2021

Provider's Response

From: Stephanie Bridson and Gary Peirce

I / we have read the inspection report for the inspection carried out on **1 December 2021** at the establishment known as **Parklands Private 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	G. Peirce
Date	06/01/2022

Signed	
Registered Manager	S.Bridson
Date	06/01/2022